

# TERMS & CONDITIONS

## // 2010 World Rowing Championships

### PLEASE READ THE FOLLOWING INFORMATION CAREFULLY BEFORE REGISTERING ON ONE OF OUR TOURS

This 2010 World Rowing Championships brochure and the tours outlined within have been arranged by Willimont Sports Travel (WST) as part of the Willimont Travel Group (WTG). All related tour payments are banked into WTG's client trust account held at the Bank of New Zealand. WTG is a fully bonded member of the Travel Agents Association of New Zealand (TAANZ) and is a member of IATA (International Air Transport Association).

### PAYMENTS AND CANCELLATIONS

#### STATED PRICES

Prices in this brochure are in New Zealand Dollars and are on a "per person" basis. Prices are for payment by internet banking, by cash or by personal or bank cheque. Credit Card fees have not been costed into the tour prices. For payments by credit card see DEPOSITS & PAYMENTS below. All prices include New Zealand GST. Due to possible currency fluctuations and changes in supplier/service costs, prices are subject to variation at any time until full payment is received. Please note that for contractual reasons pricing can not be itemized out.

#### DEPOSITS & PAYMENTS

To secure a place on one of our tours or individual packages, we require a non-refundable deposit of \$500 per person when registering. Final payment is required by 30 July 2010. All prices are based on payment by internet banking, cash, cheque, Visa or MasterCard only. If you wish to use another brand of credit card, please check with us first, because merchant fees charged by some credit card companies have not been allowed for in our pricing, which means a surcharge will apply. After this initial deposit subsequent payments by credit card will only be accepted for the full tour price. If booking via another travel agent, please check acceptable forms of payment with them, as we cannot accept credit card payment from travel agents on your behalf. We prefer payments to be made by internet banking. If paying this way it is imperative you include your **surname & our code** with your internet payment so we can allocate the funds to your account promptly. Please make contact with your Willimont Sports Travel consultant for our bank account details, or refer to the bottom of our invoice for details.

#### CANCELLATIONS AND REFUNDS

All cancellations must be advised in writing. Cancellations made after confirmation of booking will forfeit the \$500 non refundable deposit. Cancellations received after 30 July 2010 will incur a minimum fee of \$500 per person plus any fees charged by hotels, ticket providers and land operators which could be up to 100% of the package. WST will attempt to minimize these supplier fees on your behalf, but it depends on our ability to re-sell your place and the attitude and conditions of hotels, ticket providers and land operators. Please read the information on "Insurance".

#### AMENDMENTS

Each and every amendment made to a booking after confirmation will incur an amendment fee of \$50 per amendment per person, along with any fees charged by our suppliers. Amendments to bookings within a week of departure cannot be guaranteed, but if they are possible, will incur an amendment fee of \$150 per amendment per person in addition to any supplier fees.

#### ITEMS NOT COVERED

Unless otherwise specified the costs of credit card merchant fees, meals, drinks, laundry, portorage, passports, visas, entry and departure taxes, tips and gratuities, items of a personal nature and any other items not included in our 'tour inclusions' section of our brochure, are not included.

#### UNUSED SERVICES

Upon the commencement of your package, refunds will not be provided where from illness or personal choice you do not utilise part or all of the package inclusions. Please refer 'Cancellations and Refunds' section if cancelling your package prior to departure date.

#### GROUP SIZE

Prices and arrangements have been made on the basis of a minimum of forty (40) persons travelling together on each group departure. If there are fewer than forty people, the tour may have to be re costed or cancelled and an alternative option offered.

#### DOMESTIC CONNECTIONS

Domestic airfares are available at an extra cost. Please contact us if you require assistance in this regard.

### GENERAL INFORMATION AND CONDITIONS

#### ITINERARIES

The event and touring itineraries shown in this brochure are correct as at December 2009. If, due to circumstances beyond the control of 2010 World Rowing Championships or WST, the itinerary is changed, then the supporter's tour inclusions and pricing may have to be altered.

