

SCHEDULE OF FEES

Travel Management Service Fees (such fees are in NZD and exclude GST)

Refer to your RSE Travel Co Ordinator for full fees

Travel Management Service Fees

The Travel Management Service fees as described in this Fee Schedule includes but are not limited to that described as per our terms and conditions.

The service provided includes, pre-departure and arrival documentation to comply with the COVID 19 restrictions of any country and advises on the documentation required for your entry back into New Zealand.

As this information can suddenly change, you acknowledge and agree that in no circumstance will we be held liable to you or any other person for any change in the government statutes of any country.

Where entry or departure changes occur, after final documentation has been accepted by you whether in person or by email.

Amendments

Any changes made after the reservation is confirmed (in addition to Travel Provider amendment fees):

- Vary between Airlines, check with your RSE Co Ordinator.

Cancellations

- Vary between Airlines, check with your RSE Co-ordinator.

Land / Cruise components

- 10% of the total travel booking is payable as a cancellation fee when cancelled for any reason prior to departure. This **EXCLUDES** supplier cancellation fees which are imposed by them.

The above cancellation fees cover consultant time for processing cancellations and refund processing.

Reservation Deposit

You are required to pay a non-refundable deposit towards your Travel Booking, this is payable prior to reservation.

Your deposit amount will include the minimum required for us to book and confirm your travel itinerary, including, but not limited to, airlines & wholesale suppliers.

There may be more than one Travel Provider for your booking and your required deposit will include all providers to meet their booking requirements

Credit Card Fees

- Visa or Mastercard – an additional 2% applies.
- AMEX – an additional 3.5% applies.

RSE TRAVEL TERMS AND CONDITIONS

Please read the following terms and conditions carefully:

- You must not make any booking unless you understand and agree with the following terms and conditions.
- References to “us”, “we” and/or “our” in these booking terms and conditions shall mean RSE Limited and member stores.
- These terms and conditions apply to bookings you make with our consultants and brokers (in-store, over the phone or by email).

We will rely on the authority of the person making the booking, to act on behalf of all other travellers on the booking and that person will bind all such travellers to these terms and conditions.

Passports & Visas

All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of return and some countries require a machine-readable passport.

When assisting with an international travel booking, we will assume that all travellers on the booking have a valid New Zealand passport, and the name provided is an exact match to their passport.

If this is not the case, you must let us know as fees will apply for amendments.

It is important that you ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and any other government authorities.

Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities, will be your sole responsibility (except to the extent caused by fault on our part).

Travel Insurance

We recommend that you take out a travel insurance policy upon payment of your deposit.

You should ensure that this insurance will protect you against;

- cancellation and loss of deposits or payments prior to departure due to; unforeseen circumstances;
- medical expenses arising from sickness or injury during your travel;
- protect you also against loss of or damage to your belongings.

Please check natural disaster coverage and length of duration coverage.

Travel insurance is a vital part of your arrangements., it is a mandatory element for some travel arrangements.

We strongly recommend that you have taken out adequate insurance for the duration of your journey.

We can arrange travel insurance for you and can provide you with a quote as well as answer any queries you may have regarding the insurance we offer.

If you purchase travel and decline travel insurance, you may be required to sign a disclaimer.

Prices and fees

All prices are subject to availability and can be withdrawn or varied without notice. The price is only guaranteed once paid for in full by you.

Please note that prices quoted are subject to change. Price changes may occur by reason of matters outside our control which increase the cost of the product or service.

Such factors include adverse currency fluctuations, fuel surcharges, taxes and airfare increases. Please contact your consultant for up-to-date prices.

Our Change and Cancellation Fees: Please refer to our Schedule of Fees.

Supplier Change and Cancellation Fees:

Cancelled bookings may also incur supplier fees, which can be up to 100% of the cost of the booking, regardless of whether travel has commenced.

Supplier fees may also apply where a booking is changed and when tickets or documents are re-issued.

Where we incur any liability for a supplier cancellation fee for any booking which you change or cancel, you agree to indemnify us for the amount of that fee.

Where you seek a refund for a cancelled booking for which payment has been made to the supplier, we will not provide a refund to you until we receive the funds from that supplier.

Pricing Policy – Cruise:

Prices and taxes are correct as at time advertisement, they include all discounts, are in New Zealand dollars, are per person and are subject to change without notice.

Such changes may be due to (without limitation) adverse currency fluctuations, cruise liners increasing prices, increases to fuel surcharges, taxes and airfares.

Prices quoted are on sale unless otherwise stated or sold out prior. Prices are based on lead inside category accommodation (unless otherwise stated).

Accommodation and or cruises are based on twin share and an airfare is not included, unless otherwise stated.

The cruise line may deviate from, increased prices, amend or cancel any published itinerary without prior notice.

Cruise inventory is allocated at the cruise lines discretion.

Seasonal surcharges and blackout dates may apply depending on date of travel.

Prices shown are fully inclusive of taxes, levies, government charges and other applicable fees.

