

YOURTours Terms & Conditions (including cancellations & amendments)

Please refer to the YOURTours Terms & Conditions provided with your booking form.

1) GENERAL BOOKING TERMS & CONDITIONS

Cancellations and Amendments:

If you do have to cancel *part of your booked and confirmed travel reservation*, every effort will be made to minimise any fees incurred, however a minimum administration service fee of \$250 will be applied per person per booking file, plus any applicable supplier cancellation fees.

If you do have to amend *part of your booked and confirmed travel reservation*, every effort will be made to minimise any fees incurred, however a minimum administration service fee of \$150 will be applied per person per booking file, plus any applicable supplier cancellation fees.

Cancellation & Amendment Fee:

Please be advised in the event of a *full cancellation or major amendment* of either a flight only or full travel service booking, up to 12% of the total value of your booking can be retained by YOURTravel & Tours to cover the costs of our professional services for the duration of the booking creation, management and cancellation/amendment process.

All prices quoted are subject to availability, currency fluctuations and change without notice until full payment has been received. Administration and Service Fees are non-refundable

Deposits:

Once paid deposits are non-refundable, unless otherwise advised in writing.

Conditions:

All arrangements are subject to the supplier's (transport/accommodation/tour provider) regulations and conditions detailed on tickets, vouchers, travel brochures, at accommodation premises, on transport vehicles, or as advised at the time of booking.

We facilitate travel bookings as an agent for third-party travel providers such as airlines, accommodation providers, and tour operators ("Principal/s"). Your contract is directly with the Principal, and their terms and conditions apply to your booking. We receive remuneration from these providers by way of commission or other payments related to the sale of travel products and travel services. and are not liable for their performance, services, or any changes they make.

We are not liable for the performance, services or any changes made by the Principal including suffering loss or injury, in all cases your resolution is with the Principal.

Please Note: Payment of invoice is confirmation of your acceptance of these terms and conditions as outlined above.

2) CREDIT CARD FEES

YOURTravel accepts credit card payments, however a credit card payment fee will apply as follows:

- Visa, Mastercard - 1.6% for secure online system or 1.7% fee will be applied to each in store card transaction
- Q Card & American Express - 4% fee will be applied to each card transaction

3) CONSULTATION & PROFESSIONAL SERVICE FEES

Consultation & Professional Service Fees including, but not exclusive to : flights, tour, ocean cruise, river cruise, rail bookings:

Consultation & Professional Service Fees for FLIGHT ONLY Bookings:

Note: All fees are in addition to any supplier booking, cancellation or amendment fees.

Professional Services Fee for flight only bookings - minimum fee is \$500 per booking file. A booking file covers all family members travelling together to same destination on the same flight on the same date - *fee must be paid prior to flight search taking place.*

Professional Service Fee covers any changes required to be made to a flight booking/ticket on behalf of the airline, including flight cancellation by airline, flight timing change by airline, flight rerouting by airline, flight ticket reissue at airline request.

This fee does not cover any changes made to flight bookings at travellers request.

The following Booking Fees apply to Flight Only Bookings (*in addition to flight search & management fee*)

Longhaul

Economy Longhaul Airfares booked - minimum non-refundable booking fee of \$150 pp / per direction.

Business or Premium Longhaul Airfares booked - minimum non-refundable booking fee of \$250 pp / per direction.

Trans-Tasman, South Pacific & Domestic - minimum non-refundable booking fee of \$150 pp / per direction.

Note: Additional fees may be charged for more complicated itineraries involving multiple airlines / transits / stopovers.

Flight management fees do not cover any changes made to flight bookings at travellers request. Fees for changes to flights made at travellers request are as follows:

Flight Amendment Fee at travellers request prior departure: \$150 pp / per item

Flight Amendment Fee at travellers request post departure: \$150 pp / per item

For the purposes of these T&C's, Longhaul means all destinations beyond Australia.

