

Provided by Grand Pacific Tours Lic. No. 32046
Grand Pacific Tours is a member of TCF, Travel Compensation Fund
Grand Pacific Tours is a 100% Australian owned company

Booking Terms and Conditions

The booking terms and conditions include the booking terms for the tour operator, Grand Pacific Tours. There are also some terms that apply to services provided by A Rendezvous for Singles.

Your booking is directly with Grand Pacific Tours.

In submitting the booking form (whether online, by phone, email, post or via a travel agent) you agree to be bound by the booking terms and conditions and you accept these booking terms on behalf of all participants of your party. Payment again acknowledges that you have read, understood and accepted these booking conditions.

All correspondence and booking contact should be addressed to the holiday promoter A Rendezvous for Singles by email to holidays@arendezvous.com.au or by post to PO Box 1717 Potts Point NSW 1335 or call: 1300 653 692 Monday to Friday 10am to 6pm. Visit www.arendezvous.com.au for more details.

Booking Close Date	Two months prior to the tour start date
Final Payment Date	60 days prior to departure date
Ages	The holiday age group is a suggested age range as an estimate of the age range that generally would book this tour or similar.

PAYMENTS

Payments for the tour and all travel arrangements are direct to Grand Pacific Tours. Payment of the room mate match service (where applicable) are made directly to A Rendezvous for Singles.

Options for Grand Pacific Tours

- Electronic transfers and direct deposits to ANZ bank. [details provided with quotes]
- Credit card payments by Visa or Mastercard are accepted. Please note that a merchant fee will apply of 1.15% of the total payment.

DEFINITIONS

A Rendezvous for Singles:

Refers to A Rendezvous for Singles or www.arendezvous.com.au, an Australian company that promotes holidays for singles.

Final Payment Date:

The date by which all outstanding monies for the holiday must be paid in full.

Participants or Guests:

All persons who have booked and paid for The Holiday.

Room Mate Matching Service:

Refers to the service provided by A Rendezvous for Singles whereby single travellers who request to share a room with another participant of the same gender will be matched, subject to availability, with another participant who requests to be room mate matched in the same requested room type, in order that each participant can take advantage of the twin share room rate.

Terms and Conditions:

Means the terms and conditions for the Holiday

BOOKING TERMS FOR GRAND PACIFIC TOURS

Payment acknowledges that you have read, understood and accepted these booking conditions.

1. Payment A deposit of \$200 per person is required at the time of booking. The balance of payment, including any merchandise, is due 60 days prior to departure.

If the Tour Package includes flights, a further deposit to cover the airfare and taxes is also required at the time of booking and is non-refundable (except for departure taxes) in the event you cancel your booking. The Airlines require all Trans Tasman flight bookings to have the air tickets issued within five days of confirmation of the Airline reservation. You will be advised of the exact deposit amount at the time booking (this will differ per booking dependant of departure point and the departure tax, which changes on a daily basis)

2. Prices All holiday prices are based on schedules, fares and tariffs current at the time this brochure was printed. Grand Pacific Tours reserves the right to vary the cost of tours if necessary, by reason of currency fluctuation, component cost increase or airfare cost. Tour costing will be guaranteed at the price prevailing at the date of final payment.

3. Taxes Tour prices do not include Australian Government and Airport taxes and levies. New Zealand departure tax from Christchurch International Airport is separate to the above and is to be paid on departure from New Zealand. Tax amounts are subject to change and will be confirmed at time of booking.

4. Luggage Limits each passenger is entitled to take one suitcase, the sum of its length, width and depth is not to exceed 140cm and weigh no more than 20 kilograms. Airlines will charge a fee for every kilogram you are over.

5. Single Travellers Smoking is not permitted in Single to Twin share rooms. If someone is not compatible with the person they have been matched up with, any additional costs incurred to assist with changing their room type will be at the traveller's expense and will be subject to availability. Acceptance of Single to Twin share basis is subject to the individual's medical condition being suitable for this type of arrangement.

6. Room & Dietary Requests Special room and dietary requests will be accepted and passed on to the hotels but cannot be guaranteed.

7. Smoking Laws Smoking is not permitted in any licensed premises (bars, restaurants, cafes, casinos, etc) throughout New Zealand. Smoking rooms at hotels will be subject to availability and may not be available in some destinations.

8. Seat Rotation For the enjoyment of all travellers Grand Pacific Tours operates a daily seat rotation system which all travellers must participate in as a condition of booking.

9. Travel Insurance Travel Insurance is not included and is strongly recommended for all travellers.

10. Cancellations/Transfer of Booking In the event a traveller cancels off a tour the following fees apply:

- 60 days or more prior to departure, loss of deposit plus the cost of the airline ticket if issued.
- Between 7 and 59 days prior to departure, 50% of the tour package price.
- Less than 7 days prior to departure, 100% of the tour package price.

If you wish to cancel your existing booking and transfer to a new departure date, the above cancellation fees will still apply.

A cancellation must be made in writing to A Rendezvous for Singles and they will forward this cancellation to us.

11. Health and Fitness Payment of deposit by traveller(s) to Grand Pacific Tours acts as a warranty that the traveller(s) is/are reasonably healthy and/or fit to participate in the tour and the traveller(s) indemnifies Grand Pacific Tours from all actions, claims and demands arising out of any want of health and fitness. Grand Pacific Tours reserves the right to remove a traveller from a tour if their health and/or fitness interferes with the tour or other traveller(s) tour experience in any way. Travelling with a wheelchair is subject to availability at the time of booking as each tour only has the capacity to cater for one wheelchair passenger.

