



# SEASON 2021/22

## Booking Terms & Conditions (Domestic)

### Booking Terms & Conditions

Payment and completion of the GOOD TO GO Form acknowledges that you have read, understood and accepted these booking conditions. Grand Pacific Tours (GPT) is a 100% Australian owned company. These Booking Terms and Conditions relate to NEW bookings taken for travel in the 2021/22 touring season, further terms and conditions may apply to bookings that have been transferred from a previous touring season.

### COVID-19 Disclaimer

GPT has compiled the content of all tour itineraries based on the knowledge that all accommodation and attraction suppliers will be fully operational by commencement of the 2021/22 touring season. If for any reason the component of a tour is not available at the time of touring, a replacement or refund will be provided. Any refund amount is based on GPT's negotiated pricing and not retail prices. **GUARANTEED DEPARTURES:** GPT promote guaranteed departures with full expectation of delivering this, which has been a key selling point for 25 years. However, due to COVID-19, with no visibility on the timeframe of opening the Trans-Tasman or International borders at the time of print (Sept 2020), all bookings for the 2021/22 season will initially be administered with an 'ON HOLD' status until Trans-Tasman borders open. Once Trans-Tasman borders open, GPT will then reconfirm the selection of guaranteed departure dates that will travel and reserve the right to remove selected dates based on sell time. If any of your clients are affected the GPT team will be in contact at this time to make alternative arrangements for travel on a near or future date.

### Prices

All holiday prices are based on schedules, fares and tariffs current at the time of printing. GPT reserves the right to vary the cost of tours if necessary, by reason of currency fluctuation, or component cost increase. Tour costing will be guaranteed at the price prevailing at the date of final payment. In the case of computer or human error, we reserve the right to re-invoice the Travel Agent with correct billing as per the published rates in the GPT brochure.

### Deposit and Payment

A non-refundable deposit of \$200 per person is required for all Signature Mid-Size Group Touring, Classic Escorted Group Touring, selected Special Interest Group Touring and \$500 per person is required for Ultimate Small Group Touring within 7 days of booking.

The balance of payment, including any merchandise, is due 60 days prior to departure. If you are booked on a module of a tour (8 Day Affordable North Island or 10 Day Classic South Island), your final balance date will be due 70 days prior to departure, as this will fall in line with the 16 Day or 19 Day itineraries that this tour is part of. Once the tour has been booked and confirmed, cancellation fees will apply as per the Terms and Conditions.

### Airfare

GPT is only administrating Land Only bookings for the 2021/22 touring season. If any traveller has an airfare inclusive package booked which was transferred from COVID-19 disrupted periods, the original airfare terms and conditions will apply. Any additional fare or tax increase will be charged and payable by the traveller.

### **Children**

Children's fares (5-11 years) are available. Unfortunately, children under five are not suitable on these tours. Exact amounts will be confirmed to your Travel Agent at time of booking. Each child, as denoted must be paired with a supervising adult within the same party due to the seat rotation and rooming policy. On Ultimate Small Group Touring and Signature Mid-Size Group Touring, children under **16** years are not permitted.

### **Special Offers**

Only one special offer is applicable per booking/per person and must be advised at time of booking. There will be no retrospective discounts applied. #Bonus Inclusions: Bonus Garden Book is one per household

### **Travel Insurance**

Comprehensive Travel Insurance is not included but is strongly recommended for all travellers. It is the traveller's responsibility to arrange their own travel insurance.

### **Passport and Visa Requirements**

All visitors require a passport to enter New Zealand. Your passport must be valid for at least three months beyond the date that you intend to leave New Zealand. For Australian citizens travelling on an Australian passport, you do not need a visa or permit to visit New Zealand. Visitors from visa-waiver countries must request an Electronic Travel Authority (ETA) prior to travelling to New Zealand. For visitors from non-visa waiver countries it is recommended you contact your Travel Agent or NZ Immigration for full entry requirements. If you are not an Australian Citizen or permanent resident, you may also have to pay for an International Visitor Conservation and Tourism Levy (IVL). Please check with your Travel Agent for up to date immigration requirements.

### **Cancellations / Transfer of Booking**

In the event a traveller cancels off a tour the following fees apply prior to departure:

- 60 days or more prior to departure, loss of deposit.
- Between 7 and 59 days prior to departure, 50% of the tour package price.
- Less than 7 days prior to departure, 100% of the tour package price.

