

Trading name: ENTERPRISE TRAVEL LIMITED
www.enterprisetravel.co.nz
Contact: info@enterprisetravel.co.nz

1. ABOUT THESE BOOKING CONDITIONS

1.1 Our Booking Conditions

Please read these Booking Conditions carefully before making a booking with us. They explain how our booking process works, your responsibilities as a traveller, and the conditions that apply to the travel products we offer.

When you book a holiday through our website, you agree to these Booking Conditions together with the specific product information and any additional conditions identified for your chosen trip.

1.2 Product-specific conditions

Each holiday may have its own payment requirements, cancellation fees, amendment rules, participation requirements and other restrictions. These will be provided in the relevant trip description, itinerary, trip notes or accompanying product-specific conditions. Some of these requirements are imposed by the suppliers providing the travel services. Others may apply to the holiday as a whole.

You should read the conditions for your chosen holiday as well as these general Booking Conditions before proceeding with your booking.

1.3 Acceptance of conditions

When making an online booking, you will be asked to confirm that you have read and accepted the applicable Booking Conditions and product-specific conditions.

For bookings made by email or using a printable booking form, acceptance must be confirmed in the manner specified on that form.

The conditions applicable to your booking will be identified in your booking confirmation.

2. OUR SERVICES AND TRAVEL SUPPLIERS

Who we are

Enterprise Travel Limited is a New Zealand-based travel business offering selected holidays, tours and travel experiences in various destinations.

We research and curate travel products using our experience and knowledge of the destinations and suppliers involved. Depending on the holiday, the arrangements may include accommodation, transport, guided activities, walking or cycling tours, wildlife experiences, cruises, expeditions and other travel services.

2.1 Our role

We are a travel agency that arranges and coordinates travel services provided by independent travel suppliers. We may arrange individual travel services or bring together services from one or more suppliers to create a bespoke holiday package to meet your requirements. This may include combining a supplier's tour or holiday package with additional services such as flights, accommodation, transfers, sightseeing and other travel arrangements.

While we may design and coordinate your overall itinerary and make the necessary bookings on your behalf, the individual travel services are generally provided by the relevant suppliers and are subject to their respective booking conditions and terms. We will advise you of any applicable supplier conditions relating to the services you book.

2.2 Arranging your travel

We will take reasonable care when arranging your travel services and communicating relevant booking information. Where you ask us to arrange additional services, such as airfares, accommodation, sightseeing, transfers or other travel arrangements, those services may be subject to separate supplier conditions, payment requirements and charges.

We will explain the applicable booking arrangements to you and assist with your booking. Nothing in these conditions excludes any responsibility or rights that cannot lawfully be excluded.

2.3 Supplier conditions

Individual suppliers may have their own rules covering deposits, final payments, cancellations, amendments, travel documentation, participation, health, safety and other matters.

Where applicable, you must comply with those conditions in addition to our general Booking Conditions.

Supplier conditions can differ significantly between products. Please pay particular attention to the conditions identified for your chosen holiday.

If a supplier's conditions conflict with these Booking Conditions, we will clarify which conditions apply to the relevant arrangement before you book, to the extent practicable. Nothing in these Booking Conditions is intended to remove any rights you have under applicable law.

2.4 Availability and changes to services

Travel services are subject to availability and may depend on minimum participant numbers, weather, local operating conditions and other factors.

We will advise you of material changes to your arrangements that are brought to our attention. Where a supplier changes or cannot provide a service, the options available to you will depend on the circumstances, the applicable booking conditions and your legal rights.

3. PASSPORTS, VISAS AND ENTRY REQUIREMENTS

3.1 Your travel documents

You are responsible for ensuring that you and everyone travelling with you hold valid passports and any visas, permits or other documents required for your journey.

Passport validity requirements differ between countries. Some destinations require a passport to remain valid for a specified period beyond your intended departure or return date.

You should check the requirements applicable to your nationality, destination and transit points well before departure.

