

Booking Terms & Conditions

And also some handy touring information....

Acceptance of Terms and Conditions

It is understood by Leisure Time Tours that the terms and conditions of travel are accepted by the passenger when the required deposit has been paid.

Itineraries

Itineraries were correct at the time of printing, but are subject to change without notice. This could come about due to road or weather conditions, or any changes imposed by other tour operators and carriers included in the itinerary. If a passenger amends their itinerary by starting or concluding the itinerary earlier or later or during an itinerary then it becomes their responsibility to arrange tour or flight connections as necessary.

Activities and Optional Tours

Leisure Time Tours does not operate the attractions mentioned in our touring brochure, therefore will not be responsible for any injury, actions, loss, damage or acts of negligence committed by the operators mentioned in this brochure arising from these attractions.

Smoking

Due to government regulations, smoking is not permitted inside tourist coaches. Smokers will find that the frequent stops made for sight-seeing provide the ideal opportunity to smoke. If passengers require a smoking room for their accommodation we will pass this request onto the accommodation – we can not guarantee that this will be available.

Single Passengers

Passengers may opt for a guaranteed single room by paying the single supplement, but if passengers wish to travel in a twin room with another passenger of the same gender then smoking is not permitted in their room. If someone is not compatible with the person they have been matched up with, all additional costs incurred to assist with changing the room type to a guaranteed single room will be at the passenger's expense and will be subject to availability. Acceptance of a twin share basis is subject to the individual's medical condition being suitable for this type of arrangement.

Health and Fitness

Passengers should be in good health and able to walk moderate distances to fully appreciate all of the sightseeing opportunities in the itinerary. By paying the deposit, passengers acknowledge that they are of reasonable health and are considered to be fit to travel, and are not travelling contrary to medical advice. Leisure Time Tours reserves the right to cancel a booking or to remove a passenger from a tour if their health or fitness interferes with any other passenger's experiences or the day to day running of the tour. Passengers bringing a quantity of medication with them are advised to carry a doctor's certificate to avoid possible problems with customs officials. Doctor's prescriptions are needed to obtain certain drugs in both Australia and New Zealand.

Travel Insurance

Leisure Time Tours strongly advises all passengers to purchase a travel insurance policy. An important part of planning the holiday is to purchase a comprehensive travel insurance policy as it may prevent passengers from spending extra money in case of an emergency and will help passengers feel protected during the holiday.

Price Amendments

Prices were correct at the time and date of printing, however Leisure Time Tours reserves the right to amend the price subject to any changes in price imposed by other tour operators and carriers included in the itinerary or major fluctuation in the exchange rates, or increases in government or other levies. The final tour cost will be guaranteed not to change once the full and final payment has been received. The Tour Price excludes drinks, telephone calls, travel insurance and items of a personal nature.

Payments

A deposit of \$NZ500.00 per person is required on booking to confirm the seat at the time of booking. All balance payments must be received by the agent no later than 45 days prior to tour commencement.

Flights (if applicable)

If we assist with your flights then an additional payment will be required at

the time of booking as ticketing will be completed once your payment has been received. Airfares/ tickets are non-refundable and non-transferrable. Tickets requiring re-issue due to a mis-spelling of names on the advice given to the agent will incur a re-issue fee of \$NZ150.00 per person per change. A handling charge of \$NZ150.00 per passenger will be levied for lost airline ticket.

New Zealand Airport Transfers

New Zealand airport transfers are included on all of our Tours. If however passengers have made independent pre/post tour arrangements outside of the itinerary then transfers are not included.

Luggage Allowances & Restrictions

Although every effort is made to handle guests luggage carefully, we cannot be responsible, assume liability or accept claims for loss or damage to luggage and personal effects due to breakage, theft, or fair wear and tear through hotel, airline and group carrier handling. Therefore, it is important for protection that passengers make certain they have adequate travel insurance to cover these eventualities.

Checked Baggage

Due to space limitations aboard the motor coaches and the on-tour flights used in New Zealand & Australia, each passenger is permitted only one average-sized piece of checked baggage weighing a maximum of 20kg (44lbs).

Clothing and Packing

Passengers will find casual clothing of all types comfortable and relaxing. Lightweight drip-dry clothing is ideal. Warmer clothing for evenings will be handy. As New Zealand can experience 'four seasons in one day' layering is key. Regular laundry facilities are available throughout the tour. For special dinners many guests like to dress up, but by all means be comfortable; on the remaining nights "smart casual" is suggested. We recommend that passengers pack their prescription medicines (an adequate supply to last through the journey) along with the travel documents and a change of clothing in the carry-on bag to avoid any inconvenience in the event that a flight or luggage is delayed.

Passports & Visas

All visitors require a passport to travel to and to enter New Zealand or Australia which must have a minimum validity of 6 months remaining. It is a good idea to carry a photocopy of the 'Photo Page' of their passport, as well as to leave photocopies of the travel documents and identification papers with someone at home.

Entry to New Zealand

Australian passport holders do not require visas; neither do Australian permanent residents with current resident return visas. All other visitors to New Zealand must possess a return or onward ticket to a country to which you have right of entry.

Customs and Immigration

Compliance with any Australian and/ or New Zealand immigration, customs and/ or quarantine regulations is the client's responsibility. Leisure Time Tours cannot, under any circumstances, be held liable nor responsible if applicable rules and regulations are not observed.

Amendments, Cancellations and Refunds

Leisure Time Tours reserves the right to amend or reschedule the tour due to the result of circumstances outside the company's control. Leisure Time Tours also reserves the right to cancel the tour due to insufficient numbers and in this instance a substitute date will be offered or a full refund will be made available.

Refund Schedule

- 46+ days prior to tour commencement a loss of deposit plus any applicable airline cancellation fees
- 31-45 days prior to tour commencement receives a 50% refund.
- 30 days or less prior to tour commencement receives no refund.
- No Refunds on any unused portions of itinerary.
- If you wish to cancel and transfer to a new departure date, the above cancellation fees will apply