Consultation & Professional Service Fees for Flights booked with YOURTravel Boutique Travel Design services i.e. flights booked in conjunction with an international ocean & river cruise or tour/safari/luxury train/luxury villa holidays:

Professional Service Fee - minimum fee is \$500 per booking file. Flight search fee for tour or cruise holidays is deductible on payment of final balance invoice. A booking file covers all family members travelling together to same destination on the same flight on the same date - *fee must be paid prior to flight search taking place.*

Professional Service Fee for flight & cruise or flight & tour design services as above are included in the booking fees below and no further charges will be deducted to cover changes required to be made to a flight booking/ticket on behalf of the airline, including flight cancellation by airline, flight timing change by airline, flight rerouting by airline, flight ticket reissue at airline request.

Longhaul

Economy Longhaul Airfares booked - minimum non-refundable booking fee of \$150 pp / per direction.

Business or Premium Longhaul Airfares booked - minimum non-refundable booking fee of \$250 pp / per direction.

Trans-Tasman, South Pacific & Domestic - minimum non-refundable booking fee of \$150 per direction

Note: Additional fees may be charged for more complicated itineraries involving multiple airlines / transits / stopovers.

Professional Service Fees do not cover any changes made to flight bookings at travellers request. Fees for changes to flights made at travellers request are as follows:

Flight Amendment Fee prior departure: \$150 pp / per item

Flight Amendment Fee post departure: \$150 pp / per item

For the purposes of these T&C's, Longhaul means all destinations beyond Australia.

Train Tickets

Train ticket bookings and tickets reissues for international train journeys are subject to the following YOURTravel service fees. These fees are in addition to any train operator fee.

International Train Ticket Bookings: \$100 per person

International Train Ticket reissues : \$100 per person

Rental Car Booking

Rental Car bookings for international rental cars are subject to the following YOURTravel service fees. These fees are in addition to any rental car operator fee.

International Rental Car Booking : \$100 per booking

VISA Services

VISA administration service assistance in obtaining an international visa are subject to the following YOURTravel service fees. These fees are in addition to any VISA service operator.

VISA Service Administration Fee : \$100 per visa application

4) TRAVEL INSURANCE

Please ask for a quote.

Travel Insurance is strongly recommended, including travel on our domestic hosted tours. Premiums are calculated on the number of days you will be away, however it is important that the policy be taken out when the booking is made, to cover any cancellation penalties that may apply from that time.

YOURTravel & YOURTours may provide travel insurance quotations upon request, however it is the clients responsibility to ensure their travel insurance is set at the adequate level to cover your holiday booking. YOURTravel & YOURTours are unable to provide specific recommendations on the choice of insurance provider.

Please note : Comprehensive Travel Insurance is compulsory for travel on our international YOURTours hosted tours.

IMPORTANT: Credit Card insurance - Some financial institutions provide travel cover as part of their credit card service to their customers. As with full travel insurance products, it is important to read your credit card provider's policy carefully to determine the extent of the coverage provided by this policy and whether certain eligibility requirements need to be met.

CLAIMS: Our fee for administration assistance with filing any Travel Insurance Claim with your insurer is \$250 per person per booking file

VISAS AND ENTRY DOCUMENTATION

Visa and Documentation - Entry Requirement responsibilities:

It is the passenger's responsibility to ensure they have the appropriate documentation including visas for departure and on arrival at the destination country and return back to New Zealand (if applicable).

5) PASSPORTS

A valid passport is required to travel internationally (most countries insist the validity be for at least six months beyond the dates of your visit).

Airlines require full passport details be entered for each international booking. Flight bookings require a Passport to be presented to us.

6) TRAVEL ADVICE

Please visit <https://www.safetravel.govt.nz/> to refer to for the latest travel advice. It is the travellers responsibility to ensure they are fully aware of any government advice with regards to the destination they are travelling to.

7) CONFIRMATION OF TERMS & CONDITIONS

These terms and conditions are provided with your invoice. Payment of your invoice confirms your acceptance of these terms.