

New Zealand (Milford) Booking Form 2017/18



Travel Agent

This booking form is subject to Booking Conditions. Please write clearly and tick appropriate boxes.

All sections in yellow tint boxes must be completed. Please fill in Extra Accommodation or Flights sections only if applicable.

Name of trip	Start date	Day / Month / Year	No. of People	Departure date from Australia	Day / Month / Year
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NAMES OF ALL TRAVELLERS *

Title	First name	Surname	Date of Birth Day/Month/Year	Room: Multishare	Private Twin/Queen	Private Single	Flights	
							Yes	No
1.								
2.								
3.								
4.								

EXTRA ACCOMMODATION

Complete only if requesting extra nights accommodation before or after the tour

Arrival date Day/Month/Year	Departure date Day/Month/Year	Town	Hotel Name	No. of nights

DOCUMENTS TO BE SENT TO (Home Address please)

Name	Mr/Mrs/Miss/Ms/Dr	Initials
Address		
Post code	Tel. (day)	
Tel. (eve)	Fax	
E-mail		

Information & Correspondence Please send confirmation of this booking, correspondence and pre-trip information

Electronically (Email + attachments)

By Post

PAYMENT

Deposit

- I have Direct Deposited / I enclose a cheque, for the full tour amount.
- or
- Please debit my credit card for the full tour amount and add the required 1.5% credit card fee.
- Visa Card
- Mastercard

Please note a 2% credit card fee applies to Non-Australian credit cards.

Card No.	
Expiry date	
Name on card	Date
Signature	

FLIGHTS

Complete only if requesting us to book your flights.

	Date	From (airport)	To (airport)
Outward			
Return			

TRAVEL INSURANCE

Is a mandatory requirement of this tour.

Do you wish us to forward details?	1	2	3	4
Yes, please provide a quote				
No, I have adequate insurance				

EMERGENCY CONTACT

Emergency contact whilst travelling:

Name	
Telephone	
Relationship	

SPECIAL REQUESTS

Please list any other information, dietary requirements, relevant medical conditions, or special requests.

I have read the general information. I understand and accept the Booking Conditions on behalf of all the people named on this form.

Signature:

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Return booking form by fax to: (03) 5750 1020,
email to info@outdoortravel.com.au or mail to

Outdoor Travel Pty Ltd, PO Box 286, Bright, VIC 3741
Tel: 03 5750 1441

For additional passengers please either photocopy this form or write their details on a piece of paper and attach it.

** Should each person travelling want a separate invoice and pre-trip information a separate booking form needs to be completed.*

TERMS & BOOKING CONDITIONS 2017 - 2018

Please read this carefully. It sets out your agreement with OUTDOOR TRAVEL PTY LTD, trading as Outdoor Travel, and with their tour operators, service providers and agents. It contains important terms designed to protect your interests and by signing the booking form it binds you and all the members of your party to these conditions. Outdoor Travel, its owners, officers & employees give notice that they act only as agent for the Tour Operator or Service Provider. You should also read the Tour Operator Booking Conditions and any other travel information in the brochure, flyer, website, promotional material, price insert or in any detailed itinerary or trip dossier.

OUTDOOR TRAVEL'S RESPONSIBILITIES

1) Our Responsibility: OUTDOOR TRAVEL, including the owners, officers and employees give notice that they act only as agents for the operators who arrange the services described in this brochure. Outdoor Travel does not itself provide carriage services, accommodation, transport or tours. Outdoor Travel acts as an agent for boat hire, accommodation providers, air, coach, shipping, rail and other transport providers, tour operators and other service and product providers (referred to as "service providers or tour operators"). All products and services provided by service providers are provided on those service providers' own terms and conditions, which may include limitations and exclusions of liability.

All bookings with Outdoor Travel and all tickets, vouchers, receipts, coupons, exchange orders and other like documents issued to the client, are subject to each service providers terms and conditions governing the provision of products and services to be provided by that service provider. Outdoor Travel shall not be liable for any acts, omissions or defaults whether negligent or otherwise, of any service provider or tour operator.

Outdoor Travel shall not be liable (whether in contract, tort or otherwise) for any injury, illness, death, loss, damage, expense, delay or inconvenience resulting directly or indirectly from circumstances outside of Outdoor Travel's control, including acts of nature, war, civil disturbances, strikes, floods, acts of government or authorities, breakdowns, accidents, disease, quarantine, terrorism, medical or customs regulations, and alterations, cancellations or delays concerning itineraries, timetables or accommodation.

