



TERMS AND CONDITIONS

Please read these terms and conditions carefully as they incorporate the basis upon which bookings are accepted by Quay Travel Limited (Quay Travel, we or us).

These terms and conditions apply to bookings you make with our consultants (in-store, over the phone or by email).

CONFIRMATION OF SERVICES

Your acceptance of a quotation or your booking request does not guarantee actual availability of the requested flights, tours, accommodation or services until such time as you receive a confirmation invoice from Quay Travel.

QUOTES

Any quotes provided by Quay Travel are valid on the date of quotation, which may include a valid to date depending on the supplier requirements for payments. All prices are subject to change until final payment has been received due to currency fluctuation outside our control.

RESEARCH FEES

A non-refundable research fee is payable at the commencement of any work being undertaken by Quay Travel.

Quay Travel's standard research fees: \$30 Domestic travel, \$60 Tran Tasman/South Pacific, \$200 Long-haul travel.

AMENDMENT FEES

If you wish to alter your arrangements after your booking is confirmed amendment fees are likely to be incurred by the suppliers. Further, some tickets may be non-refundable or non-transferrable. It is important to check the position with us before you confirm arrangements and/or before you change or cancel any confirmed reservations.

Quay Travel's standard change fees: \$30 Domestic travel, \$60 Trans-Tasman/South Pacific and \$200 Long-haul travel. In addition, any applicable supplier fees or penalties as advised at time of booking.

CANCELLATIONS FEES

We strongly recommend travel insurance in case of cancellations. Cancelled bookings will incur charges. These charges can be up to 100% for the cost of the booking regardless of whether travel has commenced. The amount of each supplier's cancellation fees or penalties is beyond our control and payment is solely your responsibility.

As a minimum Quay Travel's standard cancellation fees: \$30 Domestic travel, \$75 Trans-Tasman/South Pacific, \$350 Long-haul travel.

Supplier Change and Cancellation Fees: Cancelled bookings may also incur supplier fees, which can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Supplier fees may also apply where a booking is changed and when tickets or documents are re-issued. Where we incur any liability for a supplier cancellation fee for any booking which you change or cancel, you agree to indemnify us for the amount of that fee. Where you seek a refund for a cancelled booking for which payment has been made to the supplier, we will not provide a refund to you until we receive the funds from that supplier.

DEPOSITS AND PAYMENT

You will be required to pay a deposit or deposits when booking. Your consultant will advise you of how much that will be. All deposits are non-refundable for changes of mind or cancellations by you (subject to your rights under the Consumer Guarantees Act). Final payment is required no later than 6 weeks prior to departure unless otherwise stated. Some airfares or services must be paid in full at the time of booking.

Prices given are for payment by cash, cheque or direct debit card only. We accept certain credit cards – contact Quay Travel for more details. A service fee may apply. If you pay by credit card and a service provider is unable to provide the services, which we have contracted, for you, you agree that your remedy lies against that provider and not Quay Travel. In the event that payment has been made to Quay Travel by credit card, you agree that you will not seek to dispute the Quay Travel charge with your credit card company.

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.

INSURANCE

It is strongly recommended that all customers be adequately covered by insurance for the duration of their travel arrangements. Quay Travel cannot in any way be made liable for any additional cost incurred by the customer on any tour due to the customer not having adequate travel insurance.

PASSPORTS & VISA REQUIREMENTS

A valid passport is required to travel internationally. As a general rule, passports should have at least 6 months of validity, we STRONGLY recommend this. Most countries will not permit a traveller to enter their country unless the passport is set to expire at least 6 months after the final day of travel. Your passport must be in good condition, and have sufficient blank pages; we recommend one per country for all countries visited. It is the traveller's responsibility to ensure that he/she has obtained all relevant exit and entry visas and other necessary travel documents for the journey including the correct passport validity. We are happy to assist you in determining visa requirements wherever possible

TRAVEL/HEALTH ADVICE

The New Zealand Ministry of Foreign Affairs and Trade assesses the threats to the personal safety of New Zealand travellers, arising from: terrorist threats, conflict, political unrest, anti-western demonstrations, lawlessness, violence, natural disasters or similar. The New Zealand Ministry of Health issues travel advice regarding health issues, which may affect New Zealanders travelling overseas. In all cases, New Zealand travellers are strongly advised to read the New Ministry of Foreign Affairs and Trade advisories. For Government advice on any worldwide travel, risks please check www.mfat.govt.nz and www.safetravel.govt.nz

VACCINATIONS

To visit most popular destinations no vaccinations are required. However, for some unique, tropical, or adventure destinations there may be the need for vaccinations. If you require further advice, we recommend you check out the website: www.holidayhealth.co.nz or contact your own Doctor or Auckland Metro Doctors on 0508 306 306 or 09 373 3531 who specialise in travel health.

MEDICATION

If any travellers are taking prescribed medication please be aware that some countries have restrictions on the type or quantity of some substances that may need prior approval before entering the country. Please check with your doctor and/or travel insurance company to check your medication status.

If you require further advice, we recommend you check out the Ministry of Health website/s for the countries you intend to visit.

GOVERNING LAW

The laws of New Zealand cover this agreement. Any claim or legal action against overseas suppliers is likely to be subject to the terms of your contract with them, and may be governed by the laws of other countries.

RESPONSIBILITY

There is no contract between Quay Travel and the client until Quay Travel has provided a confirmation invoice and the appropriate deposit has been received. Quay Travel accepts bookings subject to the following conditions:

(a) Quay Travel acts as a co-ordinator for all persons taking the travel in the making of all arrangements for transportation, sightseeing and hotel accommodations none of which are owned, managed, controlled or operated by Quay Travel.

(b) Quay Travel only acts as an agent for the owners, contractors and suppliers of transportation and/or other related travel services provided and assume no responsibility for the loss or damage to property or for injury, illness or death or for any damages or claims however so caused arising directly or indirectly from accidents, loss or damage to person or property, delays, transport failures, strikes, wars, uprisings or acts of God over which we have no control.

(c) Quay Travel does not assume responsibility for seat assignments, name changes, schedule or flight changes, cancellations, claims for reimbursement of airline ticket fees or any other loss or expense incurred to you for any reason whatsoever when purchasing or using airline services.

(d) If a traveler has incurred damage due to a natural disaster, a war, a riot, suspension of the provision of Travel Services by transportation/accommodation facilities, etc., an order of a government or other public offices, or any other cause in which Quay Travel or the arrangement Travel Advisor of Quay Travel is unable to intervene, Quay Travel shall not be responsible for compensating for the damage.

PEACE OF MIND

Quay Travel are bonded members of the Travel Agents Association of New Zealand (TAANZ) and we hold professional indemnity and liability insurance with AIG for NZ\$2 million.