

ANZCRO Online Booking Terms & Conditions

Validity

All information and details were correct at the time of launch (May 2011). However Australia New Zealand Central Reservations Office (ANZCRO) reserves the right to amend any details without notice. Please contact an ANZCRO consultant to confirm details at the time of booking.

Deposits

ANZCRO Australia - AU\$110 per person

ANZCRO New Zealand - NZ\$110 per person

ANZCRO USA - US\$300 per person.

Deposits and Payments – Australia and New Zealand

A deposit is required within 10 days of your holiday confirmation. Some tours/luxury accommodations have their own deposit regulations which you will be made aware of at the time of booking. Failure to pay the deposit may result in travel arrangements being cancelled. Air fares may require full payment at the time of booking.

Full payment is due 30 days prior to departure, with the exception of some tours, guided walks and luxury accommodations which may require payment 60 days or earlier prior to departure. Bookings made within 30 days of intended travel are to be paid in full immediately upon confirmation.

Amendments/Fees – Australia and New Zealand

Prior to documents being issued the first time amendment is FREE. All additional amendments are liable to a maximum charge of \$35 per amendment. All amendments once documents have been issued will be charged.

Urgent Booking Fee - For all bookings requiring to be confirmed on the day a fee of \$35 per file may apply.

Deposits and Payments – United States of America

A deposit of US\$300 per person is required to begin the reservation process. The balance of payment is required 45 days prior to departure. Bookings made within 45 days prior to travel are to be paid in full immediately upon confirmation. Bookings made within 30 days of departure will incur a non-refundable fee of US\$50 per booking.

Amendments/Fees – United States of America

Prior to deposit the first three changes are free; all subsequent changes are subject to a \$25 fee per change, per product. After deposit has been received but before documents are issued, there is a \$25 change fee per product. After documents are issued, there is a \$50 change fee per product. A fee of \$75 per change will be assessed for changes made within 14 days prior to departure. If such changes necessitate cancellation of confirmed air or ground arrangements, unrecoverable costs may be added to the change fee.

Refunds

- Unused Car/Motorhome Hire – NIL
- Unused Accommodation/Service vouchers refunded at the sole discretion of ANZCRO.

Product and service providers are unable to authorize any refund on ANZCRO's behalf. Consumer refunds/claims, must be lodged in writing within 30 days of the client's stay/service date.

Baggage

All baggage and personal effects are, at all times, at your own risk. Any excess baggage charges are the responsibility of the passenger.

Cancellation Penalties

Days Prior to Departure:

Fee:

21 Days or More

\$55 per person plus any Airline or Ground operator charges

8 to 20 Days

\$110 per person plus any Airline or Ground operator charges

7 or less

100% of the holiday costs at the discretion of the airlines, land content service providers and ANZCRO.

All Ski products are non-refundable.

Bonus Offers

Some bonus offers and specials have unique booking conditions and exclude special events. Please ask your ANZCRO consultant for details when booking.

Snow Season

Snow and skiing conditions are entirely subject to natural weather conditions. ANZCRO does not take responsibility for snow and skiing quality. Generally in New Zealand the ski season operates from June to the end of September, however this could vary for each ski area and season. ANZCRO takes no responsibility for the start and finish dates for skiing at any New Zealand ski fields.

Pricing

ANZCRO Australia - All prices online are expressed in Australian Dollars.

ANZCRO New Zealand – All prices online are expressed in New Zealand Dollars.

ANZCRO USA – All prices online are expressed in US Dollars.

Any Optional Extras paid locally are quoted in New Zealand dollars and are correct at the time of launch (May 2011). ANZCRO reserves the right to amend pricing without notice. ANZCRO also reserves the right to amend prices if contracted rates with travel industry suppliers are withdrawn or changed for any reason. Publishing errors can occur in pricing and prices will not be considered valid until invoiced by ANZCRO.

All quoted prices will be guaranteed once full payment is received by ANZCRO. ANZCRO also reserves the right to amend prices and/or product descriptions if contracted rates with travel industry suppliers are withdrawn or changed for any reason.

Supply of Products & Services

ANZCRO acts as an agent for the suppliers of products and services displayed in this system. We have no control over the facilities or services themselves or the manner in which they are provided by the Suppliers. We can therefore accept no liability for any loss or damage which may arise from use or consumption of, or inability to use or consume those facilities or services. All facilities or services described by us are subject to availability from the Supplier. If, of the clients own choice, they decide not to use part or parts of the arranged services or facilities, they will not be entitled to a refund from us. Please note that this rule is strictly enforced in the case of unused days of motor vehicle hire. All facilities or services described by us are subject to availability from the Supplier and can change after this information is produced. Please check with our consultant for relevant changes when making a reservation.

Supplier Service Disputes

In the event that clients have a problem whilst travelling, please advise them to take up the matter immediately directly with the Supplier. We would not want any unresolved problem to mar their travel experience, and this provides an opportunity to have the matter discussed, investigated and remedied on the spot. If the problem is not rectified to their satisfaction by the supplier please advise ANZCRO as soon as possible so we can work on a resolution on their behalf. Consumer refunds / claims must be lodged in writing within 30 days of travel.

Travel Insurance

ANZCRO strongly recommends clients purchase comprehensive travel insurance. Cancellation fees charged by ANZCRO will not be waived under any circumstances, where travel insurance may have covered.

Liabilities

1. The Trade Practices Act implies a warranty that the services rendered by Australia New Zealand Central Reservations Office will be rendered with due care and skill and nothing contained in these conditions is to be construed as in any way excluding, restricting or limiting that warranty or any other rights implied by law which may not be excluded, restricted or modified.

2. ANZCRO and its associated companies and their employees are not liable for: (a) Any event beyond their control, including (but not limited to) war, disturbance, fire, flood, unusually severe weather, act of God, act of government or other authorities, accident or failure of machinery or equipment, or industrial action (whether or not including ANZCRO employees): nor

(b) Any act or omission whatsoever (whether within or outside their control) in relation to any booking, contract, travel, accommodation, excursion or other holiday services (including the carriage of baggage) which results in any direct, indirect or consequential loss, damage, death, injury, delay, liability, additional expenses or inconvenience.

(c) ANZCRO does not own or operate any tour product or service listed in this brochure. ANZCRO is a tour wholesaler who arranges the provision of the products & services listed. ANZCRO does not take responsibility for the omission or failure of individual properties, plant or services detailed in this brochure.

ANZCRO Australia
PO Box 1291, Southport QLD 4215
Travel Agent Reservations - 1300 366 966
Fax (07) 5591 5636
Email: online@anzcro.com.au
Web: www.anzcro.com.au

ANZCRO New Zealand
PO Box 1073, Queenstown 9348
Travel Agent Reservations - 0800 269 276
Fax: (03) 450 1320
Email: online@anzcro.co.nz
Web: www.anzcro.co.nz

ANZCRO Pacifica USA
100 South King St
Suite 401
Seattle WA 98104
Travel Agent Reservations – 206 726 5550 or 1888 557 5494
Fax 206 726 3430
Email: online@anzcropacifica.com
Web: www.anzcropacifica.com