



# Booking Terms and Conditions

Valid from 3 March 2011

Please read the Terms and Conditions carefully as they incorporate the basis upon which bookings are accepted by Total Sports Travel. By paying your deposit/full payment, you will be deemed to have understood and accepted these Terms and Conditions. Note that the conditions on any invoice, flyer, website or electronic product are to be used in conjunction with these Terms & Conditions.

## Responsibility

Total Sports Travel (hereinafter referred to as 'the company') acts as agent only in the arrangement of the flights, tours and other travel services requested. The Company is not a carrier or hotelier and does not own, manage, control or operate any transportation vehicle, hotel, restaurant or other service (collectively called 'the service suppliers'). All tickets, coupons, exchange orders, receipts and contracts are issued on the basis that the passenger/s accept that the service supplier/s terms and conditions apply in all circumstances. The company is not responsible for any injury, loss, delay or irregularity, additional expense or liability, sickness or death caused to any person or property due directly or indirectly by the acts, omissions or default, negligent or otherwise, of providers of transport, accommodation or other services, or by force majeure or other events beyond their control howsoever caused or arising from but not limited to any act, neglect, default or otherwise or its servants or agents or resulting directly or indirectly from civil disturbance, wars whether declared or otherwise, fire, earthquake or flood, unusually severe weather, riots, strikes, acts of God, incidents of the sea or air, acts of government or of any other authorities legally elected or de facto, breakdown in machinery or equipment, theft, pilferage, epidemic, quarantine, medical, customs or other regulations, delay or cancellation or changes in itinerary or schedules or overbooking, improper or insufficient passports or visas or other documents. The company reserves the right to cancel, amend or modify any of the arrangements contained in the itinerary, or part thereof confirmed to the passenger/s. If any further services (including optional tours) are arranged or provided by the company, it is accepted that they are being provided on the same terms and conditions as the conditions herein. The Company or supplier reserves the right to cancel a departure where minimum passenger numbers are required but not achieved or in the case of an airline where schedule changes or other reason prevent operation of their service/s. In such cases a refund may be made or an alternative itinerary offered to which all or remaining funds paid to the Company by the passenger/s will be credited. The Company will not have received payment until same is received, deposited and cleared with the company's bankers. This includes such air tickets and other documents which require issuance by a specific date which will be clearly indicated on the Company's confirmation and invoice to the passenger/s. Failure to provide the company with cleared funds by the due date will cause cancellation of relevant bookings which may also attract cancellation fees which will be due and payable to the Company by the passenger/s. The Company will be entitled to keep for itself any interest on monies paid to it, and to disburse such monies at its discretion in respect of the services to be provided (including forward exchange currency contracts taken out by the Company).

## Bookings & Payment

Payment terms for packages will be as follows:

Deposit of 50% of total package price due on booking  
10% of total package due 1st April 2011  
10% due 1st May 2011  
15% due 1st June 2011  
15% due 1st July 2011.

EG: If a booking is taken in March we require 50%. If taken in May it will be 70%, etc.

## How to Book

Contact The Company who will request a reservation for you. All reservations are subject to availability at the time of booking. Any verbal quote given is an estimate only of the price which will be subject to advice on confirmation of the reservation.

## New Zealand GST

All ground content purchased in New Zealand includes GST of 15%. Should the New Zealand Taxation amend GST conditions, the Company will be obliged to abide by such amendment regulations and this will be passed on to clients.

## Prices for Travel Arrangements

All travel arrangements booked for the passenger/s have been based on costs at the time of booking and are subject to change in accordance with advice from the service suppliers regarding changes to airfares, fluctuation of exchange rates, increases levied by the service suppliers or variations in the itinerary caused by cancellation or curtailment of services or rescheduling. The passenger agrees to pay any such additional charges prior to departure and prior to ticketing time limits and travel departure date.

## Cancellations and refunds – General

All deposits and further payments are non refundable. In no circumstances will any monies paid under this Agreement be refunded by the company to the Passenger. It is therefore strongly recommended that passengers take out suitable travel insurance including a clause covering cancellation penalties. Passengers will not be entitled to a refund for any unused services after commencement date of their trip.

## Unused Services

Unused vouchers for services that are provided as part of the companies package are non refundable and not transferable.

## Not Included in Tour Price

Cost of passports, visas, travel insurance, excess baggage, vaccinations, all items not specifically mentioned as being included, and all items of a personal nature such as telephone and other communication costs, gratuities (unless specified), meals and beverages (unless specified), laundry, etc are not included in the tour price.

## Passport & Visas

You must ensure your passport has minimum 2 blank pages and a validity of six months after your return date and advise us if you wish us to make any necessary visa application on your behalf. In the event that you are travelling to a country or countries which do not require a visa for Australian/UK passport holders, you must tell us if you have been arrested or convicted in respect of any offence or breach of law. Non disclosure of this information may lead to your being refused entry on arrival in certain countries. In that event, we take no responsibility whatsoever. If you do not wish to disclose such information to us, then you must contact the embassy of each country of destination and make your own arrangements in regard to entry to that country.