3.2 Correct traveller details

Names and other personal details supplied when booking must be accurate and must match the relevant travel documents.
Errors may result in additional charges, delays or cancellation. Any costs arising from incorrect information supplied by you may be your responsibility, subject to applicable law and the circumstances.

3.3 Visas and entry permissions

You are responsible for obtaining the visas, electronic travel authorisations, entry permits and transit permissions required for your trip.
We may provide general information or direct you to relevant official resources, but unless we have expressly agreed otherwise, we do not guarantee that you will qualify for entry to any country.
Entry requirements can change. You should check the latest requirements with the relevant government or immigration authorities before travelling.

3.4 Refusal of entry

We cannot guarantee that any government or border authority will permit you to enter or transit a country.
If you are refused entry or boarding because you do not meet the applicable requirements, you may incur additional costs or lose some or all of the services booked. The consequences will depend on the circumstances and the applicable supplier conditions.

4. HEALTH, SAFETY AND TRAVEL PREPARATION

4.1 Health and fitness

Some holidays involve physical activity, remote locations, challenging terrain, high altitudes, wildlife encounters or limited access to medical facilities.
You are responsible for considering whether the trip is suitable for your health, fitness and personal circumstances. Please read any activity descriptions, fitness ratings, participation requirements and medical or safety information provided for your chosen holiday.
You should seek appropriate medical advice before travelling if you have concerns about your ability to participate safely.
Where a supplier requires medical declarations, fitness assessments or other information, you must provide accurate information and comply with its reasonable requirements.

4.2 Vaccinations and health precautions

You are responsible for obtaining any required vaccinations, certificates, medication and health documentation, and for checking current health advice for your destination.

4.3 Travel advisories

Before departure, we recommend checking official travel advisories, including the New Zealand Government's SafeTravel service at safetravel.govt.nz.
You should remain informed of relevant travel, safety, health and entry requirements throughout your journey.

4.4 Travel insurance

We strongly recommend that you arrange a comprehensive travel insurance policy at the time of making your booking, either through Enterprise Travel or your own source.
Your policy should be suitable for the destination and activities involved and should be reviewed carefully for cover relating to medical treatment, emergency evacuation, repatriation, cancellation, interruption, personal belongings and any activities you intend to undertake.
Some suppliers require particular insurance cover as a condition of participation. Where this applies, it will be identified in the product-specific conditions.
Unless expressly agreed otherwise, arranging appropriate insurance is your responsibility. You should not assume that a supplier, our agency or another party will reimburse losses that your insurance could have covered.

4.5 Special requirements

Please advise us before booking of any dietary requirements, mobility limitations, accessibility needs or other circumstances that may affect your trip.
We will communicate relevant requests to suppliers where appropriate, but requests cannot be guaranteed unless expressly confirmed.

5. PRICING, CURRENCY AND AVAILABILITY

5.1 Prices and currencies

Prices will be shown in the currency specified in the relevant trip notes, quotation or invoice. The inclusions and exclusions applicable to the price will also be set out in the relevant product information.
Where we convert a foreign-currency amount into New Zealand dollars, we use the Bank of New Zealand's published bank sell rate applicable at the time of calculation and apply a 1% currency buffer.
Invoices issued on this basis are valid for three days, as stated on the invoice. Payment must be received within that period to secure the quoted New Zealand-dollar amount.
If payment is not received within the invoice validity period, the amount payable in New Zealand dollars may change in line with currency movements. We may issue a revised invoice using the applicable exchange rate and 1% buffer. A transaction fee of NZ$30 may also apply, and any such fee will be disclosed before it is charged.

5.2 What is included

The inclusions and exclusions for each holiday are set out in its trip description, itinerary, trip notes or quotation.
Unless expressly listed as included, you should not assume that flights, meals, drinks, transfers, gratuities, laundry, personal expenses, visas, vaccinations, travel insurance, local taxes or optional activities are covered by the advertised price.
Please check the details for your chosen holiday carefully before booking.

