



Travel

operatunity

2019 BOOKING FORM

NAME OF TRIP: _____ Today's Date / /

PASSENGER ONE	PASSENGER TWO
Personal Details	Personal Details
Name as per passport:	Name as per passport:
Title:	Title:
First Names:	First Names:
Surname:	Surname:
Name known as:	Name known as:
(For badge, if different from above)	(For badge, if different from above)
Date of Birth: / /	Date of Birth: / /
Address:	Address:
..... Postcode: Postcode:
Home Phone:	Home Phone:
Mobile Phone:	Mobile Phone:
Email:	Email:
Accommodation information	Accommodation information
I wish to book standard twin share package <input type="checkbox"/>	I wish to book standard twin share package <input type="checkbox"/>
Name of passenger to share with:	Name of passenger to share with:
I wish to be matched up with another traveller <input type="checkbox"/>	I wish to be matched up with another traveller <input type="checkbox"/>
Room Layout: Twin (2 beds) <input type="checkbox"/> Double (1 beds) <input type="checkbox"/>	Room Layout: Twin (2 beds) <input type="checkbox"/> Double (1 beds) <input type="checkbox"/>
I wish to book a single supplement <input type="checkbox"/>	I wish to book a single supplement <input type="checkbox"/>
If there are different levels of accommodation offered, please indicate your preference:	If there are different levels of accommodation offered, please indicate your preference:
I require overnight accommodation, pre tour* <input type="checkbox"/>	I require overnight accommodation, pre tour* <input type="checkbox"/>
Auckland or	Auckland or
I require overnight accommodation, post tour* <input type="checkbox"/>	I require overnight accommodation, post tour* <input type="checkbox"/>
Auckland or	Auckland or
<i>* This accommodation is at an added cost. We use Jet Park Hotel for all Auckland Airport accommodation needs. They have a complimentary shuttle service and free parking for guests</i>	
Special Requests	Special Requests
I require a land only price <input type="checkbox"/>	I require a land only price <input type="checkbox"/>
I require a wheelchair at the airport <input type="checkbox"/>	I require a wheelchair at the airport <input type="checkbox"/>
Dietary Requests:	Dietary Requests:
Medical Conditions of Note:	Medical Conditions of Note:
Passport Details (international only)	
Please attach a photocopy of the picture page of your passport. Please ensure that your photo is clearly recognisable.	

PASSENGER ONE**PASSENGER TWO****Airline Information****Airline Information**

I am a member of an airline programme:

Name of programme:

Membership number:

I wish to book business class I wish to book premium economy (If available) I require domestic flights to join the tour

Please arrange the following (if known at time of booking):

PRE TOUR: Date of Flight: / /

From:

To:

Preferred time (circle 1):

Early am / Late am / Early pm / Late pm

POST TOUR: Date of Flight: / /

From:

To:

Preferred time (circle 1):

Early am / Late am / Early pm / Late pm

I am a member of an airline programme:

Name of programme:

Membership number:

I wish to book business class I wish to book premium economy (If available) I require domestic flights to join the tour

Please arrange the following:

PRE TOUR: Date of Flight: / /

From:

To:

Preferred time (circle 1):

Early am / Late am / Early pm / Late pm

POST TOUR: Date of Flight: / /

From:

To:

Preferred time (circle 1):

Early am / Late am / Early pm / Late pm

Next of Kin**Next of Kin**

Name:

Relationship:

Mobile Phone:

Home Phone:

Name:

Relationship:

Mobile Phone:

Home Phone:

Payment Details**Payment Details**

I wish to pay my first deposit:

BY CREDIT CARD (Visa /MasterCard only)And subsequent payments by the same credit card: Yes?

Card No:///

Expiry Date / CVC security code.....
month year (last 3 digits on BACK of card by signature strip)

I authorise Operatunity Ltd to charge my credit card as indicated above.

Signature: Date: / /

BY CHEQUE (please write the trip name you are booking for on the back of your cheques and make payable to **Operatunity Limited - Trust Account**)

Chq enclosed for \$.....

BY BANK DEPOSITPlease pay to account No: **03-0207-0832883-01**

Please quote your name, trip name & customer number (if known) as reference.

We have made a payment by bank deposit of:

..... Date: / /

I wish to pay my first deposit:

BY CREDIT CARD (Visa /MasterCard only)And subsequent payments by the same credit card: Yes?

Card No:///

Expiry Date / CVC security code.....
month year (last 3 digits on BACK of card by signature strip)

I authorise Operatunity Ltd to charge my credit card as indicated above.

Signature: Date: / /

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BY BANK DEPOSITPlease pay to account No: **03-0207-0832883-01**

Please quote your name, trip name & customer number (if known) as reference.

We have made a payment by bank deposit of:

..... Date: / /

I HAVE READ AND AGREE TO THE BOOKING CONDITIONS ATTACHED ON BEHALF OF ALL LISTED ON THIS FORM.

Signature: Date: / /

Signature: Date: / /

IN ASSOCIATION WITH OUR TRAVEL BROKERS AON

INSURANCE

Every customer is required to take out insurance for all international travel when taking a trip with Operatunity Ltd.

We have our own travel insurance broker and we invite you to ring direct for your insurance requirements.

Phone Harriet on 09 3629038

Or email Harriet.lawrence@aon.com

You are of course welcome to make your own insurance arrangements for travel, just be sure that your insurance policy covers you extensively especially when travelling to certain countries such as USA with its high health costs.

