



KAIPAKI CRICKET

San Lucia

January 2016

Friday 17 July 2015

Kent Currie
c/- Kaipaki Cricket

Dear Kent

Request for Travel Arrangements to Buenos Aires 2015

Thank you for giving Orbit Group Travel the opportunity to put forward a proposal for travel arrangements to San Lucia in January 2016. It is my pleasure to provide the following Travel Recommendation and Quotation for the upcoming trip.

This is only a starting point for the proposed tour, once you read through the itinerary I am more than happy to make any changes to better suit your needs.

I will be your dedicated travel consultant for this trip, backed up by our team of 6 Groups Specialists in our office and our local 24/7 helpdesk for emergency assistance. My job is to make it is easy for you, maximise the value of your dollar, ensure the trip is a success and look after your students, staff and families.

Please do not hesitate to contact me if you have any questions, or if there is any further information you may require.

Yours sincerely

Scott Sandford
Groups Consultant
Orbit Group Travel

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PARTNERING WITH ORBIT

In this day and age, anyone can book a trip. However, the true value of using Orbit Group Travel as your travel partner is that we don't just offer services, we offer flexible and innovative solutions that makes booking group travel easy for you!

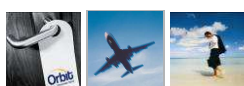
Orbit Group Travel Hamilton is a division of Calder & Lawson House of Travel, a Hamilton company that has been providing travel services to both the Waikato and Bay of Plenty since 1984. Calder & Lawson has an annual turnover in excess of \$50m and employs over 50 staff. It is one of the most respected and well-known travel businesses in New Zealand.

Our Groups team are specialists in school and group travel. We can assist you with managing all aspects of your travel experience including:

- Risk management plans to ensure the safety and security of your travellers
- Complimentary 24/7 after hours emergency assistance
- Smartphone App, customised for your trip
- Booking of all travel including flights, accommodation, transfers and sightseeing
- Registration of your group with MFAT
- International chargeback options, use our credit card not yours
- Pre-trip planning
- Information evenings for teachers, students and parents (in person and online)
- Customised travel itineraries specific to your travel requirements
- Passport and Visa Advice
- Fully comprehensive Travel Insurance
- Tour leader document service
- Full service including collection of payments
- Flexible ticketing and payment deadlines
- Online registration website
- Bonded by TAANZ – your deposits are safe
- Credit card guarantees and payments in foreign currencies
- Orbit Group Travel escorts available if desired

Because we are part of the House of Travel Group, we are able to leverage off the buying power of the group to ensure the most competitive prices for accommodation, rental vehicles, transfers and sightseeing.

We have a strong sense of community involvement and our principles and culture enable us to attract and retain the very best people, which has a direct correlation to delivering exceptional customer service to our clients.



BENEFITS OF BOOKING GROUP AIRFARES

Orbit Group Travel specialise in group airfares. We are often asked what the advantages are in making a group booking as opposed to individuals making their own bookings and the difference between a group airfare and advertised cheap "instant purchase" airfares.

Detailed below is a comparison of booking airfares on an individual basis versus a group booking. These do vary between airlines and will be advised within your quote.

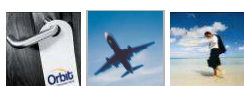
Features	Individual Airfares	Group Airfares
Can payments be staggered in instalments prior to departure?	X	✓
Can amendments and cancellations be made prior to ticketing without incurring severe financial penalties?	X	✓
Can airfare rates be held and secured for up to 11 months prior to departure?	X	✓
Can airlines that offer free of charge tickets (dependent on minimum number of travellers) be accessible?	X	✓
Can I provide full names of travellers 60 days prior to departure, enabling the group to change travellers without penalty?	X	✓
In the event of an emergency can I contact a support team 24/7, who will know the specifics of my group?	X	✓
Can you use multiple forms of payment?	X	✓

Group fares will give you:

