

NZET BOOKING TERMS & CONDITIONS

Definitions

In these terms and conditions a reference to “NZET” or “we” is a reference to New Zealand Educational Tours Limited. A reference to “you” is a reference to the student or tour participant.

Payment

Payment is to be made by credit card, we accept VISA or MASTERCARD. If this is not possible then our bank account details will be sent to you upon booking

Not Included in the Price

- Transport including flights to and from the tour start (unless specifically requested).
- Personally incurred expenses such as additional meals, beverages, optional activities, souvenirs, telephone and laundry charges.

Flights

Where you request flights, NZET will book the best possible flights through Air New Zealand. If there are no seats available through Air New Zealand, NZET will book the best possible seats through an alternative airline. A \$20 booking fee is charged for this service and is added to the total cost of your flights.

Please note: Once NZET receives your request to book flights we will make the booking and all flight costs are payable by you. The total cost of the flights will be charged to the credit card that was used to pay for your tour. Flight costs cannot be refunded by NZET.

On average, flight costs range between \$200 - \$300 from main airport centres. If you are flying from a smaller airport flight costs are likely to be \$300 to \$500

Cancellations

All cancellations must be received in writing and all are subject to a cancellation fee. The written cancellation must be signed by your host parent or course co-coordinator.

If you cancel your place on a tour:

- More than four weeks before the tour is scheduled to start, NZET will charge a \$200.00 administration fee for cancellation. The rest of your payment will be refunded, less any monies owing for flights or other payments made on your behalf
- Less than four weeks but more than seven days before the tour is scheduled to start, NZET will refund you 50% of the tour price provided the full amount has been paid.
- Less than seven days before the day the tour is scheduled to start there is no refund.
- There is no refund of flights purchased under any circumstances.
- PLEASE NOTE: For tours to Australia and Fiji there is no refund if cancelled up to four weeks before the tour departs.

Transferring Tours

If you wish to transfer to another tour and a transfer space is available there will be an administration fee of \$10 for that transfer.

Itinerary Variations

NZET reserves the right to vary the itinerary with no additional charge or refund to you where circumstances beyond NZET's control make changes necessary (e.g. cancellation of activity, change of accommodation, breakdowns). NZET will aim to substitute activities with others available.

NZET reserves the right, without payment of compensation, to require you to withdraw from or leave the tour, if in the opinion of NZET representatives, your behaviour, or physical or mental condition, may endanger the health, safety, interests or welfare of yourself or others.

NZET is under no obligation to refund money to you where:

- Circumstances arising beyond NZET's control require alternative arrangements to be made to ensure the safety and/or further participation and enjoyment of your tour.
- You miss any part of the tour (including sightseeing), do not use accommodation, or leave the tour for any reason after it has started.
- The money is in respect of flight costs.

Permission Forms

You will need written permission from your natural parents to join an NZET tour and to participate in optional activities. Your parents need to complete and submit the permission form before the start of the tour. This is an NZET requirement to participate in activities.

Lost Property

Please name property and keep valuables on your person or locked away. NZET will dispose of any property that is left with or returned to NZET and not claimed within three months from completion of your tour.

Facebook/Photo Waiver

By agreeing to the Terms and Conditions, any photographs taken on tour by NZET staff or provided to NZET by you, including photographs with you in them, may be used by NZET for promotion work and advertising, including website, Facebook and other media.

Personal Responsibility

NZET and its representatives take all practicable steps to identify and minimise potential dangers for all participants on tour. However, to the extent permitted by law, NZET its staff and management do not accept any liability for any accident or injury to you or your property.

We reserve the right to withdraw you from an activity if, in our opinion you are likely to endanger yourself or others. We also reserve the right to cancel any activity if we become concerned for any reason for your safety or that of any other person.

You must notify the Tour Manager or another NZET representative if you are concerned for your safety while on tour.

NZET is NOT responsible for:

- Mechanical breakdowns, government actions, weather, acts of God, strikes or other circumstances beyond our control.
- Your failure to follow instructions including check-in and check-out places and times.
- The loss of/or damage to your baggage or its contents.
- Any other matter unless expressly referred to in this agreement.