Airfares are not included unless otherwise stated. Where an airfare is included, additional taxes specific to your flight routing may apply and/or may not include checked luggage (which can incur additional charges). Payments made by credit card will incur a surcharge.

Prices shown are for payments made by eftpos / bank transfer.

Cancellation and amendment fees apply.

Special conditions apply to bonus offers.

Other sailing dates may be available at alternative prices.

Where gratuities are included, this refers to cruise gratuities only.

On board credit is for use on board the ship and amount is per cabin based on twin share.

Deposit and Final Payment

You will be required to pay a deposit or deposits when booking. Your consultant will advise you how much that will be.

All deposits are non-refundable for changes of mind or cancellations by you (subject to your rights under the Consumer Guarantees Act) <https://www.consumerprotection.govt.nz/>.

Final payment is required no later than 6 weeks prior to departure unless otherwise stated. Some airfares or services must be paid in full at the time of booking.

Please note that even after full payment, the conditions of the contract between you and the Principals may permit them to increase the cost of your arrangements.

We will pass on any such increase to you.

Direct Deposit details:

Bank: BNZ Bank

Account: 020692 0030381 00

Name: RSE Travel Ltd

Please provide your Booking Number and Surname

Taxes

Certain taxes are mandatory in various countries.

There may also be an additional local tax charged at some airports.

All taxes are subject to change without notice.

Airline taxes will be confirmed at the time your airline ticket is issued.

Service guarantees

Our booking and advisory services come with a guarantee that:

They will be provided with all reasonable care and skill;

They will be fit for the particular purpose;

They will be charged at a reasonable price (when the price is not set); and

They will be completed within a reasonable time.

If we fail to meet any of these guarantees, you have rights under the Consumer Guarantees Act.

Agency

We act as an agent for, and sell various travel related products as an agent on behalf of, numerous transport, accommodation and other service providers, such as; airlines, coach, rail and cruise line operators, as well as all of our wholesalers.

Any services we provide to you are collateral to that agency relationship.

Our obligation to you is to (and you expressly authorise us to) make travel bookings on your behalf and to arrange relevant contracts between you and travel service providers.

We exercise care in the selection of reputable service providers, but we are not ourselves a provider of travel services and have no control over, or liability for, the services provided by third parties.

All bookings are made on your behalf subject to the terms and conditions, which include conditions of carriage and limitations of liability, imposed by these service providers.

We can provide you with copies of the relevant service provider terms and conditions on request.

Your legal rights in connection with the provision of travel services are against the specific provider and, except to the extent a problem is caused by fault on our part, are not against us.

Specifically, if for any reason (excluding fault on our part) any travel service provider is unable to provide the services for which you have contracted us, your rights are against that provider and not against us.

Limitation of Liability

To the extent permitted by law, neither RSE Travel Limited nor any of its member stores, directors, consultants, brokers, employees or agents accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control, force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part.

Our liability will be limited to the extent that any relevant international conventions for example; the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, will limit the amount of compensation which can be claimed for death, injury, or delay to passengers and loss, damage and delay to luggage.

Under circumstances where our liability cannot be excluded and where liability may be lawfully limited, such liability is limited to the remedies required of us under applicable law (including the Consumer Guarantees Act).

This liability clause is subject to your rights under the Consumer Guarantees Act and nothing in these terms and conditions is intended to limit any rights you may have under the Consumer Guarantees Act or the Fair Trading Act.

Special Requirements

Please liaise with your consultant regarding any special requirements you may have for your travel arrangements, such as special meal and seating requests, room type or disabled access.

Frequent Flyer

When booking with one of our consultants, please let them know your frequent flyer membership details (or other applicable loyalty program details) for inclusion in your booking.

Please check your frequent flyer program (or other applicable loyalty program) for the specific terms of your membership.

We cannot guarantee that the supplier will credit you with points for your booking. It is your responsibility to retain all boarding passes to allow verification of your travel if required.

Governing Law

If any dispute arises in relation to the agreement between you and us as constituted by these terms and conditions or otherwise, the laws of New Zealand will apply.

You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of New Zealand and waive any right that you may have to object to an action being brought in those courts.

Travel Documents

Travel documents include, without limitation; airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider.

Travel documents may be subject to certain conditions and/or restrictions including; without limitation, being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees.

Travel documents cannot be transferred to another person to use. All airline tickets must be issued in the name of the passport/photo identity holder. An incorrect name on a booking may result in an inability to use that booking and the booking being cancelled.

Please review your travel documentation carefully and advise us of any errors in names, dates or timings, immediately. It is your responsibility to collect or print all travel documents from us prior to travel.

As a general rule your travel documents will be available for collection 2 weeks prior to departure, however this will depend on your individual arrangements.

Please contact your consultant to confirm when your travel documents are ready for collection. .

Unforeseen Changes

If you have booked a flight and we are alerted to a significant schedule change by your airline before you depart from New Zealand, we will use our best endeavours to contact you by phone or email to advise you of this.

Please ensure you have given your contact phone number and email address to RSE Travel and that you regularly check for messages before you leave.

