

# TERMS & CONDITIONS

WILLIMENT SPORTS TRAVEL



## PACKAGES PROVIDED BY:

Williment Travel Group GST # 102-124-553 Level 10, 15 Murphy Street, Wellington, New Zealand 6011

Telephone: 04 380 2500

Trading as WILLIMENT SPORTS TRAVEL (WTG is the exclusive supplier of WST packages).

*Credit Card statements will show Fanatics Sports + Party TSydney AU.*

WTG was established in 1967 and has traded continuously ever since. All related tour payments are banked into WTG's client trust account held at the BNZ. 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 & CANCELLATIONS STATED PRICES

Prices shown 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 in to the package prices.

For payments by credit card see DEPOSITS & PAYMENTS below. All prices include New Zealand GST if any. 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 cannot be itemised.

## DEPOSITS & PAYMENTS

To secure a place on tour, we require an initial non-refundable deposit of a minimum \$500 per person. Balance of payments due no later than 90 days prior to departure. All prices are based on payment by internet banking, cash, cheque, Visa or MasterCard only. All payments are non-refundable. We strongly recommend travel insurance.

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. 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. If paying by internet banking it is imperative, you include your surname & our code with your payment so we can allocate the funds to your account promptly. Please use your invoice # or the above reference and send through a confirmation of the payment via email to [sports@williment.co.nz](mailto:sports@williment.co.nz).

## EXCHANGE RATES

The exchange rates used were current at the time of publishing. Due to the volatility of exchange rates over recent months, some forward exchange rate contracts have been committed to by WST. WST has estimated the amount we will require to pay for the packages, but due to any unexpected demand WST may need to purchase more overseas funds than it has allowed for in the package prices. Should there be a shift in the NZ Dollar rate against the currency in question, the package price may have to be passed on to clients up until full payment has been received by WST. Confidential details of exchange rate contracts remain the property of WST.

## CANCELLATIONS AND REFUNDS

All cancellations must be advised in writing. Cancellations received will incur a minimum fee of \$500 per person plus any fees charged by airlines, hotels, match ticket providers and land operators which could amount to the full package price.

WST will attempt to minimise these supplier fees on your behalf, but it depends on our ability to re-sell your place and the attitude and conditions of airlines, hotels, land operators and match ticket providers. Please read the information on "Insurance".

## **AMENDMENTS**

Each and every amendment made to a booking will incur an amendment fee of \$50 per amendment per person, along with any fees charged by airlines and/or other 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 applicable airline re-issue/amendment fees.

## **OUR SERVICES**

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

## **ITEMS NOT COVERED**

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

## **UNUSED SERVICES**

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

## **INDIVIDUAL ARRANGEMENTS**

All our tour arrangements have been priced on a group basis. However, we are more than happy to arrange individual (Free Wheeler) itineraries upon request. We can tailor an itinerary to meet your needs whether they be for business or pleasure and to suit your budget. You can depart from New Zealand earlier or later, or extend your stay – one of our consultants will be pleased to help. However, please be aware that if you book as an individual (Free Wheeler), our group arrangements, inclusions and services, staff and tour leaders will not be available to you while on tour because of their commitment to the group tour. Also, negotiated event fares & rates may not apply to individual itineraries.

## **MINIMUM GROUP SIZE**

Prices and arrangements have been made on the basis of a minimum of thirty (30) persons travelling together. If minimum numbers are not met the tour may have to be re-costed or cancelled and an alternative option offered.

## **ITINERARIES**

Whilst every endeavour has been made to ensure that the specified tour itinerary is accurate, we reserve the right to alter portions of this should arrangements no longer be available. In the event of any alterations you will be advised well in advance and kept updated accordingly.

## **DOCUMENTATION**

Travel documents and any tour gear or apparel will be distributed approximately 10 days prior to your departure date from New Zealand. 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.

## **PASSPORT AND VISA REQUIREMENTS**

You will need a current passport to travel overseas, with a validity of 6 months or more after the date upon which you are scheduled to arrive back into New Zealand. Most NZ Passport holders do not require a visa to enter other countries. If you have a passport from another country, have a previous criminal conviction or a contagious disease, a visa may be required to enter these countries. It is your responsibility to secure any visas well before your date of travel. If you are in any doubt, please contact WST. Our staff will be pleased to assist in confidence. A re-entry visa will be required by travelers leaving NZ holding a foreign passport. It is your responsibility to ensure you have the correct documentation in place to allow your return to NZ.

## **INSURANCE**

Our Allianz Travel Insurance policy can cover you for loss of deposits in cases of “unforeseen circumstances”. This policy also offers comprehensive cover for medical treatment, travel delay, loss of cash and personal belongings. We recommend a travel insurance policy 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. Please be aware that travel insurance offered by credit card companies does not always match the level of cover offered by our preferred policy. In particular, check the medical cover and the emergency assistance offered. Please ask for a copy of our Allianz Insurance policy so that you can compare the cover with other policies offered.

## **SAFETY, HEALTH & VACCINATIONS**

If you are planning to travel overseas, checklists and travel health and safety tips can help you prepare. You can also register with the NZ Governments Ministry of Foreign Affairs and Trade if you are visiting overseas, so that you can be contacted in an emergency.

If you are concerned about security and travel risks in the countries you intend to visit, you can read the latest travel advisories from the [Ministry of Foreign Affairs & Trade](#). Information is available for most countries which can help you make informed travel decisions and minimise risk when you travel overseas. You can subscribe to receive email notification of the latest travel advisory updates. Certain countries require and/or recommend that travelers be vaccinated against specific diseases. Please check with your doctor and/or the embassies concerned to satisfy yourself as to whether your destinations have any requirements or suggestions in this respect. It is your responsibility to ensure your own health with regards to vaccinations and/or decisions to travel to at risk areas. You may also wish to visit the [World Health Organisations website](#).

## **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 requested by the hotel at the time of check-in.

## **EVENT TICKETS**

Please note WST cannot be held responsible where event seating positions and perceived quality does not meet your personal expectations. However, in the past the tickets allocated to our supporters have been mostly covered and of an excellent quality and position.

## **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 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 rugby 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.