## Products

Descriptions featured are based on current New Zealand hotel guides and information provided by hotels and suppliers. Any facilities shown as included are subject to change without notice at any time. The company has made every effort to ensure this information is accurate at time of printing. The company Packages and Tickets therein shall not be used as competition prizes, or trade incentives, nor may they be used in raffles, lotteries or draws whether for commercial or charitable purposes without the prior written authority of the Event Organiser which may withhold such authority at its sole discretion.

## Ticket Conditions

- Tickets cannot be exchanged after purchase.
- Tickets will not be refunded under any circumstances, including but not limited to, the possible non-appearance of any particular person, group or personality expected by the Ticket holder, whether expected to enter an event or not and whether advertised or not, or any adverse weather conditions or any circumstances beyond the reasonable control of the event organiser.
- The company is not obliged to replace a Ticket under any circumstances, including but not limited to, loss or theft. The event organiser reserves its rights, however, to replace a Ticket which has been lost or stolen and charge a fee for that replacement, in its sole and absolute discretion.
- Where match/event tickets are supplied to the Passenger, The Company bears no responsibility for the location of seating within the match/event venue.
- Any Ticket purchased and the Ticket holder's entry to and presence at the Event is subject to these conditions of sale, and subject to any terms, conditions and limitations of liability imposed by the owners or operators of the venue for which tickets are sold.
- Tickets are non-transferable on the day or during the day of presentation.
- Tickets may not be sold, on-sold, exchanged for fee or reward or other valuable consideration or otherwise commercially dealt with. If a Ticket has been dealt with in contravention of this condition, the bearer of the Ticket will be denied admission.
- Tickets may not be used for advertising or other promotional purposes (including prizes, contests or sweepstakes) without the consent or written authority of the Event which may withhold such authority at its sole discretion.
- Any authorised impression or map of the event is provided as a guide only to the approximate locations of seating, viewing areas and other conveniences and attractions around the event may not be drawn to scale. Total Sports Travel reserves the right to determine actual and final location of and details concerning seating, viewing areas and other conveniences and attractions without notice, natural or other obstructions may impede viewing in some areas and the Ticket holder acknowledges and accepts that no reliance is placed on such impression or map of the circuit when purchasing Tickets.

## Destination Passenger Enquiries

The company makes no representations as to the safety, conditions, or other issues that may exist at any destination. International travel advice can be obtained from various sources including local government, local Consular offices.

## Events

The company cannot be responsible or liable whatsoever, for the non appearance of any individual player or participant. The details of the Event shown in any material supplied by The company are correct at time of printing but the customer shall be responsible for checking with the Event that no alterations have been made. The company shall not be held liable for any omission by any person not employed directly by The company. The company has no control over the Event and does not have any and cannot accept any liability for the actions or omissions of the organisers or operators of the Event or their servants, agents or employees. The company shall not be liable for any loss, damage or expense caused by the cancellation of the Event because of government action, strike, civil commotion or national disaster. In no circumstances shall The company be liable for any consequential loss or damage. The company gives no warranties that the Event shall take place in the time and place stipulated or at all. The company shall not be liable to give any refund in the event of the Event being cancelled or postponed save where the customer has insured against cancellation. The company has no responsibility for any property of personal effects at the Event.

## General Information Fees

### Amendment Fees

An amendment fee of \$100/€60 per booking per amendment will be charged after the originally requested itinerary has been confirmed, in addition to any fees imposed by the service providers. Amendments requested after final payment has been made and travel documents have been issued can attract additional amendment fees and/or cancellation fees as levied by the airlines and service providers.

### Baggage Allowance

Baggage allowances are as per airline regulation and will either be by weight and/ or dimension depending on the route being flown. Passengers will be advised of the applicable baggage allowance when booking. Excess baggage charges are high and will be levied by the airline on check-in. The Company is not responsible for passenger/s baggage at any time.

### Travel Insurance

Passengers are strongly recommended to take out suitable travel insurance covering at least medical and hospital expenses, loss or damage to baggage, cancellation and additional expenses.

### Minimum Numbers

Each tour requires a minimum number to proceed please contact the company for further details

### Health Requirements

Passengers should consult their doctor or a travellers medical centre for advice on health requirements in areas covering their itinerary.

### Disclosure of Personal Information

The passenger/s acknowledge that they will provide the company from time to time with information about themselves that is of a personal nature. The passenger/s consents that the Company may use such personal information to make and complete airline bookings and other travel related arrangements on their behalf.

### Carrier Responsibility

The airline/s do not represent themselves as being contracted with any purchaser of flights and/or package tours from the Company or as having any other legal relationship with any such purchase.

**TOTAL SPORTS TRAVEL AUSTRALIA**  
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