Flexibility

Favourable payment options

Ability to change names

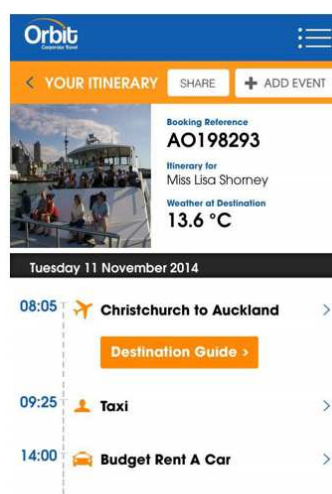


OUR TECHNOLOGY TO SIMILIFY YOUR LIFE

The Orbit Smartphone App

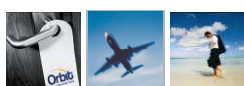
The Orbit Smartphone app is an exciting new innovation. It has recently been released with amazing feedback received. It is an industry first as this app allows travellers to access their travel itineraries whilst on the move and have easy access to useful travel applications such as currency conversions, travel tips, embassy and Orbit contact details.

Each tour leader, parent, and student will have immediate access to the Orbit App at no cost.



Personalised App

We can create a custom made App specific to your group travel. This handy app can provide a one stop shop on your smart phone to access your personal travel itinerary, including destination information, conference schedule, breaking news, emergency contacts and other handy information for your upcoming trip. The great thing with this app, is we can provide a booking reference number for parents to install on their smartphone and can track their child's travel back home.



YOUR SAFETY

Orbit understands risk management and duty of care. One important element is the provision of an appropriate and reliable after hour's service.

After hours service

Whether an emergency or simply wanting to confirm a booking, our clients are comforted by the knowledge they are dealing with Orbit consultants who are familiar with their group and their specific requirements, rather than being transferred to an overloaded airline call centre. Coupled with our extended office hours, 8.00am to 6.00pm Monday to Friday, and fully supported by our New Zealand based after hours team, we support your people 24/7.

Our after hours service is provided complimentary and at no additional cost to you.



Emergency assistance

Orbit takes the welfare of travellers very seriously and is committed to ensuring that wherever your travellers are in the world, we can locate and contact them within minutes of an emergency situation or disaster and provide assistance. We ensure that our travellers are well supported and have the most up-to-date information at hand at all times. As recent events will testify, no longer are risks isolated to any one part of the world, so at Orbit, we have both our own traveller tracking system and processes in place alongside specialist providers.

Should an incident occur, we are able to identify the whereabouts of your travelers at any given time through a Customer Location Report (CLR) from our system to quickly identify if they may be affected by the incident, we then work closely with you to communicate and liaise with your group and offer assistance in re-routing travel plans, emergency evacuations or reconfirming travel arrangements.

We operate a "Disaster Response Tree" which in conjunction with the school and leaders travelling with the group ensures that appropriate actions and communications are carried out.



EXAMPLES OF EMERGENCY SUPPORT

- **2009 Samoan Tsunami** - Orbit had both staff and clients affected by the Tsunami. We quickly assembled our emergency response team and were able to identify individual clients in the area and make arrangements for their safety. We liaised with family members here in New Zealand and MFAT to coordinate information and travel plans. There was a significant loss of life that day and we acted in a caring professional manner to support and assist the families and individuals affected.
- **2010 Ash Cloud Travel Disruptions** - The Ash Cloud disrupted nearly 25% of all international air travel and caused many issues to our clients. We were in constant contact with our customers regarding their travel plans and prepared multiple alternatives for people to consider as the disruptions continued over many weeks and months. Travellers who had booked directly with airlines were left trying to phone through to overloaded airline help desks or reservation centres where they were just a name in a long line of disrupted travellers. We liaised with families of travellers, their business and suppliers to ensure we could find and secure the very best options.
- **2012 New York Marathon – Hurricane Sandy** Our specialist business, Marathon Tours, had 120 runners and supporters in New York for the 2012 Marathon. As a result of one of the largest storms in history, the marathon was cancelled, as were flights, public transport as well as serious power blackouts and a general "state of emergency". We had 5 staff on the ground in New York assisting our travelers with evacuation and onward travel plans. Our last staff member did not leave New York until all our travelers were taken care of
- **2013 Nairobi Bus Crash – Kenya** - A school group suffered a serious bus crash that resulted in the loss of life and serious injuries to a number of people. House of Travel was able to liaise with local authorities and the school's insurance provider to facilitate the best outcomes for the affected people and provide reassurance to the families back in New Zealand. House of Travel also sent one of our key staff to Nairobi to provide on-ground support to assist the group's return home.
- **2013 Boston Marathon Bombing** Our specialist business, Marathon Tours, had several runners and supporters participating in the 2013 Boston Marathon. We tracked down all of our group travelers until all whereabouts had been confirmed while simultaneously keeping family in New Zealand abreast of the situation. We also fielded media calls related to the incident and ensured the protection of our travelers privacy.



