



## **BOOKING CONDITIONS RLWC2021**

1. Bookings are based on the outlined itinerary and pricing provided on all published collateral.
2. Tour participation is not confirmed until the full deposit payment has been received.
3. The tour price includes all items outlined, updates and administration, plus applicable taxes. Unless specified, it does not include meals other than those listed or items of a personal nature.
4. Travel insurance is compulsory for all people travelling on any SportsLink Travel tour, and the responsibility of the individual tour participant.
5. All passport and visa requirements are the responsibility of the individual tour participant. Tour participants must have a valid passport (valid for six months after return date) and any relevant visas. New Zealand & Australia passport holders do not (as at March 2022) need a visa for the United Kingdom.
6. Tour participants are expected to conduct themselves in an appropriate manner at all times, taking into consideration the comfort of other tour participants as well as local laws. Failure to comply with this, particularly regarding the breaking of any laws, may result in the immediate cancellation and removal from the tour. Third party providers may also take this course of action as they deem appropriate, which is outside the control of SportsLink Travel. If this occurs, no compensation is payable to the person(s) involved or refund for any unused portion of the remainder of the tour.
7. At times, due to unforeseen circumstances, variations to the tour inclusions or movements may occur. Similar standard or timings will be used when substituting individual aspects of the tour
8. Whilst all endeavours to secure preferred room type in twin or double rooms for travellers touring together will be sought, on occasion, due to the accommodation providers rooming configuration and availability, tour participants specifying double room type (one bed) may be roomed as twin share (two beds).
9. Full payment must be received prior to commencement of the tour. Failure to do so will result in those tour participants being denied the right to join the tour until all outstanding balances are received.
10. Payment Schedule:
  - On booking: \$2,000 per person deposit to secure place on tour.
  - By 1st July 2022: 50% of tour cost
  - By 1st October 2022: Balance of tour cost
11. If a scheduled tour payment has not been received 14 days past the due date, the package will be deemed to have been cancelled and subject to standard cancellation fees. Tour members will be reminded of any overdue payments prior to this occurring.
12. Cancellation Fees (unless otherwise noted)
  - More than 90 days prior to tour commencement - Tour deposit
  - 31 - 90 days prior to tour commencement – 50% of tour cost
  - Within 30 days of tour commencement – 100% of tour cost
13. In the event that, under SportsLink Travel guidelines, minimum tour numbers have not been met, the options to (a) receive a full refund of all monies paid or (b) join and meet the adjusted pricing of an alternative tour, will be offered.
14. In the event of COVID 19 and/or other extraordinary events (force majeure - war, strike, riot, crime, pandemic etc), or 'Act of God' (earthquake, tsunami, volcanic eruption etc), the following policy will apply:
  - If tour/tournament participation is POSTPONED due to NZ or AUS Government, UK Government or tournament organisers directive, all paid monies will be held in credit for amended tour dates.
  - If tour/tournament participation is CANCELLED due to NZ or AUS Government, UK Government or tournament organisers directive, SportsLink Travel will seek to recover all funds paid to suppliers for the tour, including accommodation, transport, airfares and tickets and will refund all monies recovered, LESS an administrative fee of \$500pp.
  - Airfares may result in a credit, rather than a refund that can be used for future date with the nominated airline

Official travel advice issued by the NZ Government is available at: [www.safetravel.govt.nz](http://www.safetravel.govt.nz)

Official travel advice issued by the Australian Government is available at: [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au)