If a traveller cancels a tour that was suspended from a previous touring season, additional cancellation fees may apply.

If a traveller wishes to cancel their existing booking and transfer to a new departure date, the above cancellation fees still apply.

### **Refund**

Please note that no refund shall be made for any unused portion of any itinerary. Any alteration to the holiday outside the touring itinerary, made by a traveller shall be wholly at the expense of the traveller.

### **Accommodation Information**

GPT endeavours to utilise the most suitable hotels available in each location to ensure travellers enjoy a consistent level of cleanliness, comfort and service. In more remote locations, hotel standards and facilities may differ to city hotels. As hotel allocations are booked in advance, room upgrade requests are not permitted. Should the hotels on tour change for any reason, we will endeavour to ensure that the alternative hotel is of an equivalent standard.

### **Pre / Post Accommodation in New Zealand**

Hotel check-in time is approximately 3pm and check-out is approximately 10am. If early hotel check-in or late check-out is required due to flight schedules, additional accommodation will need to be purchased. The rates quoted in this brochure are only valid for one night, room only and subject to availability. Any additional meals will need to be ordered and purchased directly with the hotels, Bed and Breakfast rates cannot be provided. Additional nights are subject to availability and may be charged at the prevailing rate by the hotel.

### **Single Travellers willing to Twin Share**

If you are travelling alone but willing to share, a twin share room can be provided with a person of the same gender and this will entitle you to travel at the twin share price. Special room requests are not permitted on this basis. It is your duty to disclose any medical or other conditions that may prevent you from being a suitable rooming partner (such as use of CPAP machine) and you must accept that compatibility with your rooming partner cannot be guaranteed. If at any time during the tour you consider your rooming partner unsuitable, we will endeavour to arrange single accommodation (room standard may differ) for you for the remainder of the tour, subject to availability and at your own cost. We accept no responsibility for the suitability of the allocated rooming partner. Single travellers sharing a room will also be required to sit together and adhere to the seat rotation plan.

The option to twin share with another single traveller is not available on Ultimate Small Group Touring and selected Special Interest Group Touring. Please enquire with your Travel Agent at time of booking.

### **Single Travellers**

Paying the Single Supplement covers the sole use of accommodation only. On the Classic 48 seat coach you will be required to sit with a fellow traveller and rotate between seats together. On the Signature 32 seat coach you will rotate between an individual seat and dual seats with another traveller. Travel on the Ultimate 20 seat coach is Business Class style individual seats for the entire journey.

### **Triple Share Room Bookings**

Hotel rooms are generally sized to accommodate two travellers in comfort. When three travellers elect to share a room note that there will be restricted space. A rollaway bed may be used for triple share bookings where three separate beds are required. Special conditions apply for triple share requests on the Milford Mariner and/or selected hotels and are subject to availability. Please enquire at time of booking. Triple share arrangements are not available on Ultimate Small Group Touring, Signature Mid-Size Group Touring and selected Special Interest Group Touring.

### **Milford Mariner and Fiordland Navigator Overnight Cruises**

There are stairs to the cabin and dining area. Travellers are required to be physically able to climb stairs on their own or with the assistance of their travelling companion. A mainland option is available which must be requested at time of booking and is subject to availability with no price reduction. Bedding types are limited, we are unable to guarantee preferred bedding.

### **Dietary Requests**

GPT limit special dietary requests to Vegetarian, Gluten Free, Lactose Intolerant, Diabetic and any life-threatening allergies (whereby the traveller carries an EpiPen). These requests will be forwarded to the hotel and /or attraction suppliers but cannot be guaranteed and does not constitute a term of your contract with us. Tour meal options may be limited. As a volume group tour operator, contracting specific menus which range from Buffet to A-la-carte, the logistics of arranging meals meeting the correct criteria over an extended touring itinerary can be challenging and cannot be guaranteed to meet the expectations of the traveller(s). Therefore, religious dietary requests (Hindu Vegetarian, Kosher, Halal) cannot be accommodated. Any further intolerances needing to be managed are the responsibility of the traveller. Airlines have restricted dietary conditions which vary, all requests should be discussed with your Travel Agent at the time of booking.

