

# NZ COACH, CRUISE & RAIL JOURNEY

- CRUISE THE BAY OF ISLANDS & MILFORD SOUND
- TRAVEL ABOARD THE FAMOUS TRANZALPINE TRAIN

## INCLUDES 1-WAY INTERNATIONAL FLIGHT

Not all those who wander are lost in New Zealand, an ancient land of unique history and jaw-dropping natural wonders. Taking in icons from Milford Sound to the scenic Bay of Islands, this 14 day coach, rail and cruise adventure will showcase the beauty of New Zealand like never before.

Journey from Christchurch through the scenic Canterbury Plains to Mt Cook National Park, home to New Zealand's highest snow-capped mountains, plus visit the renowned Sir Edmund Hillary Alpine Centre. Enjoy a sightseeing cruise on Milford Sound, a breathtaking location featured in numerous movies from Lord of the Rings to Jurassic Park, and climb aboard the vintage TSS Earnslaw on Lake Wakatipu in Queenstown - the adventure capital of New Zealand. Admire ever-changing views from coast to coast aboard the TranzAlpine Train from Greymouth to Christchurch, one of the country's most famous rail journeys, then set sail on a four-night cruise aboard the Sun Princess to Sydney. With all this and much more, the best of New Zealand is within reach.

## ITINERARY

### Day 1 Australia - Christchurch, New Zealand

Today depart from either Sydney, Melbourne, Brisbane or \*Adelaide to Christchurch! Fly with Air New Zealand, Virgin Australia, Qantas Airways or Emirates (subject to availability). Upon arrival a tour representative will greet you after clearing customs and transport you to your hotel for the remainder of the day at leisure.

**Rendezvous Hotel, Christchurch**Meals included: In-Flight

**Day 2 Christchurch - Mt Cook National Park - Omarama (approx. 315km day)**

After breakfast cross the Canterbury Plains with the Southern Alps to the west. Stop to view the Church of the Good Shepherd and the Collie Dog Memorial overlooking Lake Tekapo. Visit Mt Cook National Park, with time to enjoy the scenic majesty of New Zealand's highest snow-capped peaks and a visit to the Sir Edmund Hillary Alpine Centre before travelling around Lake Pukaki to Twizel and Omarama.

**Heritage Gateway Hotel, Omarama**Meals included: Breakfast;Dinner

**Day 3 Omarama - Moeraki Boulders - Dunedin (approx. 230km day)**

After breakfast travel down the Waitaki Valley to Oamaru. Stop to view the mystical Moeraki Boulders, then on to Dunedin, the Edinburgh of the South. An early arrival allows you time to enjoy some of the many optional activities available like the Monarch wildlife cruise to view the spectacular wildlife the Otago region has to offer (not included). Prior to dinner this evening you will be treated to a traditional Scottish Haggis Ceremony complete with piper, address to the Haggis and gift.

**Scenic Hotel, Dunedin City**Meals included: Breakfast;Dinner

**Day 4 Dunedin - Te Anau, Central Otago (approx. 300km day)**

After breakfast depart Dunedin and enjoy spectacular views across the Otago Peninsula as you travel to Larnach Castle. On your guided tour, learn about its tragic and mysterious history. Depart Dunedin and head inland, crossing rich farmlands to the agricultural towns of Gore and Lumsden, before arriving at the shores of Lake Te Anau, gateway to the Fiordland National Park.

**Distinction Luxmore Hotel, Te Anau**Meals included: Breakfast;Dinner

**Day 5 Spectacular Milford Sound Cruise (approx. 240km day)**

After breakfast drive through the Homer Tunnel into spectacular Milford Sound, the world renowned natural wonder dominated by Mitre Peak. Cruise the entire length of the fiord and enjoy the on-board commentary that gives you detailed information on the region's history, flora and fauna as you view spectacular waterfalls, towering mountains and wildlife.

**Distinction Luxmore Hotel, Te Anau**Meals included: Breakfast;Dinner

#### **Day 6 Te Anau - Queenstown – Lake Wakatipu Evening Cruise (approx. 170km day)**

After breakfast continue north to Kingston, then skirt around the shores of Lake Wakatipu to the picturesque alpine resort of Queenstown. This evening, cruise across the lake aboard the vintage steamship TSS Earnslaw before reaching the Colonel's Homestead at Walter Peak High Country Farm for a gourmet barbecue dinner.

**Millennium Hotel, Queenstown**Meals included: Breakfast;Dinner

#### **Day 7 Queenstown Free Day**

Today is a free day to experience this magnificent resort. Queenstown boasts an incredible array of adventure and leisure activities and your Coach Captain can assist with any optional activities you would like to do. Take a ride on the world famous Shotover Jet Boat, travel to the top of Bob's Peak by gondola for spectacular views, take a tour to the gold mining area of Skippers Canyon or for the adventurous, try white water rafting (all activities optional - not included). Alternatively, browse in the many shops and galleries. Your tour director will be happy to assist with suggestions and bookings.

