

TERMS AND CONDITIONS

WORLD AMATEUR GOLF CHAMPIONSHIP TOUR – USA 2013

This brochure and the tours outlined within have been arranged by Holland Clarke and Beatson Ltd, trading as Holland Clarke and Beatson Travel (HCB). HCB Travel was formed in 2010 after a buyout of the original company, Warwick Beatson Travel Ltd established in 1982, by Jacquie Holland, Sarah Clarke and Warwick Beatson. HCB is a fully bonded member of the Travel Agents Association of New Zealand (TAANZ) and is a member of IATA (International Air Transport Association).

PAYMENT, AMENDMENTS & CANCELLATIONS

Stated Prices

Prices in this brochure are in New Zealand Dollars and are on a "per person" basis. Prices are for payment by internet banking, by cash or by personal or bank cheque. All prices include New Zealand GST @ 15%. Due to possible currency fluctuations, local inflation in the countries visited and changes in service costs, prices are subject to variation at any time until full payment is received. Please note that for contractual reasons pricing cannot be itemised out.

DEPOSITS & PAYMENTS

To secure a place on one of our tours or individual packages, we require an initial deposit of \$1,500 per person when registering. A further deposit of \$2,500 per person is due by Friday 12 April 2013. Final/balance payment is required no later than Friday 14 June 2013. All prices are based on payment by cash, cheque, or Internet banking only. Credit card use attracts additional costs. These are dependent on the brand of credit card you use so please check with us first. If booking via another travel agent, please check acceptable forms of payment with them. If paying via internet banking it is imperative you include your surname & name of the tour so we can allocate the funds to your account promptly. Please make contact with your HCB consultant for our bank account details or refer to the bottom of our invoice.

EXCHANGE RATES

The exchange rates used to price the tours in this brochure were current as at 01 February 2013. Should there be a shift in the New Zealand dollar rate against the various currencies used adjustments in the tour price may have to be passed onto clients up until full payment has been received by HCB. Confidential details of exchange rate contracts remain the property of HCB and its bankers.

CANCELLATIONS AND REFUNDS

All cancellations must be advised in writing. In most instances arrangements are non-refundable however HCB will use its best endeavors to obtain any refunds. This depends on our ability to re-sell your place and the attitude and conditions of airlines, hotels, land operators and match ticket rules. Please read the information on "Insurance".

AMENDMENTS

Each and every amendment made to a booking incurs an amendment fee of \$100 per amendment per person, along with any fees charged by airlines and/or other suppliers. Amendments to bookings within a week of departure will not be guaranteed, but if they are possible, will incur an amendment fee of \$250 per amendment per person in addition to any applicable airline reissue/amendment fees.

GENERAL INFORMATION & CONDITIONS

ITEMS NOT COVERED

Unless otherwise specified the costs of credit card merchant fees, meals, drinks, laundry, portorage, passports, visas, entry and departure taxes, tips & gratuities and items of a personal nature are not included.

UNUSED SERVICES

Refunds will not be provided where, from illness or personal choice, you do not utilize part or all of your chosen package.

INDIVIDUAL ARRANGEMENTS

All tour arrangements have been made and priced on a group basis. However we are more than happy to arrange individual itineraries upon request. We can tailor an itinerary to meet your needs, whether they are for business or pleasure. We can obtain the accommodation to suit your budget. You can depart from New Zealand earlier or later, or extend your stay. One of our experienced consultants will be pleased to help. However, please be aware that if you book as an individual, our group arrangements, inclusions & services, staff and tour leaders will not be available to you while on tour because of their commitment to the group. Also, specially negotiated group fares and rates may not apply to individual itineraries.

GROUP SIZE

Prices and arrangements have been made on the basis of a minimum number of people travelling together on the main tour. If there are fewer than these numbers, the tour(s) may have to be recosted or cancelled and an alternative option offered.

FLIGHT CHANGES

As airlines reserve the right to alter schedules HCB cannot be held responsible when confirmed flights are subsequently changed. Once issued, airline tickets are non-refundable and non-transferrable. Upgrades are available at extra cost and will be advised at time of booking subject to availability in the appropriate booking class.

FUEL SURCHARGES, AIRLINE AND INSURANCE LEVIES

Airline fuel surcharges are INCLUDED in the tour price however are subject to change. These are also subject to change without notice. Please check with us if you are unsure.

BUSINESS / PREMIUM ECONOMY CLASS UPGRADE

Bookings will be subject to availability. Please mark the appropriate box on the registration form and one of our consultants will contact you to discuss your requirements and the options available.

DOCUMENTATION

Travel documents will be distributed approximately 10 working days prior to your departure date from New Zealand. It is important that you check all of the documentation handed to you in relation to your proposed travel and accommodation, to ensure it fully meets your requirements and there have been no misunderstandings. HCB will not accept responsibility for any documents subsequently altered without our consent.