### **Internet**

Most hotels have internet access available. Not all hotels offer free Wi-Fi, charges may apply. GPT do not have any influence over hotel Wi-Fi access and related costs. The Ultimate Small Group Touring and Signature Mid-Size Group Touring coaches include a daily allowance of free Wi-Fi. Due to New Zealand's terrain connection may not be available at times.

### **Luggage Limits**

Each traveller is entitled to travel with ONE suitcase on tour measuring (length + width + depth) no more than 150cm (59"). Ultimate Small Group Touring travellers may bring up to TWO suitcases if airline ticket permits. Weight limits also apply to luggage due to Occupational Health and Safety issues. The maximum suitcase weight allowed is 23kg (50lbs). If a traveller brings more than the allocated limit of luggage, any additional arrangements made to get their luggage to the final destination, will be at their own expense. Please be aware that oversized or overweight luggage may be refused to be carried by coach companies. Each traveller is supplied with a GPT Travel Bag for personal and small items which can be carried on the coach when travelling. The travel bag is designed to carry a maximum of 6kg (13lbs). Due to limited space on board the coach, please ensure carry-on bags are approximately (length + width + depth) 81cm (32") with a maximum weight restriction of 6kg (13lbs). All luggage carried is entirely at the travellers' risk, GPT takes no responsibility for accidental damage or loss.

### **Coach Seat Rotation**

For the enjoyment and fairness of all travellers, GPT operates a daily seat rotation system which all travellers must participate in as a condition of booking. There is no exception to this policy and special consideration to an individual's specific needs cannot be accommodated. The coach seat plan is displayed inside the coach for your reference.

On the Signature Mid-Size Group Touring coach, the configuration of the coach seating is two seats on the side of the aisle and an individual seat on the right side, all with panoramic viewing. All travellers will rotate and enjoy the variety of armchair comfort in the dual seats but also will experience the same Premium Economy Comfort on other days in a spacious individual window seat. For two people travelling together, the individual seats will flow in front and behind each other.

### **GPT Coach Captain and Tour Leader**

The Coach Captain is responsible for driving and maintaining the coach and for providing commentary throughout the tour. The Tour Leader (or Coach Captain when Tour Leader is not allocated) is responsible for the traveller wellbeing and for co-ordinating all the accommodation and activities. It is important while on tour that travellers follow GPT Coach Captain and/or Tour Leader instructions.

### **Tipping and Gratuities**

As GPT Coach Captain's and/or Tour Leader's work exceptionally hard to provide all travellers a memorable holiday, tipping is appreciated for extra special service. Many tours arrange an envelope to be circulated for a farewell group presentation to the Coach Captain and/or Tour Leader with any contributions based on individual appreciation.

### **Holiday Duration**

The first and last day of most structured holidays is considered a travelling day and therefore may not necessarily be a touring day. Dinner is not included for travellers arriving after 8pm on Day 1.

### **Traveller Demographic**

GPT's demographic of traveller is generally aged 50 + or for those who prefer a low impact itinerary. All travellers should have a good level of fitness and health to cope with full days of travel which may include walking and climbing stairs. We recommend travellers visit their doctor and dentist before travelling. To ensure you see the best New Zealand has to offer, most touring days depart following breakfast and arrive at the new destination just prior to dinner.

The 11 Day Signature Top of the South Island Tour requires a moderate level of fitness as several short walks of up to 1 hour are included. The walks are scenic and not excessive but can include slight inclines and uneven surfaces. Please ensure you feel comfortable with this level of fitness before making a booking.

### **Health and Fitness**

Payment of deposit by a traveller to GPT acts as a warranty that you are reasonably healthy and/or fit to participate in the tour and the traveller indemnifies GPT from all actions, claims and demands arising out of any want of health and fitness. It is important that the traveller chooses the right tour to avoid disappointment.

Important information relating to the travellers' health, mobility and fitness which may affect their partial or total participation in the tour and the enjoyment of other travellers must be reported to GPT at time of booking. If a traveller has a disability or medical condition that requires special attention, or if the travellers' health, mobility and fitness change prior to tour departure, this information must be reported to GPT as soon as possible. This information is necessary to allow GPT to ensure the tour chosen is suitable and meets the travellers' needs. Where possible GPT will make reasonable modifications to the tour to accommodate any special requirements however, it cannot do so if the modification necessary would be unreasonable or if it would affect the travellers' safety and/or the safety and/or enjoyment of other travellers.