**Millennium Hotel, Queenstown**Meals included: Breakfast

#### **Day 8 Arrowtown - Haast Pass - Franz Josef (approx. 350km day)**

After breakfast depart Queenstown and pass picturesque Lake Hayes on the way to Arrowtown, an area steeped in fascinating history relating to early settlement and the gold mining era. Stop at Lake Wanaka, a picture postcard resort on the lakes edge with a spectacular mountain backdrop. View the untouched wilderness and pristine lakes of the Mt Aspiring and Westland National Parks before arriving on to the West Coast, home to the twin glaciers of Fox and Franz Josef.

**Scenic Hotel, Franz Josef**Meals included: Breakfast;Dinner

#### **Day 9 TranzAlpine Rail Journey - Greymouth to Christchurch (approx. 170km day with 4.5 hour train journey)**

After breakfast depart Franz Josef and head north to Greymouth. Please note an early morning helicopter ride and landing at the top of the Franz Josef glacier is available prior to breakfast and departure (optional - not included) At Greymouth, board the famous TranzAlpine train. Renowned as

one of the most scenic train journeys in the world, this coast to coast rail adventure will take you through the Southern Alps, over massive viaducts, river valleys and gorges.

**Sudima, Christchurch Airport**Meals included: Breakfast;Dinner

#### **Day 10 Christchurch – Auckland – Begin 4 Night Princess Cruise from Auckland to Sydney, Australia**

Today after breakfast and checkout you will head to the airport and depart Christchurch for Auckland (flight time approx. 1.5 hours). Upon arrival be met by a tour representative and transferred to the centrally located cruise port where you may continue to board the cruise ship. Alternatively, you may delay your embarkation and only check-in your luggage. This would allow you to spend the rest of the afternoon to do some sightseeing and explore the nearby Auckland CBD and Viaduct harbour before returning to the centrally located cruise port (return transfer from the port to do sightseeing is not included).

Please note: should you wish to partake in this option it will be the customer's responsibility to make sure they are at the port in time for embarkation (indicated on cruise documents). The included Lunch onboard will also be forfeited as a result. Cruise will depart Auckland at 10:00pm.

**Princess Cruises - 'Sun Princess' ship**Meals included: Breakfast;Lunch;Dinner

#### **Day 11 Bay of Islands, New Zealand – 7:00am to 4:00pm**

Anchor outside of Russell in The Bay of Islands. The islands are rich in natural beauty, history and culture and they are a fantastic example of why New Zealand has so much to offer the traveller. The region consists of an enclave encompassing more than 140 subtropical islands. It's known for its undeveloped beaches, big-game fishing and Maori cultural artefacts. Take advantage of one of the many onshore excursions available through Princess cruises to explore the surrounding region (not included).

**Princess Cruises - 'Sun Princess' ship**Meals included: Breakfast;Lunch;Dinner

#### **Day 12 At Sea**

Sun Princess truly lights up the seas, serving up tantalising cuisine, dazzling live entertainment and new experiences. Whatever you decide to do, your time on board will be unforgettable over the next two nights.

**Princess Cruises - 'Sun Princess' shipMeals included: Breakfast;Lunch;Dinner**

### **Day 13 At Sea**

**Princess Cruises - 'Sun Princess' shipMeals included: Breakfast;Lunch;Dinner**

### **Day 14 Sydney, Australia – Arrive at 7:00am**

Today arrive in Sydney, Australia at approx. 5:00am and disembark your cruise after breakfast. One trip-of-a-lifetime you won't soon forget. Please note all customers will be responsible for their own domestic transfers from the cruise port in Sydney to their hometown destination or onwards after disembarking the cruise.

**Meals included: Breakfast**

# **INCLUSIONS**

## **HIGHLIGHTS**

- Explore the South Island of New Zealand by luxury coach
- Visit Christchurch, Queenstown, Dunedin, Franz Josef and more
- Travel aboard the TranzAlpine scenic rail from Greymouth to Christchurch
- Enjoy a day cruise in scenic Milford Sound
- Admire the jaw-dropping majesty of Mt. Cook National Park
- Visit the Sir Edmund Hillary Alpine Centre

- See beautiful lakes Tekapo, Pukaki, Te Anua, Wanaka, Wakatipu and Hayes
- Witness the mystical Moeraki Boulders
- Take a guided tour of Larnach Castle on the Otago Peninsula
- Cruise across Lake Wakatipu aboard the vintage 'TSS Earnslaw' steamship
- Discover the quaint village of Arrowtown
- See the untouched wilderness of Westland National Park
- Cruise the subtropical 'Bay of Islands' in the North Island