MOBILITY

Operatunity provides group senior travel and with this in mind we plan trips to suit our target market. But not every trip is created equal in terms of mobility. We want to give you the best possible experience but that will only be achieved if you are able to enjoy everything that our trips have to offer.

Most of our long haul trips require a better level of mobility. We will look after everyone as well as we possibly can, but we cannot look after one at the expense of the rest of the group. We also cannot have one person slowing the rest of group to the point where the group is not able to enjoy every experience we are able to provide.

With this in mind we have put a mobility clause into every trip. Under each explanation here I have popped a statement. Ask yourself if this is 'you', when booking on a trip.

None of the following mobility clauses preclude you from ordering a wheelchair at the airport if required.

Assess your mobility:

1. GENTLE TOUR

This tour will suit most people, even with a stick or a walker, but sorry not someone in a wheelchair. The activity level is gently paced, but you still need to be able to get on and off buses easily. There will be walking, but not a lot.

"I love travelling, but at a gentle pace. I like to avoid stairs or too much activity, but I am able to get on and off buses easily."

2. EASY TOUR

This tour will suit people with a stick, but not a walker. You will be required to walk to get from place to place and stand in museums, but it is designed to be an easy tour with lots of times to rest, travel on a coach and walk easy leisurely distances.

"Walking is fine. I can get on and off a coach. I am happy to stand for an hour or two in museums and galleries and gently stroll through places of interest. I am happy to climb the odd set of stairs."

3. MODERATE WALKING TOUR

This tour requires a better level of fitness with no wheelchairs or walkers. Generally, there may be times when we can't get the coach close. In some of our Pacific Island tours we will need you to transfer onto a tender and walk on soft sand. We also will have much longer flights and long walks through airports.

"I like walking at a moderate pace. I love to keep my days full and experience everything the tour has to offer. Stairs, tender transfers and cobblestones don't bother me."

4. EXPLORING TOUR

This is still a moderately paced tour, but you will be required to walk longer distances, walk on cobblestones and stand in museums. To really get the best out of this tour you need to be able to stand or walk for a couple of hours comfortably, be it at a leisurely pace.

"I like to spend most of the day exploring. Whether walking historic neighbourhoods on cobblestones at a moderate pace or out and about on a coach, I want my days full. Stairs don't bother me and I am keen to see and do as much as I can with the odd day off to recuperate."

TERMS & CONDITIONS OF TRAVELLING WITH US



The purchase of any travel services offered by Operatunity 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. The completion of a booking form and/or payment of deposit constitutes acceptance of these terms and conditions as below in full.

Operatunity Ltd is an independent provider of travel arrangements and all bookings can only be made directly with our office. We do not accept bookings made by 3rd parties such as travel agents.

- Prices are correct at time of publication but are subject to change without notice up until time that final payment is made. If cost factors dictate the need for fare increases, The Company may do so at any time prior to final payment date. 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 fluctuations in foreign currency relevant to this trip or similar incidental surcharges that may be imposed on it.
- Prices are quoted in NZ\$ and are per person from Auckland or other listed starting point for this trip. Airline flights are in economy class (unless upgrades have been booked and paid extra for) and are subject to availability. Any transfers to and from Auckland International Airport or accommodation required prior to 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 and a minimum as to the number of guests on a trip. Please contact our office for further details. 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 be reached (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 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 Final travel documentation is only issued approx 2 weeks prior to travel and upon receipt of full payment. All such documents should be read by the passenger and checked for accuracy at that time and any errors notified to the company immediately.
- Deposits. 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.
- Refunds of deposits. We will if the passenger has to cancel travel due to medical or other reasonable reasons refund deposits paid prior to the published Final payment date for the relevant trip LESS COSTS that have been already incurred by us and are not refundable from the suppliers. After Final payment date all claims for refunds becomes a matter for your travel insurance cover.
- 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. A \$150 administration fee will be charged on any cancellation.
- Unused inclusions. 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.
- Gratuities and the like. 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 clearly stated in the trip itinerary.
- 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. Guests needing assistance with mobility must be accompanied by an able companion who will be available to assist them and assume full responsibility for their well being.
- Denial. 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/Immunizations. All guests must have a valid visa and a passport that does not expire earlier than 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. It is the travellers' responsibility to check for the need of such documents as visas and medical immunizations for the trip. Please contact our office for advice if you wish as to the requirements for this trip.

- **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 whilst overseas.
- **Refusal of Carriage.** Operatunity Ltd retains the right to remove customers from our group tours for reasons that impact on the enjoyment or safety of other tour members, such as, but not limited to, the physical, medical or mental inability of customers to undertake the arrangements of the tour, unsocial or unruly behaviour, or the carriage of prohibited substances and materials. Before making final payment on any tour all customers should visit their doctor to confirm that they are physically able to undertake the day-to-day requirements of the tour. Should any ailments either exist at the time of booking, or arise before their departure from New Zealand, the customer must inform Operatunity Ltd how this condition may affect their health during the tour. Operatunity Ltd does not employ medical personnel to accompany the tours and any medical attention will be provided by a local provider at the customers expense. Nor does the company provide staff to push wheelchairs or assist with day by day medical treatments or the like and a capable companion must accompany any passenger who requires services of a personal nature. The Company will not be responsible for expenses resulting in such persons being precluded from completing the touring holiday for any reason. Of course the company tour escorts will help and support the customer in any way possible if emergency medical help is required at any time.
- **Delays** due to weather conditions, late running, carriers cancellation or delay, strike, lockouts, 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.
- **Additions.** 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.
- **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.

Dated 01 May 2018 and valid for all trips from this date onwards until revised.