



## ROUNDABOUTNZ LIMITED

### Booking Terms and Conditions

#### 1. Introduction

In these terms and conditions:

“We”, “us”, “our” and “RoundaboutNZ” refers to RoundaboutNZ Limited (Company No.5415398), a duly incorporated company in New Zealand;

“You”, “your”, “yourself” and “client” means you the client as a potential client of RoundaboutNZ.

#### 2. Contract

Please read carefully these terms and conditions before booking your holiday with us. By paying us the deposit, we understand that you have read and accepted these terms and conditions. If you have any queries, please raise it with us.

RoundaboutNZ agrees to act for you in arranging a travel itinerary for you in New Zealand. On that basis, RoundaboutNZ will act on your behalf in dealing with third party Providers (the **Providers**) of travel products and/or services. We cannot, and do not, guarantee the performance of the Providers and their obligations to you. Most of the Providers operate under their own terms and conditions, which we can supply upon request to you. On payment of the deposit, you are deemed to have agreed to accept our terms and conditions.

#### 3. Pricing

All our pricing is in New Zealand Dollars, and includes Goods and Services Tax (**GST**) charged in accordance with the Goods and Services Tax Act 1985. Your bank or online currency converter will enable you to calculate costs in your local currency should you wish.

In the event any of our fees, the Providers or third party alteration of prices, GST fluctuations, or other price changes, the prices quoted to you may have to be adjusted.

Roundabout NZ Ltd, PO Box 1107, Nelson 7040, New Zealand

Jenny 027 5248389

Ph +64 3 548 0505

Graham 027 4888402

[www.roundaboutnz.co.nz](http://www.roundaboutnz.co.nz)

#### **4. Payment**

Once we have agreed to your itinerary, your booking will be secured with a non-refundable deposit of \$500.00 per person. Any instant purchase fares e.g. domestic airfares or train fares may also require advance payment and are non refundable. We will notify you of this. After we have received your deposit (and all third party bookings have been confirmed) we will send you a detailed itinerary, contact information and pre-departure advice.

The balance is due and payable by you 56 days before your arrival in New Zealand. This will be clearly stated on your documentation. If you book less than 56 before your arrival in New Zealand, full payment is required immediately.

In some instances in peak season some providers may require a non-refundable payment from us, more than 56 days in advance. We will advise you if you are to be affected by this and will require a non refundable payment from you for that service more than 56 days in advance.

If you do not pay the balance of the fee at the specified time without making prior arrangements with us, we reserve the right to cancel your booking and take action to recover all our costs from you.

#### **5. Cancellation & Refunds**

If you have to cancel your holiday in New Zealand for any reason, you may do so, but please be aware you will forfeit your deposit and any non-recoverable cancellation fees imposed by third parties and Providers (for example but not limited to domestic flights, car rental, accommodation and activities)

Please also note the following:

- Deposits are non-refundable
- Cancellation 8 to 4 weeks (56-28 days) prior to the date of your tour commencing in New Zealand will incur a cancellation fee of 50% of the total cost.
- Cancellation less than 28 days before your tour commencing in New Zealand will result in you not receiving any refund.

All cancellations must be confirmed in writing. In the case of email cancellation, notice is deemed to have been received by us when we have expressly acknowledged receipt by return email.

Roundabout NZ Ltd, PO Box 1107, Nelson 7040, New Zealand

Jenny 027 5248389

Ph +64 3 548 0505

Graham 027 4888402

[www.roundaboutnz.co.nz](http://www.roundaboutnz.co.nz)

## 6. Travel Insurance

We strongly advise that you have adequate personal travel insurance to cover any unforeseen circumstances for example, but not limited to, delayed flights, changes in flight schedules, family emergencies, illness, natural disasters and lost luggage. Please check and ensure that your travel insurance covers any activities that you intend to participate in for example but not limited to sky diving, bungy jumping. We advise you take out travel insurance when you pay your deposit. Check the Covid Policy wording.