#### **FLIGHTS**

- 1-way international airfare ex SYD/MEL/BNE/\*ADL to Christchurch, New Zealand
- 1-way internal flight: Christchurch - Auckland

#### **ACCOMMODATION**

- 9 nights hotel accommodation on tour

#### **CRUISE**

- 4 night Auckland to Sydney Cruise with Princess Cruises
- Sail aboard the spectacular 'Sun Princess' ship
- Pre-paid gratuities and tipping aboard the 'Sun Princess'

#### **DINING**

- Enjoy 28 meals including daily breakfast

#### **TOUR ESSENTIALS**

- Professional English-speaking tour guide
- Hotel portorage
- Airport and cruise taxes and surcharges

#### **TRANSPORT**

- Transportation by five star luxury coach

#### **TRANSFERS**

- Return airport and cruise transfers within New Zealand

# **IMPORTANT INFO**

#### **BOOKING INFORMATION**

After purchase, you will receive a receipt and a Purchase Confirmation email. You will also be directed to an online Passenger Information Form. You must complete your Passenger Information Form **within 72 hours of purchase**.

**Any special requests, preferences and optional extras MUST be clearly stated in your Passenger Information Form.** Any change requested after submitting your Passenger Information form cannot be guaranteed, is strictly subject to availability and will incur surcharges as outlined in the Schedule of Fees below.

On purchasing this Travel Offer you are bound by the suppliers standard [Terms and Conditions](#) in addition to the specific terms and conditions outlined in this Important Information.

Please Note: all additional charges are payable direct to NRMA (unless otherwise stated).

## **OFFER ESSENTIALS**

Travel offer is valid for travel on the 17th January 2018

Travel offer is valid for one person based on twin share

### **Single Traveller Supplement**

For solo travellers a mandatory single supplement applies

- Interior Cabin: \$1500
- Oceanview Cabin: \$1700
- Balcony Cabin: \$1800

### **Departure Dates**

17th January 2018

### **Departure Cities**

Sydney, Melbourne, Brisbane or \*Adelaide

### **Interstate Surcharges**

\*Adelaide: \$100 per person

## **FLIGHTS**

### **Airline(s) Used**

Air New Zealand, Virgin Australia, Qantas Airways, Emirates, and codeshare partners  
(subject to availability)

### **Arrive early or Stay Behind**

Not available

### **Stopover Packages**

Not available



## **Flight Class Upgrades**

Please note:

- upgrades are subject to request only
- availability and pricing will be confirmed once your Passenger Information form is returned to NRMA
- short haul and domestic sectors are not guaranteed in premium or business class; subject to aircraft configuration

## **CRUISES**

### **Cabins**

All cabins are subject to availability; some cabins may have restricted views

## **ACCOMMODATION**

### **Accommodation Used**

3-4 Star (self-rated)

- Christchurch: Rendezvous Hotel / Sudima Airport Hotel
- Omarama: Heritage Gateway Hotel
- Dunedin: Scenic Hotel Dunedin City
- Te Anau: Distinction Luxmore Hotel
- Queenstown: Millennium Hotel
- Franz Josef: Scenic Hotel
- Cruise: Princess Cruises - 'Sun Princess' ship

\*Please note: rooms offered are based on a lead-in room type, and are subject to availability based on seasonality. Properties will be confirmed, no later than two weeks prior to travel.

### **Extra Nights**

Not available

**Maximum Room Capacity**

2 people

**Child Policy**

- No child discounts. Full price applies for all children travelling with their parents
  - Strictly valid for Children 5 years old and over
- Please note: Children must be accompanied by a responsible adult 18 years old and over to travel. No unaccompanied minors allowed

**Triple Share**

Not available

**Bedding Configuration**

Queen/Double Bedding Or Twin Bedding (subject to availability)

**Adjoining Rooms (Interconnecting Rooms)**

Subject to availability and at the hotels discretion. Please enquire on booking if you require this option

**GENERAL TOUR INFORMATION**

Minimum group size 15, maximum group size 48 per vehicle

**Optional Tours / Activities**

- Lake Tekapo: Grand Traverse Scenic Flight: \$370 NZD (approx. \$345 AUD)
- Dunedin: Monarch Wildlife Cruise: \$53 NZD (approx. \$50 AUD)
- Te Anau: Glow Worm Caves Tour: \$81 NZD (approx. \$75 AUD)
- Queenstown: Many activities available on leisure day. Please consult tour guide for recommendations and up to date pricing
- Franz Josef: Glacier helicopter flight and landing: \$240 NZD (approx. \$223 AUD)

Please Note:

- prices are based on per person, are subject to availability, time permitting and weather conditions, and are payable direct to the tour operator in the currency specified
- Some tours require minimum numbers to operate
- Shore excursions can be booked/reserved directly with the cruise line prior to travel (subject to availability)
- Shore excursions can also be booked whilst onboard (subject to availability)

## **EXCLUSIONS**

- Visa fees and requirements (Not required for New Zealand if travelling on an Australian passport)
- Meals/beverages not stated in the itinerary (including any specialty restaurants onboard cruise)
- Optional gratuities/tipping
- Optional activities/tours (including any 'onshore' excursions as part of cruise)
- Personal expenses
- Domestic flights
- Domestic transfers within Australia
- Travel insurance (Mandatory)

Please Note: A comprehensive travel Insurance policy must be organised BEFORE all details can be finalised with NRMA.

## **OTHER IMPORTANT INFORMATION**

### **CRUISE:**

Disembarkation usually begins 2 hours after docking.

Due to security reasons, all guests must be on board 2 hours before sailing.

Itineraries are subject to change at any time without notice.

Check your specific sailing for exact departure and arrival times. All times are local to the port.

### **COACH TOUR:**

**Meals:**

Daily breakfast is included in the tour along with some lunches and most dinners, for all other meals; lunches and dinners the tour manager will offer assistance with reservations, suggestions and directions to local restaurants. You can also enquire about any allergies and food and if necessary advise meals to be prepared with any medication you require.

**Luggage:**

You will be responsible for all your personal belongings whilst on the tour. With regards to luggage, you must carry your own luggage from the coach to the hotel room and back to the coach. The driver will assist with the uploading and offloading of their luggage from the coach and free hotel portage is available

**Gratuities:**

Gratuities (tips) are not included in the tour price for services of the tour manager and driver throughout the tour. Tipping is optional and at the customer's discretion. Pre-paid gratuities onboard the cruise are included in the package price.

**Fitness Level Required / Mobility:**

Wheelchair access is limited and subject to availability. Wheelchair bound customers require a collapsible wheelchair and a guardian to assist them on their travels. Please inquire with our sales team prior to booking to see if wheelchair access is available. Please note; a standard level of fitness will be required. If you have any concerns please consult your healthcare provider prior to purchase/travel.

**VISAS**

A Tourist visa for New Zealand is not required if travelling on an Australian Passport  
Please Note: Passengers who are not Australian citizens must check with the respective consulate or a visa agency to determine what their visa requirements are and what personal identification is required

## **SCHEDULE OF FEES**

### **Voluntary Changes**

This includes booking changes requested by you, including but not limited to those changes requiring airline ticket or a Purchase Confirmation reissue

- 1st Change - \$100.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider
- 2nd Change - \$150.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider
- Subsequent changes - \$250.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider
- Changes within 30 days of departure \$350.00 person + any additional charges applied by the airline/ cruise company/ other travel provider
- Changes within 14 days of departure \$500.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider

### **Name Changes Due To Passenger Error**

- If the incorrect name has been advised to NRMA, charges of \$150.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider will apply

# Supplier Terms and Conditions

## ACKNOWLEDGEMENT

Please read the following terms and conditions carefully. You must not make any booking unless you understand and agree with our terms and conditions. References to “us”, “we” and/or “our” in these booking terms and conditions shall mean TripADeal Pty Ltd.

These terms and conditions apply to bookings you make with our consultants (in-store, over phone or by email) as well as online bookings you make on our website.

By making a booking (which is deemed to have occurred at the time you purchase a Travel Voucher), the person who makes the booking agrees on behalf of all persons detailed in the booking that:

1. He/she has fully read these terms and conditions and has the authority to and does agree to be bound by them
2. He/she consents to our use of information in accordance with our Privacy Policy
3. He/she is 18 years of age or over and where making a booking with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services

## PASSPORTS, VISAS AND HEALTH REQUIREMENTS

All travellers must have a valid passport for international travel, with at least 6 months validity from the date of return and at least 2 blank pages at the time of travel. Visas, including transit visas and re-entry permits, are the passenger's own responsibility. You must ensure you are aware of passport, visa, health and other requirements of the country or countries to which you intend to travel, and obtain all relevant documentation prior to travel. Any expenses, fines, penalties, costs or losses incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility. If you would like more information about visa requirements for your holiday, please call us on 1300 00 8747. We can provide general information and assist you to fulfil your visa requirements through an external visa advisory service provider such as Visas Direct. We do not warrant the accuracy provided by any external service and accept no liability for loss or damage which you may suffer in reliance on it.

Visa information provided in the Important Information on your Travel Voucher is correct at the time of publication but is subject to change without notice at any time. It is your responsibility to confirm visa requirements prior to travel and TripADeal is not obliged to compensate you in the event that visa advice changes after publication.