#### THIS BROCHURE

This brochure was created in December 2009. It remains valid until October 2010, although as tours sell-out and other opportunities arise, we will provide further updates and newsletters, which will supersede relevant sections of this brochure. All reasonable care has been taken to ensure the accuracy of this brochure at the time of printing, but services offered, package availability, prices and event details may be subject to change from time to time. You should keep in contact with WST (or your Travel Agent) to ensure any changes which occur can be passed onto you.

### DOCUMENTATION

Travel documents and any tour gear or apparel will be distributed approximately 10 working days prior to the start of this event. It is important that you check all of the confirmation letters and documentation handed or sent to you in relation to your proposed travel and accommodation, to ensure it fully meets your requirements and there have been no misunderstandings. WST will not accept responsibility for any documents subsequently altered without our consent.

### INSURANCE

Our QBE Domestic Cancellation policy can cover any prepaid domestic travel arrangement. Full details will be sent once you register including negotiated discounts. We recommend that a travel insurance policy should be taken out as soon as you have paid your initial deposits. Should you wish to arrange your own travel insurance you may do so and advise us that you are covered.

### TWIN SHARING

If you are travelling alone or with a friend, but wish to share a twin room please indicate this on the tour registration form. Our experience on recent tours is that room sharing arrangements do not always work out for people who are complete strangers to each other. The trend is for singles to take the single room option and pay the single room supplement. If however, you still wish to be matched up with someone we will do all possible to find a roommate for you. If a roommate cannot be found then the single room supplement will have to apply. We will do our best to satisfy your twin share request prior to Friday 30 July, after this date we will proceed on a single supplement basis. If room sharing arrangements do not work out to your satisfaction or either party decides to request a single room during the tour, it will be at your cost and will need to be settled with the hotel concerned directly. Extra rooms are often difficult to book over special events.

### HOTEL CREDIT

Bonds or credit card imprints may be required by accommodation suppliers, where they are providing telephone, mini-bar, in-room movies, laundry and other facilities and services that can be charged to guest rooms. These are usually requested by the hotel at the time of check-in.

### USE OF EVENT TICKETS

Event tickets on their own or as part of a package may not be resold at a premium, resold through a broker or agent, advertised or offered for resale on the internet or in any other medium. They cannot be used for advertising, promotion or other commercial purposes (including prizes, competitions or trade promotions) or to enhance the demand for other goods or services without the prior written permission of WST.

### OUR SERVICES

The services that WST provide consist of arranging and coordinating travel, accommodation and event tickets, making bookings, and issuing appropriate tickets and vouchers.

### OUR LIABILITY

WST is instrumental in bringing about a direct contractual relationship between you, the customer, and the "principal" (i.e. airlines, other transport operators, accommodation suppliers, event managers and other suppliers). We undertake to perform our services with reasonable skill and care and, where applicable, in compliance with our obligations under the Consumer Guarantees Act 1993 (which applies to services supplied by us except where they are, or held out as being, acquired for business purposes). We will not be held liable for any loss, damage or claim arising from acts or defaults outside the control of WWT, its employees or agents, including (but not limited to) the acts or defaults of actual travel, accommodation and race ticket suppliers.

### FORCE MAJEURE

If by means of any event of force majeure (which shall include terrorism, pandemic or any cause or event outside our control) we shall be delayed in or prevented from performing our obligations, then such delay or non-performance shall not be deemed a breach or entitle a damages claim. Our obligations shall be suspended whilst such event of force majeure continues.

### ACCURACY

This brochure is current as at December 2009. All reasonable care has been taken to ensure the accuracy of this brochure at the time of printing, but services offered could be subject to change. You should keep in contact with WST or your travel agent to ensure any changes which occur, can be passed on to you.

### TO BOOK ON OUR 2010 ROWING WORLD CHAMPIONSHIPS TOUR

To book, please send in the attached registration form with your non refundable deposit of \$500 per person to a Willimont Sports Travel office. You must read the "Booking Conditions", sign the registration form and date it. If you wish to discuss any aspect of the tours, contact one of our Tour Co-ordinators.

Alternatively bookings can be accepted via any TAANZ bonded travel agent or Air New Zealand Travel Centre.