If a traveller requires personal assistance or care (such as pushing a wheelchair, assistance with dressing or assistance with walking), they must travel with a companion capable of providing the required assistance or care. GPT does not provide personal assistance to any traveller. Travelling with a collapsible wheelchair/mobility scooter is subject to availability at the time of booking as each tour only has the capacity to cater for one wheelchair/mobility scooter traveller. Loading a mobility scooter on and off the coach is not the responsibility of the Coach Captain and/or Tour Leader. Accessible Rooms are subject to availability and not always allocated in the room type advertised. Accessible Rooms are not available on the Milford Mariner or Fiordland Navigator overnight cruises.

GPT makes reasonable effort to accommodate the needs of travellers with specific disabilities however, it is not responsible for any denial of services by any third party or independent suppliers or for any additional expenses charged by those parties

Whilst on tour, if you require medical assistance the Coach Captain and/or Tour Leader will assist with the recommendation of local medical services. Travellers are fully responsible for all charges pertaining to medical treatment and GPT will not be held liable for the level of service or treatment provided. The Coach Captain and/or Tour Leader are not bound to accompany travellers to seek medical treatment.

GPT does not provide face masks on tour, this is the travellers' responsibility and strongly recommended.

GPT manage strict Health and Safety protocols and will continue to develop or enforce new initiatives based on the guidelines outlined by the Australian and New Zealand Governments and the World Health Organisation. Our Health and Safety policy can be viewed at [gptnz.com](http://gptnz.com)

### **General Conduct**

GPT reserves the right to refuse a traveller from embarking on a tour or remove a traveller from continuing on a tour if they are deemed, by any GPT representative, acting in a way that interferes with the general operation of the tour or compromises the general enjoyment of the tour by other travellers in any way. This encompasses the travellers' mental or physical condition or general behaviour which affects their own health and safety, compromises their ability to selfcare, becomes a risk to themselves or other travellers or is abusive, offensive or harassing other travellers including GPT representatives and third party suppliers. GPT is not liable to the traveller for any costs associated with such a decision and the traveller will not be refunded for any part of the tour.

### **Smoking Laws**

Smoking is not permitted in any indoor spaces in New Zealand hospitality venues. This means you cannot smoke inside places such as bars, gaming venues, clubs, hotel rooms and restaurants.

### **New Zealand Airport Transfers**

Airport transfers in New Zealand are included on the first and last day of your GPT tour. This includes any pre or post tour accommodation directly linked with the tour hotel. For transfers to be administered flight details are to be provided no later than time of final payment. Transfers cannot be re-routed to other pick up points or destinations and no refund can be provided for unused transfers. Inter-terminal airport transfers are not included. If your flight details have changed please contact your Travel Agent or on the day of departure, contact GPT Australia. Transfer vehicles will wait up to 1 hour after the flight lands in New Zealand. If you miss your pre-booked transfer for any reason or require assistance when in New Zealand, you can contact our North Island or South Island Operations Managers. All emergency contact numbers can be located on your tour itinerary or on the Emergency Contact Card located in your ticket wallet. Depending on the situation either a replacement transfer will be arranged, or travellers may be required to make their own way to/from the GPT tour hotel at their own expense.

### **Module Tours**

The Classic/Affordable North and South Island tours are modules of longer duration tours meaning travellers will arrive and depart throughout the tour. The 14 Day Affordable Panorama is a module of the 16 Day Affordable Highlights, travellers on the 14 Day module will depart the tour in Auckland on Day 13 and not continue with the group to the Bay of Islands. No extensions can be administered whilst on tour.

### **Documentation**

GPT documentation including any merchandise will be forwarded to your Travel Agent two weeks prior to departure. P.O. Box address is not acceptable. Unfortunately, we cannot accommodate early requests for documentation. The Deluxe Documentation Pack is one per person for Ultimate Small Group Touring; the Classic Documentation Pack is one per person for Signature Mid-Size Group Touring and one per couple/household for Classic Escorted Group Touring. Any traveller who received documentation on a disrupted COVID-19 tour, will receive an updated personalised itinerary only.