All travellers must possess physical and mental fitness well enough to travel. It is your responsibility to ensure that you are aware of any health requirements for your travel destination/s. For some countries, a failure to disclose a health condition may result in the applicable country refusing you entry, or in you being detained, expelled or repatriated from it. Vaccinations are strongly recommended for certain destinations and in some cases vaccination paperwork may be a condition of entry. Please note that vaccinations may be recommended some period in advance of travelling. We will not be responsible and will not be held liable for any expenses, fines, penalties, costs or losses incurred in relation to a traveller's failure to comply with international countries' entry/ health requirements.

## TRAVEL INSURANCE

We strongly recommend that you take out travel insurance immediately after making your booking. Your policy should include cancellation, baggage, theft, personal liability, accident and medical cover, plus any

other requirements specific to your travel plans, and should be valid for the entire duration of your travel arrangements.

## TRAVEL ADVICE

It is your responsibility to be aware of the safety, local conditions and issues that may exist at your travel destination/s. We recommend that you contact the Department of Foreign Affairs and Trade (DFAT) or visit their website [www.smartraveller.gov.au](http://www.smartraveller.gov.au) for current advice. You can also register your travel plans with DFAT so you are more easily contactable in case of emergency.

## ORDERS

Promotion of a travel offer on our website does not constitute a legally binding offer, but rather, are an invitation to treat. We reserve the right to accept or reject your order for any reason after that order has been made, including but not limited to the unavailability of any product or service, an error in the price or description, or an error in your order. If we cancel your order, we will provide a full refund of any payment received. Once placed, you cannot cancel your order.

## PAYMENT

All travel offers listed on our website are heavily discounted and available for a limited time only. For this reason we require full payment at the time of booking. This payment is non-refundable and can be made by credit card or bank transfer. If paying by bank transfer, please note that your booking is not confirmed until the funds clear into our account. Some additional extras, supplements, and/or surcharges may be payable after purchase, as specified in the Important Information on your Travel Voucher. Any changes made to a booking after purchase may incur fees as listed in the Schedule of Fees below.

Every travel offer has its own specific Important Information in addition to these terms and conditions. The Important Information is binding for that specific offer. In purchasing a Travel Voucher you acknowledge that you have fully read and understood the Important Information

that applies to that specific travel offer, as well as these terms and conditions.

## PURCHASE CONFIRMATION

Immediately after payment you'll receive a Purchase Confirmation with more information about the booking process. Please ensure you read this information carefully, as most of our travel offers will require you to submit an online Passenger Information Form by a specific deadline in order to finalise your booking. We will not be liable for any expenses, fines, penalties, costs or losses incurred in relation to a traveller's failure to comply with the Booking Instructions listed on their Purchase Confirmation.

If your Purchase Confirmation instructs you to submit an online Passenger Information Form, please note that the details contained on this form are final and will be used for ticketing purposes. Any booking changes requested after submitting the online Passenger Information Form cannot be guaranteed and may incur additional fees.

The Refund Policy is listed on our website and it's your responsibility to ensure you fully read and understand this. Your Purchase Confirmation is non-refundable, cannot be redeemed for cash, and cannot be used in conjunction with any other offer or promotion. The Purchase Confirmation is valid only for the travel dates specified in the Important Information. Once this validity period has expired, the Purchase Confirmation will be considered void and is non-refundable in full or part. If you elect to receive a Purchase Confirmation without specifying travel dates at purchase, all offers are subject to availability. We recommend making bookings at least 3 months in advance. Peak times such as weekends or holiday periods should be booked further in advance. We do not guarantee that services will be available at your

preferred date and time.

We're not responsible for lost or stolen Purchase Confirmations, for any fraudulent use of the Purchase Confirmation's unique reference number, or for any losses caused by your inability to access, print or download your Purchase Confirmation.

## PRICING

All prices are in Australian Dollars (AUD) unless stated otherwise. The prices of travel offers listed on our website include all taxes, charges and service fees, including GST (where applicable). All prices are subject to availability and can be withdrawn or varied without notice. Price changes may be caused by a number of factors including currency fluctuations, fuel surcharges, taxes and airfare increases. We reserve the right to adjust any fees, charges or prices as necessary to reflect such cost increases. We reserve the right not to honor any published prices that we determine were erroneous due to printing, clerical or electronic error. In the event of a price decrease, we are not obliged to refund you to match any subsequent price reductions after purchase. We reserve the right to modify, change, extend, or cancel the travel offer at any time.

## CREDIT CARD SURCHARGE

A fee of 1.5% applies to all credit card transactions.