2) Your Responsibilities: Active holidays can be hazardous if you behave foolishly so don't take risks! In the interests of safety, we ask you to undertake to follow the advice of the tour operator, guide or representative; comply with any local codes of conduct; and act sensibly and prudently at all times. By signing this booking form you agree to indemnify Outdoor Travel, its owners, officers and employees for all losses and / or damage arising from any act or default on your part or the part of a member of your party. You also accept the responsibility to ensure your personal travel documents (ie full passport, visas, air tickets etc) are in order. Please check these with your travel agent or Outdoor Travel well before departure.

3) Passport, Visa & Vaccinations: It is mandatory that you familiarise yourself with any visa and health requirements that may be applicable in the countries you are visiting. You are responsible for all entry/exit health and any other documents required by laws, regulations, orders, demands or requirements of countries visited or transited.

Please note that passport and visa requirements are not the responsibility of Outdoor Travel or that of your travel agent. We recommend that you be in possession of a passport valid for at least 6-months beyond your intended stay overseas.

4) Consular Advice: Official travel advice issued by the Australian Department of Foreign Affairs and Trade is available in Australia by calling 1300 555 135 or visiting the web site <http://www.dfat.gov.au>. We recommend that you review this information both prior to making your booking and prior to departure. Once outside Australia you should contact the Australian consular office or embassy or their representative in each country for advice or information.

5). How To Book: Your booking comes into effect when Outdoor Travel accept from you or your travel agent a completed, signed booking form and payment of a \$500 per person per tour non-refundable deposit **and** issue a confirmation. Some tours require a higher non-refundable deposit to be paid and this is detailed in the individual tour information and will be made clear at the time of booking.

We highly recommend you take out travel insurance **at time of making a booking**. Further information in relation to your tour may be provided in the form of flyers or trip dossiers. Please contact us if you require copies of these documents or have any queries in relation to them. By submitting your booking form and paying your deposit you are deemed to have read, understood and accepted all the relevant tour information.

6) Final Balance Payment: Outdoor Travel's confirmation invoice shows the total holiday cost for the services to be provided and the due date for payment. The balance of the full tour price is payable within 14 days of tour confirmation.

Payment of the balance or the full tour price may be made by cheque, cash or Direct Deposit without surcharge. If payment of the balance or the full tour price is made by credit card, we will charge you the appropriate credit card surcharge.

If payment of the balance of the tour price is not received by Outdoor Travel by the required time you will be taken as having cancelled the tour and cancellation charges in accordance with the Cancellation Conditions will apply.

Prices are quoted in Australian Dollars and are valid until 31 December 2018. All payments must be made in Australian Dollars.

Outdoor Travel reserves the right to increase the tour cost at any time due to factors beyond its control, such as currency exchange rates or increases by tour operators or service providers. Once a booking is confirmed, price revisions may be applied by the Tour Operator.

7) Holiday insurance: It is a condition of booking this holiday that you and all your group members have adequate travel insurance. Ask Outdoor Travel or your travel agent for policy information.

8) Complaints: If you have a complaint whilst on holiday you must report it at the time to the tour operator, guide or accommodation provider to enable it to be put right. If you feel it is serious, you must also notify us at the time by telephone, email or fax. Written details of any complaint or claim should be provided to Outdoor Travel within 14 days of the completion of the tour arrangements

TOUR OPERATOR TERMS & CONDITIONS

Ultimate Hikes in New Zealand ("the Operator"), arrange the services described. All holidays in a brochure, flyer, on any promotional material or via the internet are sold subject to the acceptance of the following terms & conditions:

Continued overleaf...

The Operator makes all arrangements for Milford Track Guided Walk, Routeburn Guided Walk and Grand Traverse Guided Walk on the condition that it shall not be liable for any sickness, injury, damage, loss, accident, delay or irregularity which may be occasioned, either directly or indirectly, by reason of any defect in any vehicle, vessel or aircraft, by weather, by any other cause, or through acts of default of a company or person engaged in conveying the passengers, or in carrying out arrangements for these activities.

By participating in this activity, you are expressly assuming those risks and responsibilities and are, to the maximum extent permitted by law releasing the Operator, its officers, employees, directors, agents and any other person associated with us, from any liability, claims, loss, damages or expenses (whatsoever and irrespective of whether direct, indirect or consequential) caused by any event including but not limited to: personal injury or death; property loss or damage; acts which may be construed as negligible or accidental; any other loss, damage, suffering, emotional or nervous disorder suffered by you or any other person in relation to this activity booked on or via this website.