5.3 Price changes before confirmation

Prices and availability may change before a booking is accepted, particularly where suppliers use dynamic pricing or have limited inventory.
A displayed price or quotation does not by itself guarantee that a booking can be secured. We will advise you if the price or availability changes before your booking is confirmed and explain any options available to you.

5.4 Prices after confirmation

Once your booking has been confirmed, the agreed price will apply, subject to any price-adjustment provisions expressly disclosed for your product and permitted by applicable law.
We will not rely on a general right to increase a confirmed price without a lawful basis. If an exceptional circumstance arises that may affect the price, we will explain the reason and any options available to you.

5.5 Promotional offers

Promotional prices, discounts and special offers may be subject to specific eligibility requirements, booking periods, travel dates or other restrictions.
Any additional conditions will be identified with the offer. An offer remains subject to availability and the terms stated for that offer.

5.6 Errors and omissions
We take reasonable care to ensure that information and prices published on our website are accurate. However, an error may occasionally occur.
If we discover a material error affecting a quotation or booking, we will notify you promptly and explain the available options. We will not treat a material pricing error as automatically cancelling your legal rights.

6. BOOKINGS AND PAYMENT

6.1 Making a booking
To request a booking, you must provide the information requested and complete the applicable booking form or online process.
Submitting a booking request does not necessarily mean that your booking has been accepted. Your booking is confirmed when we notify you in writing that it has been accepted, subject to the terms communicated to you.

6.2 Deposits
The deposit required for your holiday will be stated in the relevant product information or quotation.
Deposits are non-refundable and non-transferable unless otherwise stated.
Deposits are required to secure your booking. Please ensure you have read and understood the applicable payment and cancellation conditions before proceeding with your booking.

6.3 Balance payments
Your booking confirmation will specify the balance payable and the date by which payment must be received.
You are responsible for making payments by the stated deadlines. If a payment is not received on time, the booking may be at risk of cancellation under the applicable conditions, and cancellation charges may apply.

6.4 Payment methods and charges
Accepted payment methods and any applicable transaction charges will be stated during the booking or payment process.
You are responsible for any bank or payment-provider fees that are properly disclosed and applicable to your chosen payment method.

6.5 Booking confirmation
Once your booking has been accepted, we will provide a confirmation showing the relevant booking details, price, payment schedule and applicable conditions.
Please check all names, dates, destinations, inclusions and other details promptly and notify us of any errors as soon as possible.

6.6 Final travel documents
Final travel documents, vouchers and itineraries will be provided in accordance with the arrangements for your particular holiday and the timing of information received from the relevant suppliers.
Some documents may not be available until suppliers have completed their own booking or ticketing processes.

6.7 Special requests
We will pass on special requests to the relevant supplier where appropriate. Unless expressly confirmed, a request is not guaranteed and should not be treated as part of the confirmed booking.

6.8 Loyalty points, vouchers and credits
Unless we expressly agree otherwise in writing, we do not accept loyalty points, reward points, third-party travel credits or vouchers as payment for our products.

7. AMENDMENTS, CANCELLATIONS AND REFUNDS

7.1 Changes requested by you
If you wish to change any part of your booking, please contact us in writing as soon as possible.
Changes are subject to availability, supplier approval and the applicable conditions. Additional charges may include supplier amendment fees, differences in travel prices, reissue costs and any disclosed agency administration fee.
We will advise you of known charges before proceeding with a requested change, where practicable.

7.2 Cancellation by you
If you cancel your booking, cancellation charges may apply. These may increase as the departure date approaches and may reach 100% of the affected travel costs where the applicable conditions provide for this.
The cancellation schedule for your particular holiday will be provided before you book. It is important that you read it carefully, as different suppliers and products may have different rules.
Cancellations will only be accepted in writing. We will confirm receipt and advise you of the applicable cancellation charges and any refund that may be available.

7.3 Supplier cancellation charges
Where a supplier imposes cancellation charges under conditions that apply to your booking, those charges may be passed on to you to the extent permitted by the applicable agreement and law.
We will distinguish supplier charges from any separate fee charged by our agency.