## FLIGHTS

Flight information listed on your Travel Voucher is subject to change based on availability and airline schedule changes. This means some flights may arrive a day earlier or later, involve a transit, a stopover, or a substitute airline. These changes are beyond our control. Your specific flight itinerary will be confirmed as part of the booking process after purchasing your Travel Voucher. If you have any concerns about this, please call us on 1300 00 8747.

Any changes made to flights after tickets have been issued will incur charges. Please refer to the schedule of fees for more details. Once flights have been confirmed and tickets have been issued all tickets are non-refundable. Minimum connecting times are as per IATA, airport and airline specifications. Flights sectors are booked as advised by the operating airline in accordance with their rules.

Airlines have the right to reschedule or cancel flights at anytime, and any such schedule changes are beyond our control. It is your responsibility to contact the airline prior to travel to ensure that the scheduled departure time has not changed. In the event of a schedule change, please notify the local tour guide/hotel/transfer service via the specific contact details provided in your travel pack. We do not accept any responsibility for additional costs or losses incurred due to airline changes or cancellations. Note: significant delays of five hours or more may result in a no-show and involuntary cancellation at your accommodation unless prior notice is provided, particularly if you are delayed arriving to a stopover destination.

Any travellers purchasing an Australian domestic flight to the travel offer's departure city are strongly recommended to arrive at the departure city one day earlier to avoid possible flight delays and cancellations.

Any travellers who fail to board their scheduled flights will be liable for any cancellation and/or reissue fees and charges incurred.



## CRUISES

Cruise information listed on your Travel Voucher is subject to change based on availability and at the discretion of the cruise provider. Any special requests or changes to cruise bookings must be clearly stated in your Booking Form and are strictly subject to availability. Any changes requested after cabins have been booked will incur charges. This includes name changes due to customer error. Please refer to the schedule of fees for more details

Cabin category selection, cabin upgrades, and any other cruise-related requests are strictly subject to availability and are not guaranteed. Cabin placement is allotted on a Run of Ship basis.

## TRAVEL ITINERARY

Itinerary details listed on your Travel Voucher are subject to change based on availability and other external factors beyond TripADeal's control. This includes but is not limited to itinerary elements such as accommodation, touring sites and schedule, ground transport, transfers and flight routing. In the event of an itinerary change, an alternative of equal or higher standard will be provided.

## GROUP SIZE & MINIMUM NUMBERS

Many TripADeal packages have minimum numbers required for the tour to depart. If minimum numbers are not reached we reserve the right to cancel and refund any Travel Vouchers purchased for that tour. Occasionally a tour will be approved to go ahead even if minimum numbers have not been reached. In this instance, TripADeal is not obliged to cancel, refund or compensate any passengers who have already purchased Travel Vouchers.

Many TripADeal packages have maximum numbers stated in the Important Information. This provides an indication of maximum group size per coach on the tour and is intended as a guide only. International package tours often have multiple coaches departing on a single departure date. In some cases airport arrival and departure transfers will combine multiple groups. This is dependant upon airline scheduling and airport ground transport requirements.

## TRAVEL DOCUMENTS

Names supplied to TripADeal MUST BE exactly as per your passport, including your middle name if applicable. If an incorrect name is supplied to TripADeal via the Online Booking Form and tickets are issued incorrectly this could result in a passenger being refused boarding at the time of departure. Name changes after tickets have been issued will incur additional charges from TripADeal and the airline as the ticket will have to be reissued. Please refer to the schedule of fees for more details.

It is your responsibility to check all of your travel documents (including but not limited to flight tickets, visas and insurance) immediately upon receipt and advise us as soon as possible of any errors or changes required.

## BAGGAGE

Please ensure you read your travel documents carefully for details on baggage allowances as these can vary from airline to airline. The standard check-in baggage allowance for all airlines is limited to one piece and must not exceed 20kg, unless otherwise explicitly stated. Carry-on baggage is limited to one piece and must not exceed 7kg, unless otherwise explicitly stated. Excess baggage (if your airline allows it) can be expensive and is the responsibility of the traveller. TripADeal will not be liable for any expenses, fees, penalties, costs or losses associated with baggage allowances and excess baggage.

## FREQUENT FLYER POINTS

Frequent Flyer memberships cannot be used to determine airline choice. Frequent Flyer points cannot be used to upgrade your flights with TripADeal. If Frequent Flyer memberships are applicable for your flights, it is your responsibility to lodge your Frequent Flyer membership number directly with the airline at the time of check-in or by contacting the airline directly. TripADeal is not responsible for processing or recording your Frequent Flyer membership details.

## SPECIAL REQUESTS

Special requests, including but not limited to dietary and mobility requirements, are strictly subject to availability and must be advised on your Online Booking Form. We will make every effort to accommodate special requests but please note these cannot be guaranteed. Please note that it is your responsibility to lodge airline seating requests directly with the airline at the time of check-in or by contacting the airline directly. TripADeal is not responsible for processing or recording airline seating requests.