OPERATIONS

Our operational procedures are designed to make your life easy but also to ensure the safety and support of your group.

Our process can be tailor made to suit your needs, for example whether Orbit collects payments direct from families to save you valuable administration time.

The following is a summary of our procedures that we apply to all groups:

- Online registration site – collection of contact details, next of kin, dietary requirements, passport details etc.
- Check that all traveller's passports are valid and not due to expire
- Quality check all visa applications
- Ensure required visas are issued and correct
- Registration of the group with MFAT to assist with emergency situations
- Orbit Smart phone apps (optional)
- Tour leader documentation, such as rooming lists, detailed itinerary notes, record of all travelers, passport and insurance copies, presented in electronic form via dropbox or hardcopy
- Disaster Response Tree
- Closed Facebook page (for communications with travelers and their families) – optional
- Orbit partners with World Wise Travellers who will assist you with your vaccination requirements
- Comprehensive travel insurance options



DESTINATION INFORMATION : Saint Lucia

St Lucia is the sort of island that travellers to the Caribbean dream about, a small lush tropical gem that is still relatively unknown. St Lucia is only 27 miles long and 14 miles wide, with a shape that is said to resemble either a mango or an avocado. Visitors here can experience the relaxed flavour of island life, as well as the unique mixture of West African, European and East Indian influences that influences the local cuisine.



Capital: Castries

Official Language: English, however Saint Lucian Creole French, which is colloquially referred to as "Patwa" is spoken by 95% of the population.

Currency: East Caribbean Dollar, but you can also pay for most items with US dollars.

Time Difference: 15 hours behind (add one hour during daylight savings)

Electricity: 220V, 50HZ - a travel adaptor is recommended

Best time to travel:

The local climate is tropical, moderated by northeast trade winds, with a dry season from 1 Dec to 31 May, and a wet season from 1 June to 30 Nov. Average daytime temperatures are around 29 degrees, and average night-time temperatures are around 18 degrees. Since it is fairly close to the equator, the temperature does not fluctuate much between winter and summer.

Money:

The currency of St. Lucia is the Eastern Caribbean Dollar which is linked to the US Dollar. US dollars are readily accepted throughout the island. Most hotels will exchange reasonable amounts of foreign currency, and there are change bureaus in Castries. The National Commercial Bank (NCB) has a branch at Hewannora International Airport where EC dollars can be exchanged for foreign currency. It is open daily from 12.30pm until the last flight departs.

Departure Tax:

There is a Departure Tax of EC\$54 for all passengers leaving the island.

Tipping:

A tip is not automatically added and is usually about 10% to 12%

Telephones & E-mail

Most hotels and resorts offer Wi-Fi and Internet, often at no charge to the guests.

PROPOSED ITINERARY

Day 1:

Depart New Zealand on QF142 . Arrive in Miami via Los Angeles at 5.10 pm 01 Jan.
Stay overnight at Hilton Miami

Hilton Miami

Located only minutes from the Miami Airport. Hilton Miami was rated in the top 20 of all hotels in Miami in 2015 by US News & World Resort, and is the ideal hotel for a quick overnight stay on route to San Lucia and on your return back to New Zealand.
Includes hot breakfast.