7.4 Changes or cancellations by a supplier
A supplier may sometimes change, reschedule or cancel a service due to operational, safety, weather or other circumstances.
If this happens, we will communicate material information that is provided to us and explain the available options. Depending on the circumstances and applicable conditions, options may include an alternative arrangement, a credit, a refund or cancellation of affected services.
Your rights will depend on the nature of the booking, the applicable conditions and the law. We cannot guarantee that a supplier will offer a refund or alternative arrangement in every situation.

7.5 Refunds
Any refund will be assessed according to the applicable booking conditions and legal requirements.
Where a refund depends on money being returned by a supplier, processing may take time. We will keep you informed of material delays known to us.
Where currency conversion or bank charges affect a refund, the treatment of those amounts will depend on the disclosed payment arrangements and applicable law.

7.6 Unused services
If you choose not to use part of your holiday, arrive late, miss a departure or are unable to participate in an activity, you may not be entitled to a refund. The outcome will depend on the applicable conditions and circumstances.
If illness or another unexpected event affects your travel, contact us and your insurer promptly.

7.7 Name changes and corrections
Name corrections or changes may require supplier approval and may attract additional fees. Some tickets or bookings may not permit name changes.

Please check traveller details carefully before submitting your booking.

7.8 Agency administration fees

If an agency fee applies to an amendment, cancellation or other service, the amount or method of calculation will be disclosed before the relevant booking or service is confirmed. We will not charge an undisclosed discretionary fee after the event.

Where a booking is affected by travel disruption, including events beyond our control, additional work may be required to manage and coordinate the affected arrangements. This may include liaising with suppliers, seeking refunds or credits, negotiating alternative arrangements, amending bookings, providing ongoing advice and assistance, and monitoring the status of disrupted travel arrangements. Where this work falls outside the normal services included in our original booking arrangements, we reserve the right to charge a reasonable additional administration or service fee. Any applicable fees will be advised to you before the additional work is undertaken, wherever reasonably practicable.

8. FORCE MAJEURE (EVENTS OUTSIDE OUR CONTROL)

8.1 Events beyond reasonable control

Travel arrangements can be affected by events beyond the reasonable control of ourselves or our travel suppliers. These may include severe weather, natural disasters, war, civil unrest, terrorism, epidemics, pandemics, government restrictions, border closures, transport disruption, strikes and other emergencies. Such events may result in delays, changes, cancellations or the inability to provide some or all of the travel services booked.

8.2 Cancellation or changes before travel

If, in our reasonable opinion or that of the relevant supplier, a Force Majeure event means that a holiday cannot safely, lawfully or reasonably proceed, we or the supplier may need to change, reschedule or cancel the affected travel arrangements.

Where alternative dates or arrangements are proposed, these will be subject to availability and your agreement.

If a holiday or any part of it is cancelled, the options available will depend on the circumstances, the relevant supplier conditions and applicable law. These may include alternative arrangements, a credit or a refund of amounts recoverable from the relevant supplier.

Where payments have already been made to suppliers, the availability and amount of any refund or credit may depend on the amounts recovered from those suppliers. We will explain the position to you and advise of any options available.

8.3 Disruption during travel

If a Force Majeure event occurs during your holiday and affects the provision of travel services, the relevant supplier may need to change, interrupt or cancel some or all of the remaining arrangements.

We will provide reasonable assistance within the scope of the services we have agreed to provide and the information available to us.

Where alternative services or arrangements are offered, these will be subject to availability and the circumstances of the disruption.

Any refund or credit for services not provided will be dealt with in accordance with the relevant supplier conditions and applicable law.

8.4 Your responsibilities during disruption

You are responsible for following reasonable safety instructions, keeping your travel documents accessible and maintaining suitable travel insurance.

If you are already travelling, you should also follow the instructions of local authorities and the relevant transport or tour operators.

8.5 Refunds and legal rights

Additional costs may arise when travel arrangements are affected by events beyond reasonable control. The responsibility for these costs and any refund or credit will depend on the circumstances, the applicable supplier conditions and your legal rights.