12. Responsibilities Grand Pacific Tours advises that the service it provides is for the booking and packaging of goods and services provided by other operators such as hotels and transportation companies. Travellers are advised to familiarise themselves with the terms and conditions on which these services are supplied. Accordingly, Grand Pacific Tours will not be responsible and will be excluded from liability for any loss, damage, omission or acts being negligent or otherwise, committed by the operators of airlines, coach companies, hotels or attractions used in connection with the tours.

13. Airline Indemnity Airlines carry no responsibility for any statement in this brochure relating to the ground content of the tours. These airlines act as air carriers only. Grand Pacific Tours indemnifies the airlines against any claim, action, loss or damage that may arise.

14. Optional Tours Grand Pacific Tours does not operate these excursions. As such, no person employed or associated with Grand Pacific Tours has any connection with the operators of these excursions. Accordingly, Grand

Pacific Tours cannot and do not take any responsibility for any injury, action, loss or damage of any type, arising in any manner from these excursions.

15. Variation Grand Pacific Tours reserves the right to cancel or to vary the content of its tours should the need arise.

16. Dispute The law of this contract is the law of the State of Victoria and where applicable the law of the Commonwealth of Australia and New Zealand.

17. Documentation The traveller(s) is/are responsible for the acquisition of passports and appropriate visas, where necessary. We recommend that such documents, as required by governments, are finalised at least six weeks prior to the date of departure. Please note Client's documentation including any merchandise will be forwarded two weeks prior to departure.

18. Refund Please note that no refund shall be made for any unused portion of any itinerary. Any alteration to the holiday, made by a traveller(s), shall be wholly at the expense of that traveller(s)

19. Travel Compensation Fund Grand Pacific Tours is a participant of the Travel Compensation Fund. The Travel Compensation Fund is Australia's primary means of providing compensation to eligible travellers who suffer loss as a result of the financial collapse of a participating travel agency business.

Grand Pacific Tours run a Trust Account holding clients monies until tour payments are settled. All tours are prepaid to New Zealand hotels and attractions.

20. Validity The tour details are valid to end 2010.

TERMS FOR A RENDEZVOUS FOR SINGLES

Room Mate Matching Service

When *A Rendezvous for Singles* has successfully matched you with another *A Rendezvous for Singles* traveller, your name and email address will be provided to your room mate match prior to departure. If you do not have an email address, with your permission, we provide your alternative contact details such as a mobile phone number. If they have not been successful with matching with another *A Rendezvous for Singles* traveller then they will request Grand Pacific Tours provide you with a room match or if this fails, Grand Pacific Tours will provide you with a single room at no extra cost.

Holiday Website

All efforts are made to ensure accuracy for tour details on the holiday website and other information about the tour however *A Rendezvous for Singles* accepts no liability for errors or omissions in the description of any hotels, tours or services they have promoted as inclusions for *The Holiday*

Your Code of Conduct

A Code of Conduct provides all participants in *The Holiday* with expected behaviour and helps to ensure an enjoyable experience for all participants.

A Code of Conduct requires general courtesy and respect be considered for all participants and the Tour Director, Tour Bus driver and any other local guides. A participant that is considered to be demonstrating behaviour contrary to the Code of Conduct will on the first instance be verbally advised by the tour director or representative of the tour operator that their behaviour is contrary to the Code of Conduct. Failure to curtail any behaviour contrary to the Code of Conduct after the first verbal advice may mean the participant risks having their *Holiday* terminated, without refund for any monies paid in part or full.

You must comply with the Code of Conduct as below.

- a. We require that all participants observe responsible consumption of alcohol and obey all local, state or country laws pertaining to the consumption of alcohol.
- b. We require all participants to obey all laws of the country.
- c. Participants are to respect the privacy of other participants and if a participant declines to provide any contact information requested by another participant, that this is respected.
- d. Participants understand that if they receive contact information from another participant of the group event that this is solely for their reference and is not to be provided to other participants of the event group without the express permission of the participant whose information it is.
- e. Participants are to refrain from offensive language or behaviour including sexist and racist remarks.
- f. Participants understand that should other participants provide personal contact information that this information is not to be used for unsolicited email or correspondence for the purpose of business

exchanges or transactions unless with the express prior permission of participants.

Holiday Booking Form

You understand and agree that your booking details as they appear on the Holiday Booking Form will be recorded by A Rendezvous for Singles to be forwarded to Grand Pacific Tours, the licensed travel agent managing your booking, in order to fulfill your booking.

Your Privacy

Privacy terms relate to bookings submitted via the A Rendezvous for Singles website.

Your personal details as they appear on the Holiday Booking Form are captured and used by A Rendezvous for Singles for the purpose of fulfilling this holiday. Their privacy statement can be viewed at www.arendezvous.com.au/privacy.asp.

- a) **Other Travel Agents**
Where you make your booking via a licensed travel agent, your personal details as they appear on the Holiday Booking Form are captured and used by your selected travel agent and are provided to A Rendezvous for Singles and us for the purpose of fulfilling this holiday. You should request a copy of the travel agent's privacy statement and we can not be held responsible for how they manage or treat your personal information.
- b) **Suppliers of the holiday including by not limited to the tour operator, airlines and ticketing agents for the holiday.**
- c) **Third Party Bookings**
Where your booking has originated from a third party promoting this holiday your details; limited to your first name, surname, email address and street address may be provided to this third party for review purposes only.
- d) **Circumstances where the information is required to be disclosed by law.**