Day 2:

Depart Miami 9.45am for San Lucia.
Arrive San Lucia at 2.30pm

Meet and Welcome at the airport. The warm smiles of the Barefoot Holidays Team will welcome the group as they exit the arrival hall bearing a sign of the group's name "Kaipaki Cricket Club".

You will be escorted to the waiting coaches which will promptly depart for the hotels.
Private Coach Transfers from George FL Charles Airport to Bay Gardens Inn/Hotel.

Bay Gardens Inn (3 stars)

The Bay Gardens Inn is a tropical paradise with 33 rooms and located in St. Lucia's premiere tourist area of Rodney Bay. This property offers 3 categories of rooms each with a private terrace overlooking the main pool.



Guests have the option of dining at the Inn's only restaurant or visiting one of its sister properties for more dining options and the use of all facilities. A high standard of service make this one of the most requested hotels on the island.

Based on two or three persons sharing and includes Full Breakfast, use of the hotel's facilities, tax and service charge.

Arrival at the hotel – Group Check in and escorted to your rooms.

Group welcome dinner on property.

Day 3: 03 January 2016

10am: Match 1 at the Gros Islet Cricket Ground



This cricket field located in the quaint charming fishing village of Gros Islet was recently upgraded to meet the standards of a practice pitch for the ICC Cricket World Cup 2007.

This facility is located within close proximity to the hotels and offers changing facilities all conducive to a successful game.

- Roundtrip transfers from hotel to Gros Islet Cricket Grounds
- Use of the Gros Islet Playing Field – (includes pitch preparation and use of the facilities)
- Umpire
- Boxed lunch with 1 fruit drink per person
- Complimentary Water will be provided for the teams

Group Dinner off property at Coal Pot Restaurant
Includes a Welcome Drink and a three course meal

Drinks are additional and will be charged upon consumption

Day 4:

Breakfast at leisure

Saint Lucia Jeep Safari



Depart the hotel setting out to explore our beautiful island. Participants travel aboard 4x4 open back jeeps through scenic lush tropical vegetation banana plantations, small quaint communities or wherever your driver/guide may decide to go, exploring various scenes which all contribute to the chosen theme.

It is a terrific way to see the island first hand at leisure, build good team spirit and have the opportunity to talk to and meet the local people.

After a dip in a refreshing pool, return along the same route to your hotel.

Duration – 5 hours

Included: Seat aboard jeep, tour guide services, drinks and fresh fruit

Afternoon at leisure

Day 5:

10:00am: Match 2 at Beausejour Cricket Grounds

Situated on the outskirts of the tourist resort area of Rodney Bay on the island's north-east coast, Beausejour Stadium is one of the Caribbean's newest major venues, completed in 2002 and staging its first international match later that year and its first Test in 2003.

In 2006 it became the first ground in the West Indies to stage a floodlight ODI when Zimbabwe were the visitors. Constructed on 22 acres, the stadium has a seating capacity of 15,000 including 18 hospitality suites and a modern pavilion that offers each team its own gym, lounge, balcony and conference room.



Cricket Match at the Beausejour Cricket Grounds (facility) as described above)

- Return transfers from hotel to the Beausejour Cricket Grounds
- Use of the Beausejour Cricket Grounds (includes pitch preparation and use of the facilities)
- Umpire
- Boxed lunch and 1 fruit drink per person

Complimentary Water will be provided for the teams

Evening at leisure

Day 6: Catamaran Adventure Sail



Savor the pleasure of sailing St. Lucia's pristine waters aboard a beautiful Catamaran that takes you along the picturesque west coast of the island.

See the beautiful and scenic coastline and the many caves and inlets along the way.

Disembark at the magical town of Soufriere and join the waiting mini buses to take you to two of the island's most spectacular natural attractions. View the majestic Pitons on your way to the Caribbean's only drive-in volcano, the Sulphur Springs.

Continue onto the Diamond Botanical Gardens to see a variety of tropical plant species on an enchanting walk and the splendor of the dazzling Diamond Waterfalls in the midst of the gardens.