RSE Travel has no control over airline schedule changes and accepts no liability for costs which may arise as a result of such changes.

After you have departed New Zealand, it is your responsibility to check with the airline that any onward flights you have confirmed are operating as booked.

We strongly recommend that you contact your airline at least 72 hours before the scheduled departure of each flight to do this.

Please note that for some airlines it is mandatory to confirm with them your intention to fly.

Privacy Policy

We are committed to protecting your personal information and agree to handle it in accordance with our Privacy Policy, which is available online at <https://www.worldtravellers.co.nz/privacy-policy> or in store.

By providing personal information to us, you agree that our Privacy Policy will apply to how we handle your personal information and you consent to us collecting, using and disclosing your personal information as detailed in our Privacy Policy.

In particular, you agree that in certain circumstances (such as where you request us to book international travel for you), we are permitted to disclose your personal information to overseas recipients.

Such recipients may include the overseas travel service providers (e.g. airlines, accommodation or tour providers) with whom you make a booking.

These travel service providers will, in most cases, receive your personal information in the country in which they will provide the services to you or in which their business is based.

We may also disclose your personal information to service providers who perform services for us within and outside New Zealand.

Generally, we will only disclose your personal information to these persons in connection with facilitation of your travel booking and/or to enable the performance of administrative and technical services by them on our behalf.

Where we disclose your personal information to any person (including any overseas recipients), you agree that we will not be required to ensure that person's compliance with New Zealand privacy laws or otherwise be accountable for how they handle your personal information.

When used above, "disclose" includes to transfer, share, send, or otherwise make available or accessible to another person or entity.

Monies paid to us

All monies paid by you to us, will be held in trust until we have paid those funds on your behalf to the supplier(s) and/or airlines for your travel booking. Once paid to the supplier(s) and/or airlines those funds are no longer within our possession or control and are no longer held on trust for you.

Any claim you may have for a refund and/or credits will be against the relevant suppliers and/or airlines directly and we shall have no liability to you in respect of those monies.

Travelling on Jetstar

Jetstar requires that passengers are able to travel independently.

The airline does not have the systems, staff or facilities required to assume responsibility for assistance and supervision of passengers.

Children requiring supervision will not be regarded as able to travel independently on the basis that they may cause a disruption or endanger themselves or others if travelling unaccompanied.

As a guide, children who are not yet attending secondary school will be regarded as unable to travel independently and will not be eligible to travel unless they are accompanied by an appropriate Accompanying Passenger.

An Accompanying Passenger generally will be at least 15 years old.

Airline changes:

Airlines may change their schedules and/or cancel services with short notice which may disrupt your travel plans.

Visas:

We can provide you with general information on visa and passport requirements that apply to international travel bookings you make with us.

Our consultants can also obtain more specific information from an external visa advisory service provider on your behalf (if you wish, we can assist you to obtain visas through this external service and fees will apply).

We do not warrant the accuracy of information provided by any external service and accept no liability for any loss or damage which you may suffer in reliance on it (except to the extent caused by fault on our part).

The authorities in some countries (including Australia and USA) require holders of New Zealand passports to take out a visa for entry into their country where the traveller has been sentenced to imprisonment or been convicted of certain types of criminal offence.

A visa may also be required where the traveller has a contagious disease of a specific type.

If you are travelling to the United States please go to; <https://esta.cbp.dhs.gov/esta/> for important information regarding compulsory pre-registration for the visa waiver program ("ESTA").

New Zealand passport holders will not be able to enter the United States without a valid ESTA (or visa).

Please note, that you may not meet the eligibility requirements of ESTA and you may be required to obtain a visa. The cost of the ESTA is currently USD\$14.00 per person.

Please note, you may not meet the requirements of ESTA and may be required to obtain a visa.

If you are travelling to Canada you are required to register under the Visa Waiver program at least 72 hours prior to departure www.cic.gc.ca/english/visit/apply-how.asp. The cost of an ETA is CAD\$7.00 per person.

It is your responsibility to fulfil the passport, visa and other immigration requirements for all transiting and stopover destinations applicable to your itinerary.

You should confirm these with the relevant High Commissions, embassies and/or consulates. We do not accept any responsibility in the case of you being unable to travel due to not complying with any such requirements.

Re-entry Visas for New Zealand:

Re-entry visas will be required for travellers leaving New Zealand and holding a foreign passport.

If you are a New Zealand citizen holding a foreign passport issued by a country which does not recognise dual citizenship you will not be granted a visa allowing you to re-enter New Zealand on your foreign passport after travelling overseas.

N.B. It is most important that you make your own enquiries and satisfy yourself as to the position in regard to your passport and/or visa requirements before leaving New Zealand.

NZ TRAVEL DECLARATION FORM

You will need to complete the following declaration at <https://www.travellerdeclaration.govt.nz/>. You can start the declaration up to 28 days before your flight to New Zealand.

The Traveller Pass must be shown at check in, at the airport for your boarding pass to be issued, at the boarding gate before departure, and to Customs on arrival in New Zealand.

You can print the Travel Pass or save it on your mobile device.