Booking Terms and Conditions

Pricing and inclusions

- Prices are in New Zealand dollars, per person and based on twin-share accommodation and the cabin category selected.
- Solo occupancy may be available in selected cabin categories. Please enquire for availability and pricing.
- Your package inclusions are those specifically listed in your confirmed itinerary. Anything not expressly included is at the traveller's own expense.
- International flights are with Air New Zealand in Economy Class from Auckland. Premium Economy and Business Premier upgrades may be available at an additional cost, subject to availability.
- Domestic connections to and from Auckland can be arranged at an additional cost.
- Airfares, flight schedules, seating and baggage allowances remain subject to the airline's conditions and may change.
- Free at Sea inclusions are subject to Norwegian Cruise Line's applicable terms, conditions and package entitlements.

Deposits and payments

- A first non-refundable deposit of **$750 per person** is required when your booking is confirmed.
- A second deposit of **$750 per person** is due by **11 November 2026**.
- The final balance is due by **11 January 2027**.
- Bookings made after a payment date has passed will require all payments due up to that date at the time of confirmation.
- Your booking is not confirmed until the required deposit has been received and all applicable flights, cabins and other package components have been confirmed.
- If a payment is not received by its due date, we may treat the booking as cancelled by you. The applicable cancellation charges will then apply.
- Payments may become non-refundable as they are paid to the cruise line, airline, accommodation providers and other suppliers.

Cancellation by the traveller

All cancellations must be provided in writing.

- If you cancel before 11 November 2026, the first deposit of $750 per person is non-refundable.
- If you cancel from 11 November 2026 to 10 January 2027, the total deposits paid of $1,500 per person are non-refundable.
- If you cancel on or after 11 January 2027, a cancellation charge equal to 100% of the total package price will apply.
- Cancellation charges apply per person and are calculated from the date written notice of cancellation is received by TS Travel Ltd or KC Travel.
- If any amounts are subsequently recovered from suppliers, or the cancelled booking is successfully resold, an appropriate refund may be made after deducting all non-refundable supplier charges, unrecoverable costs and reasonable administration costs. Any refund will only be processed after the corresponding funds have been received from the relevant supplier.

No refund will be provided for any part of the journey that is unused after departure, including missed flights, accommodation, meals, transfers, activities or shore excursions.

Changes requested by the traveller

- Any request to change a confirmed booking is subject to availability and the conditions of the relevant suppliers.
- Airline, cruise line and other supplier amendment or name-change fees may apply, along with any difference in fare or package cost.
- Some bookings may not permit name changes or transfers to another traveller.
- We may also charge a reasonable fee for additional work required to amend the booking. Any such fee will be disclosed before the change is made.

Hosted journey and named hosts

- This journey is planned to be hosted from Auckland by **Trish Seeherr of TS Travel and Kristy Cockerill of KC Travel**
- If illness, injury, family circumstances or another situation outside a host's reasonable control prevents either named host from travelling, the remaining host may operate the journey alone or a suitable replacement host may be appointed where reasonably possible.
- If neither named host can travel, reasonable steps will be taken to appoint an alternative host or make suitable arrangements for the group.
- A change to the named hosts will not, by itself, entitle a traveller to cancel without the cancellation charges applying, provided the principal travel arrangements can still be delivered.
- Nothing in this clause limits any rights travellers have under New Zealand consumer law.

Minimum numbers

- A minimum number of paying travellers must be reached for this hosted journey to proceed. Package pricing and hosted inclusions are based on that minimum being met.
- If minimum numbers are not reached, we may discuss revised pricing or arrangements with booked travellers or cancel the hosted departure.
- If we cancel because minimum numbers have not been reached, payments received for the package will be refunded. Alternatively, travellers may choose to transfer amounts paid to revised arrangements where this option is offered.
- We are not responsible for incidental costs incurred before the departure is confirmed as proceeding, including independent domestic travel, accommodation or other arrangements not booked through us.

Supplier and itinerary changes

- Flights, schedules, accommodation, dining, shore excursions, transfers, ports, activities and other arrangements may change when reasonably required for operational, safety or supplier-related reasons.
- If a listed service becomes unavailable, we will endeavour to provide a suitable alternative of a comparable standard where reasonably possible.
- Cruise itineraries and ports of call may be changed or cancelled by the cruise line because of weather, safety, operational or other circumstances.
- Exact details of hosted onboard dinners, drinks, shows and activities will be confirmed closer to departure and remain subject to venue, sailing and operational availability.
- Minor itinerary or timing changes will not normally entitle a traveller to cancel without the applicable cancellation charges.
- Where a significant change occurs, we will explain the available options and any applicable refund or cancellation rights.