Rejoin the boat for a delicious buffet lunch onboard before sailing up along the coastline with a stop for swimming. Sail into beautiful Marigot Bay where the original Dr. Doolittle movie was filmed, before returning to the dock where you will be transferred back to your hotel.

Includes:

- Roundtrip transfers to Catamaran Transfers to attractions
- Complimentary sodas, water, fruit juice, rum punch, beers on board Catamaran
- Entrance fee to attractions
- Lunch aboard the boat

Group Dinner at Big Chef Steakhouse

Big Chef Steakhouse in Rodney Bay Village is one of those hot spots, bursting at the seams every night for persons who want nothing more than excellent food and efficient friendly service in a relaxed but chic setting. Throw-in perfectly cooked Angus Beef, succulent local fish and seafood, and wine list.

Includes a welcome drink on arrival and a three-course meal

After Dinner visit to Gros Islet Street Party to enjoy island atmosphere.

Return transfers – per person



Day 7:

Departure Day.

All flights will be reconfirmed as per itinerary. Each person will be required to identify their bags before boarding airport transfer to Hewanorra International Airport.

FLIGHT DETAILS – QANTAS

DATE	FLIGHT NUMBER	DEPART	ARRIVE	JOURNEY TIME
01 January 2016	QF142	Auckland 0730	Sydney 0910	3 hours, 10 minutes
01 January 2016	QF011	Sydney 1130	Los Angeles 0625	15 hours, 30 minutes
01 January 2016	QF3135	Los Angeles 0900	Miami 1710	4 hours 25 minutes
02 January 2016	AA2295	Miami 0945	St Lucia 1430	3 hours, 29 minutes
07 January 2016	AA2295	St Lucia 1530	Miami 1820	3 hours, 29 minutes
08 January 2016	QF3136	Miami 1420	Los Angeles 1645	4 hours 25 minutes
08 January 2016	QF 012	Los Angeles 2230	Sydney 0830	15 hours, 30 minutes
10 January 2016	QF 143	Sydney 1000	Auckland 1510	3 hours, 10 minutes

- The international airfare entitles you to 1 x carry-on bag (max 7kgs) and 1 x checked bag (max 30kgs).
- Onboard the refurbished A380's and B747's (Sydney to Los Angeles) you'll find the seats offer softer cushioning, a netted footrest and more legroom for additional comfort on your long journey. The new international Economy meals offers a new way for customers to eat on board. The meal service will be quicker, with meals being delivered and cleared faster, giving you more time to do the things you want to do. You can look forward to exciting new dishes such as spiced lamb koftas, with tomato, Riverina feta and roast potatoes, honey chicken salad with roasted vegetables and farro.
- With Qantas' inflight entertainment system you can access over 1500 entertainment options using your inseat control or touch screen monitor. Options include a variety of movies, TV programs, CD playlists, moving maps, interactive games and radio channels.

PACKAGE PRICE & INCLUSIONS

OPTION 1	
\$6190.40 Per Person	<ul style="list-style-type: none"> • 5 nights (twin share) package with 2 cricket games • Return flights with Qantas and American Airways • 2 nights stay (twin share) at Hilton Miami incl. hot breakfast **
OPTION 2	
\$5922.05 Per Person	<ul style="list-style-type: none"> • 5 nights package with 1 cricket game at Gros Islet Cricket Ground • Return flights with Qantas and American Airways • 2 nights stay (twin share) at Hilton Miami incl. hot breakfast **

EXCHANGE RATE: All pricing is subject to currency fluctuations, until the booking is paid in full.

PACKAGE INCLUSIONS

AIRFARES

Return economy airfare including all related taxes and fuel surcharges

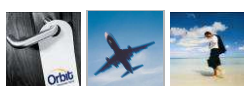
** Upon arrival into Miami you will have to overnight as there are no connecting flights through to St Lucia. We can arrange transfers to and from the airport and 1 nights' accommodation in Miami for you. On your return flight into Miami, you will have a similar situation that would require transfers and 1 nights' accommodation.

