

TERMS & CONDITIONS 2019/20

TRAVEL INFORMATION

- 1.You are responsible for obtaining all passports, visa and health information required. We will assist you to obtain such information; however, the final responsibility for obtaining the necessary information and complying with any passport, visa and health requirements remains with you.
- 2.The details of the prices, packages, tours, flights and other information displayed on the final confirmation are subject to change without notice. The travel products and services described on the final confirmation are subject to availability

PRICES

- 1.All prices are subject to change without notice.
- 2.Published rates are only available on the basis of full prepayment of all charges in New Zealand. We require full payment at the time of booking to secure the booking. Bookings will automatically be cancelled if payment is not received.
- 3.If you fail to make full payment by the date notified, your booking will be cancelled and the deposit paid will be forfeited to us.
- 4.Deposits are non-refundable unless otherwise stated. Tickets, coupons, exchange orders, vouchers and receipts will evidence a contract but will generally be forwarded to you after you have entered into a binding agreement
- 5.A binding contract will be made by you when you complete payment. Once you have made full payment, there is no refund or change available other than as notified under any Rules and Conditions of the supplier and our terms.

CANCELLATION CHARGES / AMENDMENT FEES

Once full payment has been made, we reserve the right to charge cancellation or amendment fees, See Cancellation policy & Booking amendment, per person to cover our administration and book- keeping expenses. This fee is in addition to any charges made by Airlines, Hotels, and other suppliers and is inclusive of any deposit paid by you. Please note that the conditions for some services, particularly airfares, may not permit any refund. If Across Oceania is obligated to cancel your travel arrangements for any reason, the liability of Across Oceania will be limited to a refund of all monies paid by you less any cancellation fees and subject to supplier Rules and conditions.

If you wish to cancel or amend any booking made you need to contact us in writing. You cannot cancel or amend a booking which is confirmed or paid for other than by contacting us.

For all confirmation of land services to Across Oceania, this agreement will apply.

BOOKING AMENDMENT BY CLIENTS / POLICY CHARGES

Amendments made by the client to the final & confirmed itinerary or services will be charged at the minimum rate of \$50 per service amendment per file in addition to any charge levied by the supplier (Cancellation policies of the suppliers apply).

- From 30 to 07 days before Arrival: 75\$ penalties / file
- From 07 to 24 hours before Arrival: 100\$ penalties / file

CANCELLATION POLICY AFTER FINAL CONFIRMATION:

The below cancellation policies will apply to all your bookings:

- **From 30 to 07 days before Arrival: 50% of the total amount will be charged**
- **From 07 days to 24 hours before Arrival: 100% of the total amount will be charged**

LIABILITY

Across Oceania has no liability for any act, omission or default, whether negligent or otherwise, of airlines, car rental operators, ferry companies, hoteliers, tour operators or any other supplier. We have no liability for any loss or damage occasioned by the negligence, act or omission of any supplier or other third party. We reserve the right to cancel or modify itineraries or bookings where circumstances require actions.

GOVERNING LAW

- 1.If any dispute arises about this agreement or how this agreement applies or arising out of your use of this site, the laws of each country and state.
- 2.You irrevocably and unconditionally submit to the non-exclusive jurisdiction of the courts of New Zealand, and waive any right that you may have to object to an action being brought in those courts.

LEGAL OBLIGATIONS

Before you proceed to book a flight or service through Across Oceania please be aware that you enter into a legally binding contract to acquire such flight or service from the time when payment is made. After this point any cancellations will incur the cancellation fees set out above. All ticket airlines need to be prepaid before confirmation. Cancellation fees apply.

Do not proceed to the details for booking a flight or service unless you are prepared to legally commit to a binding contract and obligation to pay for the service.

OFFICE AND MAILING ADDRESS

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