## CHANGES AND CANCELLATIONS

All bookings are non-refundable and cannot be redeemed for cash. We recommend you take out a comprehensive travel insurance policy immediately after making your booking to cover you against cancellation. We will not be liable for any costs or losses incurred in the event that you cancel your booking.

Any changes to your booking, including but not limited to departure date, tour length, passenger name/s, and flight ticketing requests, are subject to availability and may incur charges. Please refer to the Schedule of Fees below for further details.

All tour members are required to remain with the tour for its full duration. Any unused portion of the package is non-refundable and cannot be exchanged for other services or cash.

## REFUSAL OF CARRIAGE

We retain the right to remove customers from the group 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.

## HOTELS

Hotel descriptions are based on current hotel guides provided by suppliers and contractual agreements. Any facilities described are subject to change at any time. We have made reasonable enquiries to verify that the descriptions and details are accurate but do not warrant that they are. In the unlikely instance of a hotel change becoming necessary, the alternative property will be of a comparable or higher standard and there shall be no refund in this connection. Non smoking rooms are requested, however cannot be

guaranteed as not all hotels offer dedicated non-smoking rooms. Please note that hotel portage is not included on the first or last days of your tour when arriving or departing your hotel independently.

## TWIN SHARE ROOMS

Please note: In some areas including much of central Europe, traditional hotels sometimes offer 'French Twins' which are 2 separate beds and mattresses attached together and sharing a single headboard.

## TRANSPORTATION

When group sizes are considered too small to use a full sized touring coach we reserve the right to use a smaller coach. Smaller coaches and any vehicles used for local transfers and occasional day excursions may not have toilet facilities on board. Individual country and EEC laws regarding coach transportation will be abided by at all times.

## SHOPPING

TripADeal is not qualified nor permitted to ensure or guarantee the quality or value of any goods purchased or the suitability of any retail outlets visited during your tour. In all cases the purchasing of goods and the use of a credit card for those transactions is entirely at the traveller's own risk and at all times the traveller must use their own discretion. We will not be liable for any expenses, fees, penalties, costs or losses incurred as a result of transactions you make while travelling.

## COMPLAINT PROCEDURE

We are committed to dealing with complaints quickly and effectively. If a problem occurs, you must attempt resolution locally with the service provider (such as the hotel, airline or tour operator) within 24 hours as a first step. Failure to follow this course will result in any following claim for compensation being reduced or denied. If you have any unresolved complaint, you must email that complaint to [feedback@tripadeal.com.au](mailto:feedback@tripadeal.com.au) within 30 days of the completion of your travel arrangements. Failure to lodge a complaint within this time period will result in any following claim for compensation being reduced or denied. You must attach all relevant receipts and supporting documentation (including efforts made with the service provider to resolve it). All claims are subject to the terms laid out in our Refund Policy.

## LIMITATIONS OF LIABILITY

We arrange your holiday, which will be provided by suppliers that we believe to be reputable and to comply with the standards set down by their local authorities. Our obligation to you (and you expressly authorise us to) provide the relevant arrangements, bookings, ticketing and other ancillary and related services depending on the Travel Offer you have purchased. However we do not directly provide the transport, accommodation, meals or other facilities and services described on this website that you may receive on your holiday, all of which are provided by airlines, coach, rail and cruise operators, land carriers, hoteliers or suppliers of other services as principals. We agree to make the reservations with the principals offering the services described in your Travel Offer on these terms and conditions.

All travel documentation issued by TripADeal (including but not limited to purchase orders, receipts, vouchers, itineraries, tickets, coupons and contracts) is subject to the tariff terms and conditions contained in the contracts in use by the principal, and constitutes the sole contract between the principal

and the passenger. Acceptance of such travel documentation constitutes acceptance of the foregoing.

Travel Offers are provided subject to the suppliers' terms conditions and limitations, which may not be expressly the subject of our contractual agreement and which may exclude or limit liability in respect of death, injury, delay, loss or damage to person or effects. We accept no responsibility for supplier terms, conditions or limitations and do not make or give any warranty or representation as to their standard. Your legal rights in connection with the provision of travel services are against the specific provider and, except to the extent a problem is caused by fault on our part, are not against us. Specifically, if for any reason (excluding fault on our part) any travel service provider is unable to provide the services that you have purchased, your rights are against that provider and not against TripADeal. This includes itinerary changes due to weather, delays or other causes of whatever kind or nature beyond our control.

## RESPONSIBILITY

TripADeal is responsible to the purchaser for arranging supply of the services described on this website and according to the specific booking instructions of each Travel Offer, except where such services cannot be supplied or the itinerary is changed due to weather, delays or other causes of whatever kind or nature beyond the control of the Company.