PACKAGE EXCLUSIONS

- Visas for those travelling on other than a New Zealand passport.
- Travel insurance including coverage for any pre-existing medical conditions.
- Any services other than those listed above.

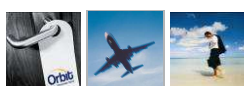
ADDITIONAL INFORMATION

- Please note that if your numbers increase or decrease, the package price will need to be requested based on the new number of travellers.
- All pricing is subject to availability at time of confirmation and we are not holding any of the above arrangements for you.



The Fine Print

- **Quotes** This quote is valid for 14 working days.
No seats are being held on your behalf. All fares are subject to availability until reservations have been confirmed. Quotes have been based on a 'group fare' level with a minimum of 20 passengers. Should your group fall below this number, we will need to revert to published airfares.
- **Time Limits** **Deposit:** Once seats have been confirmed, a non-refundable deposit of \$250.00 per person is required within 7 days to cover all supplier deposits.
Passenger Information: Full names of travellers along with Passport Information is required 90 days prior to travel.
Full Payment: Required 60 days prior to travel.
Documentation: To be distributed 10 days prior to travel.
- **Conditions** Any amendments, including name changes will incur an additional charge of \$25.00 per person, prior to confirmation & \$50.00 per person after confirmation, **PLUS** any supplier & airline charges. This will be subject to seat/request availability at time of request.
- **Cancellations:** Any cancellations required up until when full payment is required will forfeit the deposit & any supplier or airline fees. Cancellations made after full payment, packages are 100% non refundable.



TERMS & CONDITIONS

By accepting the quote attached to these terms and conditions on behalf of your group, you confirm to Orbit ("we" or "us") that you are the authorised representative for your group, that you are authorised to accept our quote, and that you have read and accept these terms and conditions. Other than the limitations and exclusions to our liability set out below, these terms and conditions are supplementary to and do not override any special terms included in the quote which we provide to you. We will only accept instructions from you unless you nominate in writing another authorised person for your group.

Your responsibilities

We have exercised care in putting together the travel arrangements requested by you. It is important that you check all of the information contained in the quote (and any subsequent documents including travel documents which we provide to you in respect of your group's travel arrangements) to ensure that it fully meets your requirements and that there have been no misunderstandings. You are responsible for ensuring that all information provided to us in respect of each member of the group registering for travel is correct (including names, spelling of names and passport details) and complete (including advising us of any pre-existing medical conditions).

You are responsible for your behaviour and the behaviour of your group while travelling. Our Principals may remove you or any member of your group from any tour, travel or activity for disruptive, dangerous, illegal or annoying behaviour. You will not be entitled to a refund or compensation under these circumstances and any costs we or our Principals incur as a result may be passed on to you.

We recommend that you confirm flight departure and check in times at least 24 hours prior to your departure. We will endeavour to notify you of any changes to flight departure or airline check in times that are brought to our attention but will not be responsible or liable for notifying you.

Our role

We are a travel agent and in that capacity we offer for sale to you various travel related products and services offered by airlines, transport operators, hotels and other accommodation providers, tour operators and other principal suppliers (our "Principals"). Our sole obligation to you is to arrange contracts between your group and our Principals, for a fee. All bookings are subject to any terms, conditions or limitations imposed by the Principal.

We undertake to perform our travel agent services with reasonable skill and care but we cannot and do not:

- (a) guarantee the performance of the functions and products offered by our Principals;
- (b) give any warranty or make any representation as to the availability or quality of the products and services of our Principals;
- (c) warrant the statements and representations or the accuracy of information in any brochure which we give you (we are only passing on information made available by our Principals);
- (d) guarantee that any special requests made for your group will be granted, or that there will not be any changes to your travel arrangements (even if paid for in full and travel documents have been issued),

and your sole recourse (if any) for non-performance or loss, damage, injury or disappointment is against the Principal.