You are responsible for arranging comprehensive travel insurance. RoundaboutNZ is not liable for any lack of insurance or Covid related costs on your behalf.

## 7. Changes to your Tour

Once you have paid your deposit you are deemed to have accepted the itinerary, including but not limited to dates, route, accommodation, car hire, transportation, and activities.

Changes can only be made at our discretion and will incur an administrative fee of \$200 plus any cancellation and Provider and third party fees.

Do bear in mind that there may not be availability or the prices may have changed. You will be responsible for these extra costs.

### ***Additional bookings***

At any point prior to your arrival in New Zealand, we will gladly book any additional activities for you (if available) at no extra charge apart from the activity itself, unless it means that other arrangements need to be altered, in which case we will charge accordingly.

### ***Changes made by you***

Any self arranged changes that you choose to make prior to departure or during your holiday are your responsibility. There is no refund for any pre-booked arrangements made by us, of which you may no longer avail yourself, because of your new plans.

If you fail to show up or check in on time for any arrangements (activities, travel, accommodation, meals etc) no refunds will be given.

### ***Cancellations by third parties***

Third party Providers offer a wide range of travel products and/or services. From time to time the Providers may need to change or cancel products and/or services they intend on providing. RoundaboutNZ does not accept any liability or responsibility for any expenses or losses incurred by you as a result of any change or cancellation.

Please note also that some of our providers are small operators with limited capacity. In the event of them becoming booked up during the short period between you agreeing to your final proposal and us receiving your deposit, we will provide a similar alternative.

## **8. Car Rental**

All drivers must be medically fit to drive and have full valid licenses with no exclusion clauses. The driver's licence must be acceptable in New Zealand and include a translation into English. RoundaboutNZ will not be held responsible for any costs incurred by you not fulfilling this.

## **9. Visas and Travel Documents**

It is your responsibility to ensure that your travel documentation is up to date and that you have the relevant visa if required. RoundaboutNZ will not be held responsible for any costs incurred by you for not fulfilling this. RoundaboutNZ will not be responsible for any costs incurred by if you have given us incorrect information for example but not limited to international flight arrival and departure dates and times.

The NZeTA (New Zealand Electronic Tourist Authority) visa and International Visitor Conservation and Tourist Levy were introduced for most travellers entering New Zealand from 1 October 2019. It is your responsibility to ensure pay and obtain these prior to your arrival in New Zealand.

<https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/about-visa/nzeta>

## **10. Our commitment to you**

RoundaboutNZ operates with honest, trustworthy and reliable business practices, providing excellent service for our clients. Should you feel that we or any one of our

Roundabout NZ Ltd, PO Box 1107, Nelson 7040, New Zealand

Jenny 027 5248389

Ph +64 3 548 0505

Graham 027 4888402

[www.roundaboutnz.co.nz](http://www.roundaboutnz.co.nz)

Providers, fall short of this commitment, please contact us and we will endeavour to resolve the situation to your satisfaction.

#### **11. Statutory Protections under New Zealand Law**

New Zealand Law governs the relationship between RoundaboutNZ and you.

These terms and conditions should be read subject to and in conjunction with the Consumer Guarantees Act and the Fair Trading Act (applicable in New Zealand) and do not affect your rights as expressed in these Acts.

#### **12. Force Majeure**

RoundaboutNZ shall not be liable or responsible for delays or errors by reason of circumstances beyond its control, including, but not limited to, acts of civil or military authority, national emergencies, labour difficulties, fire, flood or catastrophe, acts of God, insurrection, war, riots, pandemic, or failure of communication or power supply.

#### **13. Privacy and data policy**

We may share limited information with our providers to enable reservations to be made e.g. names, country of origin, ages (to ensure suitable and correct services are supplied for example a child's bike). Contact phone numbers may also be shared if required by our operators. We do not share email information or other contact details with other parties.

#### **14. Disclaimer**

RoundaboutNZ have made every effort to ensure that all our information on the website and in our itineraries is accurate. We are continuously checking and updating it, but we cannot always guarantee that things won't change.