



# Travel

operatunity

## BOOKING FORM

NAME OF TRIP: \_\_\_\_\_ Today's Date / /

PASSENGER ONE	PASSENGER TWO
<b>Personal Details</b>	<b>Personal Details</b>
<b>Name as per passport:</b> MR / MRS / MISS / MS / OTHER (CIRCLE ONE) First Names: ..... Surname: ..... Name known as: ..... (For badge, if different from above) Date of Birth: / / Address: ..... ..... Postcode: ..... Home Phone: ..... Mobile Phone: ..... Email: .....	<b>Name as per passport:</b> MR / MRS / MISS / MS / OTHER (CIRCLE ONE) First Names: ..... Surname: ..... Name known as: ..... (For badge, if different from above) Date of Birth: / / Address: ..... ..... Postcode: ..... Home Phone: ..... Mobile Phone: ..... Email: .....
<b>Accommodation information</b>	<b>Accommodation information</b>
I wish to be matched up with another traveller <input type="checkbox"/> I wish to book a single supplement <input type="checkbox"/> Name of passenger to share with: ..... <b>If you are a couple please select room type</b> Room Type: Twin (2 beds) <input type="checkbox"/> Double (1 bed) <input type="checkbox"/> <b>If there are different options pricing for accommodation on the brochure, please indicate your preferences:</b> ..... I require overnight accommodation, pre tour* <input type="checkbox"/> Auckland or ..... I require overnight accommodation, post tour* <input type="checkbox"/> Auckland or .....	I wish to be matched up with another traveller <input type="checkbox"/> I wish to book a single supplement <input type="checkbox"/> Name of passenger to share with: ..... <b>If you are a couple please select room type</b> Room Type: Twin (2 beds) <input type="checkbox"/> Double (1 bed) <input type="checkbox"/> <b>If there are different options of pricing for accommodation on the brochure, please indicate your preferences:</b> ..... I require overnight accommodation, pre tour* <input type="checkbox"/> Auckland or ..... I require overnight accommodation, post tour* <input type="checkbox"/> Auckland or .....
<b>* This accommodation is at an added cost. We use Jet Park Hotel for all Auckland Airport accommodation needs. They have a complimentary shuttle service.</b>	
<b>Special Requests</b>	<b>Special Requests</b>
Mobility requests (Wheelchair at airports) ..... Dietary Requests: ..... Medical Conditions of Note: ..... <b>The above request will be noted by our office and passed to the relevant suppliers but can not be guaranteed.</b>	Mobility requests (Wheelchair at airports) ..... Dietary Requests: ..... Medical Conditions of Note: ..... <b>The above request will be noted by our office and passed to the relevant suppliers but can not be guaranteed.</b>
<b>Passport Details (FOR INTERNATIONAL TRAVEL ONLY)</b>	
Please attach a photocopy of the picture page of your passport. Please ensure that your photo is clearly recognisable. <input type="checkbox"/>	

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

I am a member of an airline programme:

Name of programme: .....

Membership number:.....

**International Travel Only**I wish to book economy I wish to book business class - *additional cost* I wish to book premium economy - *additional cost*   
(If available on selected Air NZ flights only )**Domestic Tours**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: .....

**POST TOUR:** Date of Flight: / /

From:.....

To: .....

I wish to confirm specific seating at additional cost.

Aisle seat  Window seat **PASSENGER TWO****Airline Information**

I am a member of an airline programme:

Name of programme: .....

Membership number:.....

**International Travel Only**I wish to book economy I wish to book business class - *additional cost* I wish to book premium economy - *additional cost*   
(If available on selected Air NZ flights only )**Domestic Tours**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: .....

**POST TOUR:** Date of Flight: / /

From:.....

To: .....

I wish to confirm specific seating at additional cost.

Aisle seat  Window seat **Next of Kin (not travelling with you)**

Name: .....

Relationship:.....

Mobile Phone or Home Phone: .....

**Next of Kin (not travelling with you)**

Name: .....

Relationship:.....

Mobile Phone or Home Phone: .....

**PAYMENT DETAILS****BY BANK DEPOSIT**

Please pay to Westpac account No:

**03-0207-0832883-01***Please quote your name and trip name as reference.*

We have made a payment by bank deposit of:

..... Date: / /

I wish to pay my first deposit of \$ .....