We will not be liable to you or to any member of your group (whether in contract, tort (including negligence), equity or otherwise) for any loss, damage, injury or disappointment howsoever caused. We will not be liable in any circumstances for any loss of profits, goodwill, savings, business or opportunity or any indirect or consequential loss. If for any reason we are unable to rely on these limitations of liability, we will only

be liable to you and your group for an amount equal to the lower of:

- (a) the fees (if any) we received from our Principal for arranging the relevant product or service; and
- (b) \$1,000.

The limitation and exclusions of our liability in these conditions are paramount and cannot be contracted out of without explicit reference to those limitations and exclusions.

We are a member of TAANZ and IATA which provides you with financial protection in the event of our insolvency.

Complaints and disruptions

Generally, complaints can be resolved immediately directly with the Principal. If any of our Principal(s) services do not meet your expectations or the description provided in your travel documentation please inform them and give them the opportunity to put things right. If you are unable to resolve the issue due to a communication barrier and we have provided you with contact details for a "ground operator" in your quote, contact the ground operator to assist with our discussions with the Principal. In the event that you are unable to resolve the issue please contact your travel consultant immediately. Where practicable we will endeavour to resolve your problem.

In the event that a supplier is not able to provide your group with a product or service your group has paid for, or there is a major disruption to travel services, we will endeavour to assist your group:

- (a) by providing an alternative option: and
- (b) to claim compensation (if any) that you may be legally entitled to once you have returned to New Zealand.

Amending or cancelling your travel arrangements

You can make amendments to your group's travel booking at any time prior to confirming your reservations with us for a fee of \$25 per person per change or \$50 per person per change after confirmation plus any fees imposed by our Principal(s). You must advise us of cancellations in writing.

In some cases it may not be possible to change or cancel reservations or it may be uneconomical for you to do so (cancellation fees can sometimes equal the full travel costs). We will endeavour to provide you with approximate supplier cancellation fees with your quote. These fees are subject to change without notice. Accordingly, we recommend that you contact your travel consultant for the applicable fees for amendments and cancellations before you confirm your group's travel arrangements or cancel any confirmed reservations.

Where cancellation fees are less than the payments we have received from you, we will endeavour to obtain a refund from the Principal(s). The amount of any refund you receive will be the amount we receive less any costs incurred by us in obtaining the refund on your behalf (including any currency conversion fees) and we may set-off the amount of any refund against any amounts you or any member of your group owes to us. Refunds will be returned to you or your group by payment to the same cards, to the same payees, and in the same proportions as the payments we have received. We are unable to provide you with a refund until we have received the refund from our Principal(s). Where cancellations fees are greater than the payments we have received from you or your group prior to cancellation you agree to pay us the balance immediately without further demand.

Prices



Unless otherwise stated, all prices in your quote are shown per adult in New Zealand dollars and include GST. Prices are subject to availability and can be withdrawn or changed at any time (even if your travel

Payments

The following payment dates are a guideline only and do not apply to all travel arrangements (some travel arrangements must be paid for in full at the time of reservation). We will provide you with a full breakdown of payment dates and amounts required on confirmation of your group booking. If you are unable to meet the timetable set out in the quote, please contact your travel consultant to work out a schedule that will suit both your requirements and those of our Principal(s).

Payment	Due date	When non-refundable
Deposit	On registration	On confirmation of reservation
First installment	120 days prior to departure	From 120 days prior to departure
Final installment	60 days prior to departure	From 60 days prior to departure

If you fail to make the payment dates specified in your quote (or if none are specified, then the payment dates above) we may cancel your booking and no amounts received by us will be payable to you. You agree to indemnify us for any costs we may incur from our Principals in cancelling your travel arrangements in accordance with this clause.

Payment methods

We accept payment by cash, cheque, direct debit, credit card or international transfers. Payment by credit card or international transfers may incur additional charges. Please contact your travel consultant for further information. Travel documentation will not be issued until your payment has cleared in our account.

Taxes

You are responsible for all taxes, departure fees or other charges for arrival in or departure from any airport (whether domestic or international) unless we have indicated otherwise in your quote. Where such taxes, departure fees or other charges are specified in your quote, these amounts are subject to change and you agree to pay the increase (if any).