You accept that you have been advised to obtain adequate travel insurance for all persons named on the booking. In participating in the activity, the customer agrees to be bound by the following conditions:

* My successors, executors and administrators are bound by the Terms and Conditions;

* I agree not to commence any litigation proceedings in any country in relation to the risks and liabilities set out above and to indemnify the Operator against any claims;

* I confirm and warrant I am physically fit and suffer no medical conditions, which may affect my ability to participate in the activity;

* I consent to receive medical treatment in the case of injury, accident or illness during the activity and to indemnify the Operator against any claims, costs or expenses in respect of the treatment;

* I agree that any film, sound, video or other recordings taken of or during the activity will not be used in any production, or advertising without prior consent of the Operator, however the Operator may use such recordings itself at its complete discretion without any prior approval; and

* I agree to listen to my driver/guide/host, follow their instructions and make sure any children in my care do the same.

Furthermore, the Operator will not be responsible for any personal injury and/or property damage caused by you and any costs for such injury/damage will be your responsibility. You shall indemnify the Operator in relation to such costs.

1) Cancellations and Refunds: The date and customer name, for which the walk has been booked, once confirmed by the Operator providing the services and activities described, is non-transferable without the express permission of the Operator.

You may request to change your holiday, subject to the operators consent up to 100 days before departure with an added administration fee of \$100 per person in this event.

Less than 100 days before departure, changes will be treated as cancellations and re-bookings, and the cancellation charges will apply.

Should you be compelled to cancel your holiday you must notify Outdoor Travel Pty Ltd immediately in writing. Outdoor Travel Pty Ltd / the Operator reserve the right to claim for estimated losses on the following scale, expressed as a percentage of the total holiday cost invoiced, and based on the date we receive your written notice of cancellation:

More than 100 days before departure - \$500

100 - 25 days before departure - 60% of holiday costs

Within 25 days before departure - 100% of holiday costs

2) Operator Cancellations: The Operator reserves the right to alter, amend or cancel any trip should weather or any other circumstance necessitate this. Once the walk has departed from Queenstown (or Te Anau), no portion of the package payment is refundable in the event of an individual or group being unable to proceed further on the track, for whatever reason.

3) Package Refund Policy: Any unused portions(s) of a package is not refundable, except in instances where a component of the package is cancelled due to weather or any other unforeseen circumstances, prior to departure by the Operator. We are able to provide excellent package rates to you by discounting some of the components within the package. Any refunds will be made on the discounted package price and not the full listed rate.

4) Age: Child prices for guided walks apply to those 10-15 years inclusive (at time of walking). We do not allow children under 10 years of age on our guided walks. If you are over 70 years, please consult your doctor to check your physical fitness, prior to making your booking.

5) Helicopter Flights: If you have registered your interest to return from your Milford Track Guided Walk via helicopter, please note that this is an indication only and that flights are weather dependent and subject to availability. There is a minimum number of four people required to fly. We will therefore be unable to confirm your flight until the morning of departure. Payment will be required by credit card or cash at Mitre Peak Lodge once your flight departure has been confirmed.

6) Dietary Requirements: Whilst the Operator tries to accommodate most notified special dietary requirements, they operate in an extremely isolated environment and this is not always possible.

7) Walker Info Packs: On completion of your booking, you will be emailed a booking confirmation which will include your Walker Info Pack. This info kit contains important details about what you can expect, what you need to bring, what is supplied and where you need to be at what time. Please ensure that you read through this information thoroughly to ensure that you are adequately prepared for your walk. You are responsible for ensuring that you are dressed appropriately and you have appropriate footwear to undertake the walk.

8) Changes to Terms and Conditions: The Operator reserves the right to change these Terms and Conditions at any time without notifying customers. Any future bookings you may make will be made subject to the Terms and Conditions which apply at the time a booking is made and you are advised to read all the Terms and Conditions carefully on each occasion prior to making a booking.

9) Governing Law: All component parts, including these Terms and Conditions relating to the Operator are governed exclusively by the laws of New Zealand and you agree to submit to the exclusive jurisdiction of the Courts of New Zealand.

Validity: from 1st May 2017 to 30th April 2018.