**BY CREDIT CARD** (Visa /MasterCard only)And subsequent payments by the same credit card: Yes?   
(there is a 1.5% surcharge on all credit card payments)

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: / /

**PAYMENT DETAILS****BY BANK DEPOSIT**

Please pay to Westpac account No:

**03-0207-0832883-01***Please quote your name and trip name as reference.*

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(there is a 1.5% surcharge on all credit card payments)

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: / /

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

Signature: ..... Date: / /

Signature: ..... Date: / /

## DOMESTIC INSURANCE

Insurance for Domestic travel is currently available from many companies. Insurance for New Zealand trips is entirely at your discretion.

**Please email our office for our current recommendation if you wish our advice.**

## INTERNATIONAL INSURANCE

Insurance for International travel is currently available from many companies. For our trips overseas it is a requirement that proof of cover be sent to our office some time before departure from NZ. We can not accept travellers who hold no cover for international travel as per our term and conditions.

**Please email our office for our current recommendation if you wish our advice.**

Email [travelbookings@operatunity.co.nz](mailto:travelbookings@operatunity.co.nz)  
Phone 0508 886 489

## 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."*

### COVID 19 HEALTH AND SAFETY PROTOCOLS FOR ALL TRAVEL CUSTOMERS BOTH DOMESTIC AND INTERNATIONAL Forms part of our terms and conditions

For trips leaving after November 15 2021, all customers and staff will be **required** to be fully vaccinated against Covid 19 or other pandemic outbreaks as may be declared by the World Health organisation from time to time. You will need to forward our office at least 2 weeks before the departure date a copy of your Vaccine Passport by email or as a colour photocopy so that this can be verified in time for the trip departure.

This is our company policy and I understand that this may be difficult for some of you. We understand that you have a choice as to whether you get vaccinated or not.

Our number one priority is the health and safety of our customers and staff so full vaccination is a layer to our commitment to provide you as safe an environment as possible to travel.

# TERMS & CONDITIONS

The purchase of any travel services offered by Operatunity Ltd (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 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 will be applied.

- Cancellations: Initial deposit is fully refundable for 21 days after booking. After 21 days, only 50% of your initial deposit is refundable. We recommend your travel insurance is in place when booking. Second deposit is refundable up until final balance due date plus any remaining balance of your 1st deposit after fees. All monies are non-refundable at final balance due date. This becomes an insurance claim in the event of cancellation.

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 charges. An administration fee will be charged on any alterations once final date has passed.

- Payments: Payment by direct credit incurs no surcharge. Credit card payments will incur a surcharge of 1.5%.

- Force Majeure: Force Majeure means the occurrence of an event that is beyond Operatunity's reasonable control and which could not have been reasonably prevented by the company, which includes, but is not limited to: (a) armed conflict, criminal damage, riot, civil strife, industrial dispute, terrorist activity or the threat of any such acts; (b) natural disaster (including but not limited to flooding, fire, earthquake, landslide), adverse weather conditions, high or low water levels; (c) nuclear or other industrial accident causing environmental pollution or contamination. Such clause may also be exercised by the company when the proposed travel date falls, or looks likely, in the sole opinion of the company, and travel may be restricted to one of more of the destinations on the trip under such regulations as pandemic lockdown or government restrictions.

Standard cancellation clauses will then be applied as usual with the added safeguard that if the trip has gone past "Final payment date" and then has to be cancelled in its entirety then the company may hold all or part of your money (less allowable costs) as a credit for future use and endeavour to run the trip at a later date. Any request for a full refund would be a matter for an insurance claim if the customer does not wish to hold their money. If "final payment date" has not arrived by the time the company cancels the trip then normal rights of "refund of deposits" applies as per our standard terms.

- 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.

- 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 wellbeing.

- Operatunity reserves the right to take photographs and video of guests during the operation of any program or part thereof and to use, re-use, publish, and republish their image, identity likeness, name, voice, interview, statements, video clips and sound recordings, and/or photographic portraits or pictures in which guest(s) may be included (an "Image"), for promotional purposes during the program and thereafter. By booking a program with Operatunity, guests acknowledge that Operatunity is the owner of the photographs and video and agree to allow their image to be used in such photographs and videos, which may thereafter, be used by Operatunity.

- 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 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 for international travel. 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.

- 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 to 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 15 March 2023 and valid for all trips from this date onwards until revised.**