In such circumstances, we will endeavour to arrange supply of comparable services and itineraries and there shall be no refund. In the absence of our own negligence, we are not liable for any cancellations, diversions, substitution of equipment, variations, postponements, or any other act, omission or default by airlines, coach, rail or cruise operators, land carriers, hoteliers or any other suppliers, nor for any consequences thereof, including but not limited to changes to services, accommodation or facilities.

Neither TripADeal nor any of our directors, employees, affiliates or agents accept any liability in contract, tort or otherwise for any injury, illness, death, loss, damage (including but not limited to loss or damage to persons, baggage and property), delay, additional expense or inconvenience caused directly or indirectly by the acts, errors, omissions, default or negligence of suppliers; or caused directly or indirectly by force majeure or other events which are beyond our control including but not limited to severe weather, fire, floods, acts of God, acts of government or other authorities, failure of equipment or machinery, war, civil disturbance and malevolent acts. We are not responsible for any criminal conduct by any third parties.

TripADeal does not accept responsibility or liability for any acts, errors, omissions, default or negligence of any person not its direct employee or under its exclusive control, including any government or governmental authority, officer or employee; and also including any employees or agents of any of our suppliers such as airlines, coach, rail, cruise or ferry operators, shipping companies, or any other transport providers; hoteliers or other accommodation providers; land carriers, tour operators, tour guides, tour directors, travel agents, or the providers of any other meals, facilities, goods or services on your holiday or in relation to it and over whom TripADeal has no direct control.

We do not accept responsibility or liability for any requirements, terms or conditions of any third party who provides some service in the course of your holiday. All bookings made by TripADeal with transport or other service providers on your behalf are subject to the requirements, terms and conditions of those suppliers which may not be expressly the subject of our contractual agreement, particularly in relation to the applicable laws, policies and requirements of any government, governmental authority or employee including visa, entry, exit or transit.

In the event of the customer occupying a motor coach transport seat fitted with a safety belt, neither TripADeal nor any related agent or supplier will be liable for injury, illness, death or other loss, damage or claim arising from any incident or accident where the safety belt is not being worn correctly at the time of

such incident or accident.

We do not accept any liability or responsibility for your acts, omissions, defaults, conduct, state of health, condition or circumstances, or failure to comply with the terms, conditions and requirements of any service provider, or country or governmental authorities. If you decide that you do not wish to visit a country or part of a country you had intended to visit because of any law, condition or requirements of any government or governmental authority, official, servant or agent, or because of circumstances beyond our control including but not limited to force majeure, severe weather or civil unrest, you are responsible for any costs, expenses, charges, fees, losses or damage incurred as a consequence and any cancellation or amendment fees.

## TRIPADEAL CREDIT

Any TripADeal Credit granted for whatever reason is valid for 12 months from date of issue. TripADeal Credit must be declared at time of purchase and may be used towards any Travel Offer listed on [www.tripadeal.com.au](http://www.tripadeal.com.au) at time of presentation. TripADeal Credit is not valid for use on associated travel services, concierge flight tickets, travel visas, travel insurance, Gift Vouchers, or any optional extras / supplements / surcharges associated with a current or previous travel deal. To redeem please contact TripADeal on 1300 00 8747. All bookings are subject to availability and you will be bound by the Terms & Conditions and Important Information of whichever travel deal you select. Payment for your chosen Travel Offer is required in full together with the redemption of the TripADeal Credit. No change given for purchases below the TripADeal Credit value. The credit must be redeemed in one transaction and any unused amount will be forfeited. TripADeal Credit must be used within the stated validity period or else it will be deemed void. It is non-refundable, non-redeemable for cash and cannot be used in conjunction with any other offer/promotion or Gift Certificate.

## SCHEDULE OF FEES

### Voluntary Changes

This includes booking changes requested by you, including but not limited to those changes requiring airline ticket or Travel Voucher reissue.

- 1st Change - \$100.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider
- 2nd Change - \$150.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider
- Subsequent changes - \$250.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider
- Changes within 30 days of departure \$350.00 person + any additional charges applied by the airline/ cruise company/ other travel provider
- Changes within 14 days of departure \$500.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider

PLEASE NOTE: Any changes made to flights after tickets have been issued will incur additional charges. Once flights have been confirmed and tickets have been issued all tickets are non-refundable and non-transferable.

### Name Changes Due To Passenger Error

- If the incorrect name has been advised to NRMA Travel, charges of \$150.00 per person + any additional charges applied by the airline/ cruise company/ other travel provider will apply

## GOVERNING LAW

This agreement will be governed and interpreted in accordance to the laws of New South Wales, Australia. You irrevocably submit to the exclusive jurisdiction of the courts of the State of New South Wales.