PASSPORT & VISA REQUIREMENTS

You will need a current passport to travel overseas, with a validity of 6 months or more after the date upon which you are scheduled to arrive back into New Zealand. If you have a passport from another country, have a previous criminal conviction or a contagious disease, a visa may be required. It is your responsibility to secure any visa well before your date of travel. If you are in any doubt or require assistance please contact HCB. Our staff will be pleased to assist in confidence. An ESTA (on-line Electronic System for Travel Authorisation) is required for travel to the USA – we will provide you with the link for this . A re-entry visa will be required by travellers leaving New Zealand holding a foreign passport. It is your responsibility to ensure you have the correct documentation in place to allow your entry in to the USA and return to New Zealand.

SAFETY, HEALTH & VACCINATIONS

If you are planning to travel overseas, checklists and travel health & safety tips can help you prepare. You can also register with the NZ Government's Ministry of Foreign Affairs and Trade if you are visiting overseas, so that you can be contacted in an emergency. If you are concerned about security and travel risks in the countries you intend to visit, you can read the latest travel advisories from the Ministry of Foreign Affairs and Trade. See the website: www.safetravel.org.nz. Information is available for most countries which can help you make informed travel decisions and minimize the risk when you travel overseas. You can subscribe to receive email notification of the latest travel advisory updates. Certain countries require/recommend that travellers be vaccinated against specific diseases. Please check with your doctor and/or the embassies concerned to satisfy yourself as to whether your destinations have any requirements or suggestions in this respect. It is your responsibility to ensure your own health with regards to vaccinations and/or decisions to travel to at risk areas. You may also wish to visit the World Health Organisation's website: www.who.int/en for more information on health issues.

INSURANCE

Our QBE Travel Insurance policy can cover you for loss of deposits in case of "unforeseen circumstances". This policy also offers comprehensive cover for medical treatment, travel delay, loss of cash and personal belongings. Full details will be sent once you register. We recommend that a travel insurance policy should be taken out as soon as you have paid your initial deposit. Should you wish to arrange your own travel insurance you may do so and advise us that you are covered. Please be aware that travel insurance offered by credit card companies does not always match the level of cover offered by our QBE policy. In particular, check the medical cover and emergency assistance offered. Please ask for a copy of our QBE Comprehensive Insurance policy so you can compare the cover with other prices offered.

DOUBLE BEDS

Please apply for the room type of your choice, (single, twin or double): however we are unable to guarantee that double beds will be available at all properties. We will of course do all we can to secure your preferred bedding request with the hotels.

TWIN SHARING

If you are travelling alone or with a friend, but wish to share a twin room please indicate this on the tour registration form. Our experience on recent tours is that room sharing arrangements do not always work out for people who are complete strangers to each other. The trend is for singles to take the single room option and pay the single room supplement. If, however, you still wish to be matched up with someone, we will do everything possible to find a suitable roommate for you. If a suitable match cannot be found then the single room supplement will have to apply. If room sharing arrangements do not work out to your satisfaction, or either party decided to request a single room during the tour, it will be at your cost and will need to be settled with the hotel concerned directly (assuming the hotel will have a room available).

HOTEL CREDIT

Bonds or credit card imprints may be required by accommodation suppliers, where they are providing telephone, mini-bar, in-room movies, laundry and other facilities and services that can be charged to guest rooms. They are usually requested by the hotel at the time of check-in.

OUR SERVICES

The services that HCB provide consist of arranging and coordinating travel and accommodation, making bookings, and issuing appropriate tickets and vouchers.

OUR LIABILITY

HCB is instrumental in bringing about a direct contractual relationship between you, the customer, and the principal (i.e. airlines, other transport operators, accommodation suppliers and other suppliers). We undertake to perform these services with reasonable skills and care. We will not be held liable for any loss, damage or claim arising from acts or defaults outside the control of HCB, its employees or agents, including (but not limited to) the acts or defaults of actual travel and accommodation suppliers. The Consumer Guarantees Act 1993 applies to services supplied by us except where they are (or held out as being) acquired for business purposes. We will endeavor to provide the most suitable travel arrangements to meet the particular requirements you make known to us. However travel is an individual experience, and your preference & opinions may vary from our own, accordingly we cannot take responsibility for your personal satisfaction.

FORCE MAJEURE

If by any means of any event of Force Majeure (which shall include terrorism, pandemic, or any event outside our control) we shall be delayed in, or prevented from, performing our obligations, then such delay or non-performance shall not be deemed a breach or entitle a damages claim. Our obligations shall be suspended whilst such event of force majeure continues.

HOW TO BOOK

To book, please send in the attached registration form with your non-refundable deposit to HCB. You must read the 'Booking Conditions', sign the registration form and date it. If you wish to discuss any aspect of the tours, please contact one of our Tour Coordinators.