Where your booking includes services provided by more than one supplier, the conditions and refund arrangements of each supplier may apply separately to the affected services.

Nothing in this clause removes any refund, cancellation or other right that cannot lawfully be excluded.

9. INFORMATION, RESPONSIBILITY AND LIABILITY

9.1 Product information

We take reasonable care in preparing our product descriptions and travel information. Some details are supplied by independent providers and may change over time.

Photographs, maps and illustrations are intended to give a general indication of a destination or experience and may not represent every detail of the actual service.

Where we become aware of a material change affecting a confirmed booking, we will take reasonable steps to inform you.

9.2 Independent suppliers

Where a service is provided by an independent supplier, that supplier is responsible for delivering its service in accordance with its contract and applicable law.

We are not responsible for matters outside our reasonable control simply because we arranged or advertised a service. However, nothing in these conditions excludes responsibility that we have under law or for our own acts or omissions.

9.3 Our responsibilities

Our responsibilities depend on the services arranged and the capacity in which we act. When arranging travel services provided by independent suppliers, we act as your travel agent and undertake to exercise reasonable care and skill in advising on, arranging and coordinating those services and in handling your bookings.

Where we bring together services from different suppliers to create a bespoke holiday package, our role includes coordinating the overall arrangements. However, unless we expressly advise otherwise, the individual travel services remain the responsibility of the suppliers providing them and are subject to their respective terms and conditions.

If we provide a particular service ourselves, or enter into an arrangement in another capacity, our responsibilities in relation to that service will reflect the capacity in which we have agreed to provide or arrange it.

9.4 Personal expectations

Travel experiences can differ because of weather, local conditions, individual preferences and other circumstances. We will describe our products as accurately as reasonably possible, but cannot guarantee personal preferences or outcomes that have not been expressly promised.

9.5 Your responsibility for losses caused by your actions

You are responsible for providing accurate information, following applicable supplier rules and taking reasonable care of yourself and your belongings.
If your conduct or breach of an applicable condition causes loss or damage for which you are legally responsible, you may be liable to the extent provided by law.
No indemnity in these conditions applies to loss caused by our own breach of contract, negligence or other conduct for which we are legally responsible.

10. PRIVACY AND PERSONAL INFORMATION

We collect and use personal information to process bookings, communicate with you and arrange travel services.
This may require us to share relevant information with suppliers, accommodation providers, transport operators, tour operators, payment providers and other parties involved in delivering your holiday, including parties located overseas.
We will handle personal information in accordance with applicable New Zealand privacy law (Privacy Act 2020).
Please provide accurate information and notify us of any relevant changes so we can make any corrections of your personal information necessary for your journey.

11. GENERAL CONDITIONS

11.1 Governing law

These Booking Conditions are governed by New Zealand law, subject to any mandatory legal requirements that apply to your booking.

11.2 Severability

If any provision of these Booking Conditions is found to be invalid or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

11.3 Changes to these conditions

We may update our Booking Conditions from time to time. The version applicable to a confirmed booking will be identified in the booking documentation. A later revision will not automatically replace the conditions already agreed for an existing booking.

11.4 Contact and complaints

If you have a question, concern or complaint about your booking, please contact us at info@enterprisetravel.co.nz
We will review the matter and respond within a reasonable time. Where the issue concerns a supplier's service, we may need to refer the matter to that supplier while keeping you informed.

12. CUSTOMER DECLARATION

By submitting a booking, you confirm that:

- You have read and accepted these Booking Conditions.
- You have read the product-specific conditions identified for your chosen holiday.
- You have checked the itinerary, inclusions, exclusions, price and payment schedule.
- You have provided accurate information for all travellers included in the booking.
- You understand that supplier conditions may apply to individual travel services.
- You understand the cancellation and amendment conditions that apply to your booking.
- You have considered your travel insurance requirements and have made, or will make, appropriate arrangements.
- You are authorised to make the booking and accept these conditions on behalf of the other travellers included in it.

Your online acknowledgement or signed booking form will be recorded as part of your booking documentation.