Government taxes, levies and price changes

- Package prices are based on exchange rates, taxes, fees and supplier charges known when the package is priced.
- Any new or increased government tax, tourism levy, port charge or other mandatory supplier charge imposed after booking may be added to the traveller's final balance.
- This includes any Fiji Tourism Services Tax that suppliers confirm applies to the booking.
- Any additional amount passed on will reflect the actual increase attributable to the booking.
- Optional changes requested by the traveller, including cabin, flight or accommodation upgrades, will be charged separately.

Travel insurance

- Comprehensive travel insurance is mandatory and proof of insurance will be required. The policy must include appropriate cruise cover and meet any insurance requirements applying to the destinations visited.
- Insurance should include cover appropriate to the traveller's circumstances for cancellation, medical treatment, cruise travel, missed connections, disruption, luggage and other relevant risks.
- Travellers must disclose all existing medical conditions to their insurer and ensure that cruise travel and all planned activities are covered.
- Failure to obtain appropriate insurance does not remove the traveller's responsibility for cancellation charges or other costs arising from the booking.
- Cancellation charges remain payable regardless of whether an insurance claim is accepted.

Passports visas and entry requirements

- Each traveller is responsible for holding a valid passport and meeting all visa, health, vaccination and entry requirements for every destination visited.
- Passport names provided for the booking must exactly match the traveller's passport.
- Travellers are responsible for checking that their passport has sufficient validity and blank pages for the journey.
- Costs or losses caused by incorrect names, missing documents or failure to meet entry requirements are the traveller's responsibility.

Health, mobility and participation

- Travellers must tell us before booking about any medical, mobility, dietary or other requirements that may affect their ability to travel or participate safely.
- We will pass relevant requests to suppliers but cannot guarantee that every request can be accommodated.
- Travellers must consider the walking, terrain, transport and activity level involved in the itinerary and shore excursions.
- A traveller who requires personal assistance must travel with a companion capable of providing that assistance. The hosts and supplier staff cannot provide personal care or ongoing mobility assistance.
- Participation in any activity is subject to the requirements and safety decisions of the relevant supplier.

Traveller conduct

- Travellers must follow reasonable instructions from the hosts, cruise line and other suppliers and behave in a way that does not endanger or unreasonably disrupt others.
- A supplier may refuse or terminate a service where a traveller's behaviour creates a safety risk or seriously affects other guests.
- Any resulting costs, including alternative transport or accommodation, will be the traveller's responsibility. Refunds will be subject to the relevant supplier conditions and applicable law.

Supplier conditions and responsibility

- Airlines, cruise lines, hotels, transport operators, excursion providers and other suppliers provide their services under their own booking and carriage conditions.
- Relevant supplier conditions form part of the booking and are available on request.
- We act as a travel intermediary when arranging services supplied by third parties and will exercise reasonable care and skill in doing so.
- Nothing in these terms excludes or restricts any rights or remedies that cannot lawfully be excluded under the Consumer Guarantees Act 1993, Fair Trading Act 1986 or other applicable New Zealand law.

Events outside reasonable control

- Travel may be affected by events outside the reasonable control of the hosts, booking agencies or suppliers, including severe weather, natural disasters, epidemics, government action, border restrictions, industrial action, civil unrest, war, mechanical failure or transport disruption.
- If this occurs, we will work with the relevant suppliers to identify the options available.
- Refunds, credits, rebooking costs and additional expenses will depend on supplier terms, amounts recoverable and travellers' rights under applicable law.
- Travellers are responsible for additional personal expenses unless these are recoverable from a supplier or travel insurer.

Complaints and assistance

- Any concern arising during the journey should be raised promptly with the hosts or relevant supplier so there is a reasonable opportunity to resolve it at the time.
- Any unresolved complaint should be submitted in writing as soon as reasonably possible after the journey, together with supporting information.
- We will review the matter and liaise with the relevant supplier where appropriate.

Acceptance of terms

Payment of the first deposit confirms that each traveller has read, understood and accepted:

- These booking terms and conditions
- The confirmed itinerary and package inclusions
- The applicable supplier booking conditions
- The payment schedule and cancellation charges

Each traveller should retain a copy of these terms with their booking documents.