Travel insurance

We recommend that you take out travel insurance for each member of your group at the time you pay for your group's travel.

We can assist you with a competitive travel insurance policy for your group. If we do assist your group, you must tell us if you or any member of your group has a pre-existing health condition(s) (or if any of their relatives have a pre-existing health condition which may affect their ability to travel or complete their travel) or intend to take part in any activity which could be deemed to be hazardous in nature while overseas, and if there is any change to your or any member of your groups' health after the policy has been issued. Failing to disclose pre-existing conditions, hazardous activities or a change in circumstances may void the policy.

Passports, overseas entry requirements and re-entry requirements

Passports: You must provide us with a copy of the passport for each member of your group who registers to travel. It is your responsibility to ensure the information you provide to us is correct and we are not responsible for checking or otherwise verifying the information you provide us. Group members must be booked on flights under their name as it appears in their passport otherwise they may be unable to board the aircraft. It is important to note that some airlines do not allow name changes once bookings have been confirmed and you may need to purchase a replacement flight.

Passports must be in good condition, machine readable, without any sign of wear or tear and have sufficient space for visas and entry stamps gained on route. Some countries require that passports are valid for 6 months

arrangements have been confirmed, in which case, you agree to pay the amount of any increase). We reserve the right to correct errors or omissions in advertised or quoted prices. after the date of scheduled departure from that country and may deny entry if this requirement is not met. If you have any queries about the validity of a passport please speak directly with the New Zealand Passport office on 0800 22 5050.

Visas: Visas or other entry permits may be required for your group's travel. You should clarify visa requirements with the Embassies of the countries that your group plans to visit. Visa requirements may differ depending on whether your group members are travelling on New Zealand or foreign passports. Visas may also be required if the traveller has been sentenced to imprisonment or convicted of certain criminal offences or where a traveller has experienced a contagious disease or serious health issue. It is your responsibility to ensure that you have and each member of your group has the correct visa's and permits for your group's travel arrangements. Please note that having a valid visa or entry permit does not guarantee entry.

Re-entry to New Zealand: If you are or any member of your group is travelling on anything other than a New Zealand or Australian passport a valid re-entry permit will be required to return to New Zealand. It is your responsibility to ensure that each member of your group has the correct documentation/returning residents visa for re-entry to New Zealand are held prior to departure.

Criminal convictions and unpaid fines: Certain countries will refuse entry to travellers who have a criminal conviction (including certain traffic convictions). You must disclose all previous convictions (if any) before departing New Zealand whether or not you have been arrested and charged, regardless of type of offence, when it occurred or the penalties involved. The Criminal Record (Clean Slate) Act which allows the non-disclosure of criminal convictions in certain circumstances does not apply to overseas countries. If you do have previous convictions, visa processing can take up to 8 weeks. If you or any member of your group has a previous conviction, please speak to your travel consultant about how to proceed. Travellers with unpaid fines or reparation may be stopped from leaving the country. If you feel this may affect you or a member of your group please visit www.payorstay.govt.nz or ring 0800 PAYORSTAY for more information.

Vaccinations and communicable disease: Certain countries will refuse entry to travellers with a communicable disease and require travellers to be vaccinated or immunised against specific diseases (and, in some cases, to carry documentary evidence of vaccination and/or immunisation). You can check these requirements with your doctor and the Embassies of the countries that your group plans to visit.

General

Consumer Guarantees Act: You agree that the Consumer Guarantees Act 1993 does not apply to services supplied by us, where they are, or are held out as being, acquired for business purposes.

Governing law: The agreement between us is governed by and construed in accordance with New Zealand law and you agree to submit to the non-exclusive jurisdiction of the courts of New Zealand in relation to all disputes arising out of or in connection with the agreement between us.

Privacy policy: We have collected personal information from you and each member of your group for the purposes of arranging travel and other travel related services for you and your group. Our collection and use of personal information is governed by our privacy policy which is available on request or at <https://www.orbit.co.nz/PrivacyPolicy.aspx>.

