



Terms & Conditions of Booking & Travel

The purchase of any travel services offered by Operatunity Travel Club Limited (hereafter called The Company) constitutes a contractual arrangement between you (hereafter called the Guest) and The Company and represents your acceptance of the terms and conditions set out herein. Please ensure that you read carefully and understand these Terms and Conditions prior to booking. Acceptance, the completion of a booking form and/or payment of deposit constitutes acceptance of these terms and conditions in full.

- Prices are correct at time of publication but are subject to change without notice. If cost factors dictate the need for fare increases, The Company may do so at any time prior to departure. Guests may cancel (without paying a cancellation fee) rather than accept fare increases. This right does not apply to fuel surcharges or increases in taxes or other surcharges or supplier increases, The Company reserves the right to impose or pass through fuel surcharges, security surcharges or similar incidental surcharges that may be imposed.
- Prices are per person from Auckland in economy class and are subject to availability. Any transfers to and from Auckland International Airport or accommodation required prior or after the trip are at the cost and responsibility of the guest. The Company are able to facilitate such transfers or accommodation but only upon request and at an additional quoted charge.
- Minimum/maximum numbers, each trip will have a limit to the number of guests on a trip. Acceptance of a booking and acceptance of a deposit does not guarantee a place on the trip nor guarantee that the trip will proceed should the minimum number of guests required not be met or your booking may be cancelled should the maximum number of guests met (this will be handled in strict order of deposits received). In such an event full refund will be made.
- All accommodation is based on twin share. Single supplements are not always be available but will be quoted where possible and on request but not guaranteed. Where possible people travelling alone who wish to will be paired up with a person of the same gender however The Company does not guarantee that the person you are paired with will be a match in terms of temperament and such, however every effort will be made to match comparable people.
- Travel documents are only issued approx 2 weeks prior to travel and upon receipt of full payment.
- A deposit is required at the time of booking. Acceptance of the booking form and deposit does not guarantee a position on the trip. Final and supplementary payments will be required in terms of the brochure relevant to the trip booked. Should a deposit or any instalments or final payment not be received then we reserve the right to cancel the booking and cancellation charges may be applied at our discretion.
- Cancellation charges may apply should you wish to cancel your booking as suppliers often require payment prior to our final payment date and we may be unable to change or resell your place. Each case will be treated on an individual basis as to charges applicable and solely at the discretion of The Company. Any matters regarding cancellation charges and Travel Insurance claims are solely between the guest and their relevant insurance provider. Name changes and departure date changes are considered reservation cancellations and are subject to cancellation charges.
- Refunds cannot be made for any unused trip inclusions, airfares, tours, transfers or individual features voluntarily cancelled or omitted by the guest or missed due to illness, injury or other factors.
- Tips, gratuities and miscellaneous charges such as, but not limited to laundry, telephone, mini bar, alcohol, taxi/transport, sightseeing tours, guides, beverages and food or meals (not specified as included), optional excursions or inclusions and insurance are the responsibility of the traveller unless otherwise stated.
- Errors and omissions, The Company reserves the right not to honour any published prices or inclusions that it determines were erroneous due to printing, electronic or clerical error.
- Guests with disabilities, we seek to accommodate the needs of guests with disabilities whenever possible however certain trips may be unsuitable due to walking or limited availability of accommodation with disabled facilities. We have no control over and are not responsible for any denial of services by carriers, hotels, restaurants or other independent suppliers. We must be notified at the time of booking of any special medical, physical or other requirements of guests and in consultation each case will be dealt with individually dependant on guest's requirements and trip limitations.
- Passports/Visas/Immunisations, all guests must have a valid visa and a passport that does not expire at least 6 months beyond their intended stay. The Company is not responsible for inability to travel due to invalid passport or visa or medical requirement grounds.
- Airlines & airfares. If a promotional fare is broken or extended for any reason an additional cost may be incurred. Airfares and flight itineraries are subject to change at any time and are beyond the control of The Company and therefore it is not liable for any costs or losses sustained by such a change. It is the Guests responsibility to be at check in at the required time and to check for last minute flight changes, The Company will try to advise changes where possible but is not responsible for or liable for any costs incurred due to late check in.
- Baggage The Company is not responsible for your baggage, excess baggage charges, cabin baggage or personal effects or documents. Whilst every care is taken by Escorts (and they will assist where possible with your baggage), it is the Guests responsibility to ensure that all possessions are loaded/unloaded from transport or Hotels and that they comply with relevant Countries or carriers regulations.
- Responsibility, The Company will exercise due care in all dealings with travel & arrangements pertaining thereto however it accepts no responsibility for damage to property or person whilst on the trip nor for damage or loss of belongings, documents or personal effects. Situations may arise which in our opinion make it necessary for us to cancel, advance or postpone a departure, change itineraries or make substitutions involving carriers, hotels, restaurants, destinations, modes of transport, inclusions or other travel components. In that event, we do not assume responsibility or liability for any resulting losses, expenses or inconvenience. The Company reserves the right to accept or reject any person as a trip participant, to expel any participant from the trip, to make changes in the itinerary whenever the company deems it necessary for the comfort, convenience or safety of the participants and to cancel the trip at any time and is not liable for any costs incurred. The trip participant agrees that neither the Company nor its affiliates shall be liable for any damage, loss (including personal injury, death or property loss) or expense occasioned by any act or omission of any supplier providing services, or any insurer or insurance administrator, or of any other person. No person, other than an authorised representative of the Company, by a document in writing, is authorised to vary, add or waive any term or condition in the trip brochure, including any term or provision set forth in these provisions.
- Insurance it is a requirement that all guests have comprehensive health insurance and travel insurance. The Company reserves the right to refuse bookings or travel, even if full payment for the trip has been received, should evidence of insurance not be provided. Upon request The Company is able to arrange insurance for you but does not accept responsibility for such cover, claims pertaining thereto or the provider of such cover.
- Health, your Doctor must approve your travel and the Guest is responsible for any medicines and/or vaccinations required.
- Delays due to weather conditions, late running, carriers cancellation or delay, strike, lock-outs, riots, safety concerns, security reasons or other uncontrollable reason any additional costs incurred for accommodation, meals, loss of income, subsequent onward carriers charges, connections or inconvenience are the responsibility of the guest.
- Holidays and Closures, The Company has no control over local or National holidays or closures of attractions or inclusions for maintenance or any reason whatsoever and no compensation is payable due to the unavailability of such. Where possible alternatives will be offered.
- Photographs or pictures appearing in the trip publicity should be used solely as an indication of facilities or attractions, actual facilities or attractions may vary according to the availability.
- Any additions or alterations made by the traveller to the scheduled itinerary will incur a handling charge, on top of the relevant content charges, details of which will be advised at the time of request.