



TRAVEL GUIDELINES FOR YOUR PEACE OF MIND

We fully understand that in these COVID-19 times, our clients want clear guidelines on situations that may occur when travelling, such as border closures, Government imposed restrictions and cancellations of flights due to covid related measures. We have therefore outlined below the following terms and conditions that relate specifically to situations caused by covid-related events only. Our standard terms and conditions will continue to apply in all other situations.

Tour Cancellations up to 31 days before departure: FULL REFUND

If your tour is cancelled up to 31 days before departure, we will refund all your monies paid to us, except for any airfares paid by us on your behalf. If airfares have been purchased using your deposits and or payments, then these will be subject to the airlines' terms and conditions relating to the type of ticket that was purchased. If refundable fares were purchased, then these will be refunded to you once monies have been received back from the airline.

Tour cancellations from 30 – 15 days before departure: REFUND

We will refund all your deposits and or payments paid, subject to receiving back monies already paid to suppliers. We have negotiated arrangements with the majority of our suppliers that allow for full refunds due to covid related border closures or quarantine requirements arising during this window of time that would affect the tour and the immediate period leading up to it. Refund amounts would be made once monies were returned from suppliers. Any shortfall of monies from suppliers which prevented us from refunding your full amount paid to us would **not** be made up by Golf Encounters.

Tour Cancellations inside 14 days of departure:

Refund amounts will be subject to the contracted terms and conditions of each supplier. Refunds would be made on receipt of funds from suppliers. There may be a charge to cover administration and costs incurred by us, deducted from any refunds made.

Cancellation once Tour commences

In this very unlikely event, we would work with the suppliers to refund as much as possible of your paid amounts, bearing in mind that many of the tour costs could have been already incurred. There may be a charge to cover administration and costs incurred by us, deducted from any refunds made.

Airfares

Airfares purchased on your behalf using deposits and/or monies paid by you will be subject to the airline's terms and conditions specific to the type of ticket/s purchased and may have airline cancellation and other fees deducted from any refund due. We will only be able to refund monies once they are received back from the airline. In the case of a COVID-19 situation, an airline may elect to put non-refundable tickets into the airlines credit system for use by you at a later date.

Travel Insurance

Travel insurance is one of those things that travellers often regret not taking when it's too late. Whilst an incident-free travel experience is the goal, the unexpected or unavoidable does sometimes occur. By taking out travel insurance you can arm yourself with a level of protection generally against stolen or lost luggage, delays, cancellation, or medical emergencies, providing peace of mind for your travel investment. Whilst most disruptions due to COVID-19 are not covered by Travel Insurance (although some elements of COVID related issues are now covered – please read your specific policy documents carefully to understand what is and is not covered), I highly recommend having travel insurance for other unforeseen circumstances.

General Points

The conditions under which you may travel are subject to change at any time at the discretion of the State and Federal Australian Governments and/or the New Zealand Government. This could mean that borders could close and your travel arrangements may be disrupted by COVID-19 prior to or while you are on your travels. If this occurs, you may incur additional costs. These costs may include (but are not limited to) the purchase of alternative flights to return home, additional accommodation and managed isolation/quarantine costs (should this be a Government requirement). By making a booking, you acknowledge that you are choosing to travel at a time where you may be exposed to COVID-19 and that your travel plans may be disrupted by COVID-19. Please be advised that a non-refundable service fee of \$250 may apply to your booking in the event of cancellation as outlined above. This is to cover the work put into your arrangements by Golf Encounters, and is in addition to any supplier cancellation or amendment fees that may also apply. Any changes required, by traveller choice or other circumstances such as (but not limited to), an airline imposing a schedule change or cancelling a flight service, border closures and/or changing government restrictions could incur a professional service fee. These would be advised prior to making any changes. Whilst your booking is paid in NZ Dollars, some of your booking may be booked and purchased in other currencies. If your booking is cancelled or amended, even in the event a full refund may be due, it may be impacted by currency changes and/or fluctuating buy/sell rates. It is your responsibility to acquaint yourself with all relevant travel information, including health risks, applicable travel service provider terms and conditions and travel restrictions (including (without limitation) border closures, isolation and quarantine requirements). By making payment for your booking, you acknowledge that your decision to travel is made based on your own consideration of this information, and you acknowledge and agree that you are aware of, and assume responsibility for, all of the risks associated with traveling at this time. To the fullest extent permitted by law, we accept no liability in relation to any of these additional risks.

By making payment you accept this disclaimer and our terms and conditions.

For up to date information, please check <https://www.safetravel.govt.nz/>

For full Terms and Conditions please see <https://travelmanagers.co.nz/terms> and your completed registration form