### **Optional Activities**

These tours are to be booked with the Coach Captain and/or Tour Leader whilst on tour. Payment operator. GPT does not operate these excursions, as such no person employed or associated with GPT has any connection with the operators of these excursions. Accordingly, GPT cannot and do not take any responsibility for any injury, action, loss, or damage of any type, arising in any manner from these excursions. Optional Tours are subject to availability. Once booked cancellation fees may apply.

### **Supa-Saver Coupons**

These tours are to be booked and paid directly with the tour operator. Our recommendation is to book in advance, prior to your arrival into New Zealand to avoid disappointment. GPT does not operate these excursions. As such, no person employed or associated with GPT has any connection with the operators of these excursions. Accordingly, GPT cannot and do not take any responsibility for any injury, action, loss, or damage of any type, arising in any manner from these excursions. Attractions are subject to availability. Once booked cancellation fees may apply.

### **Wine Time**

GPT promote Wine Time (discounted drinks) as an initiative for travellers to gather and socialise at a designated time prior to dinner on selected days of the itinerary when dinner is included at the hotel. The discounted beverage price is at the hotels' discretion and subject to change at any time. Travellers must wear a GPT branded name badge to be identified by bar staff. GPT strongly encourages responsible drinking.

### **Lost Property**

GPT does not accept responsibility for the retrieval of lost or misplaced property. All costs associated in the retrieval of lost or misplaced property is at the travellers' expense.

### **Disclaimer**

Travel is personal and an individual's expectations and enjoyment of included activities may differ. GPT will not be bound by, or liable for, any description, photograph, representation, or warranty made by or provided by any third-party sales representative, Travel Agent, or other person or entity relating to any tour offered by GPT.

### **Responsibilities of Service**

GPT advises that the service it provides is for the booking and packaging of goods and services provided by other operators such as hotels, attractions, cruise vessels and transportation companies. Travellers are advised to familiarise themselves with the terms and conditions on which these services are supplied. Accordingly, GPT will not be responsible and will be excluded from liability for any loss, damage, omission, or acts being negligent or otherwise, committed by these operators used in connection with the tours.

### **Variation**

GPT reserves the right to cancel or to vary the content of its tours including the replacement of the Ultimate and Signature coaches should the need arise under extenuating circumstances out of our control. Due to the limited number of Ultimate and Signature coaches available, any compensation will be assessed on a case by case basis, but not guaranteed.

### **Dispute**

The law of this contract is the law of the State of Victoria and where applicable the law of the Commonwealth of Australia and New Zealand.

### **Force Majeure**

Except where otherwise expressly stated in these booking conditions we regret that we cannot accept liability or pay any compensation where the performance of our contractual obligations is prevented or affected by reason of circumstances amounting to 'force majeure'. In these booking conditions, 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riots, civil strife, terrorist activity, industrial dispute, nuclear or natural disaster (including but not limited to flooding, fire, earthquake, landslide, road closures), adverse weather conditions, government action including border closures, national emergency, epidemic, pandemic and all similar events outside our control. Should a tour be suspended for any reason out of our control, an Administration Fee may be charged to cover irrecoverable costs.

### **Client Trust Account**

GPT run a Trust Account holding clients' monies until tour payments are settled. All tours are prepaid to New Zealand hotels and attractions.

### **Privacy**

Use of any personal data that you provide to GPT for your booking is governed by the GPT Privacy Policy which is published at <https://www.grandpacifictours.com/privacy-statement>. By providing personal information to GPT, you consent to GPT collecting, holding, using and disclosing your personal information as detailed in the GPT Privacy Policy. In particular, you agree that in certain circumstances, GPT are permitted to disclose your personal information to overseas recipients in connection with your booking committed by the operators of hotels, attractions, cruise vessels and transportation companies used in connection with the tours. The supplier may also have their own privacy policy that covers how they handle your personal information. Please contact the supplier directly for information on their privacy policy. GPT do not keep a record of any credit card or bank account details of their passengers.

For any further information please refer to our Frequently Asked Questions Directory at [gptnz.com](http://gptnz.com)

### **Validity**

Brochure valid for travel from September 2021 - May 2022.

### **MERCHANDISE**

All prices are inclusive of GST and postage. All purchases must be made with your Travel Agent at time of booking. Payment for all merchandise is due with final tour payment prior to departure. Merchandise will not be sold once on tour or after travellers return home. Refer to the website for delivery and jacket sizes. Exchanges can be made on unused merchandise, a \$10 per delivery postage and handling fee will be charged.