

Terms and Conditions

for 5th IDF Mastitis International Conference 2010

Sightseeing and Recreational Activities / Post Conference Social Tours Terms and Conditions

BOOKINGS/ACCEPTANCE

Full payment for your tour is required at the time of booking. Payment for any bookings for tours or activities constitutes your acceptance of these Terms and Conditions. Any bookings received after 05 February 2010 will be considered on a case-by-case basis.

The organisers reserve the right to cancel a tour if minimum numbers are not reached. In this case a full refund will be made or alternatively, a transfer to an alternative tour may be arranged with the necessary payment adjustment – subject to availability. All tours should be booked via the congress website registration page.

CANCELLATIONS

Cancellations must be advised to the organisers in writing.

Half and Full Day tours – no refunds for cancellations will be made after 15 March 2010.

Post Conference tours - No refunds for cancellations will be made after 22 February 2010.

For any post-conference tour bookings cancelled after reservations have been confirmed, the following will apply:

- Up to 45 days prior to departure, a cancellation fee of NZ\$100 per person will apply
- Between 45 and 31 days prior to departure, a cancellation fee of NZ\$350 per person will apply
- Within 30 days of departure – no refunds

Cancellation of any air travel booked by the organisers or their travel agent on your behalf will be subject to the charges and conditions levied by the airline – note most airfares are non-refundable.

All claims and refunds are to be made through the organisers. No refunds are available for any unused services, tours, sightseeing, accommodation and meals except where an activity is not available due to weather conditions and or circumstances outside the control of you, the organisers or the product suppliers. Claims for refunds must be in writing. The organisers will not accept any liability for any claims that are not received within 30 days of the termination of your tour or activity.

AMENDMENTS

The organisers reserve the right to amend the tour itineraries at their discretion. It is unlikely that we will make changes to your booking once it has been confirmed however, the organisers reserve the right to do so on or before the tour departure dates. These changes are often minor and you will be notified immediately. If there is a major change or cancellation of your itinerary, providing this is not due to the force majeure*, you will be offered an alternative itinerary.

**Force majeure is used to describe unusual or unforeseen circumstances such as war, threat of war, riot, civil disorder, terrorist activity, strike, natural or industrial disaster, adverse weather conditions, or similar events that are beyond our control.*

CHILDREN'S FARES

Age 0-14 years - rates available on request (depends on the number of children and the number of rooms required).

INSURANCE

It is strongly recommended that you purchase comprehensive travel insurance to cover the duration of your visit to New Zealand and to protect you against cancellation charges, loss or damage to your luggage and personal effects, loss of cash and medical expenses.

LATE PAYMENT FEES

Payments not made by the due date result in increased processing and communication costs in which case The organisers reserves the right to impose a minimum fee of \$35 per file.

NOT INCLUDED

Cost of obtaining passports or visas, travel insurance, domestic air travel, airport transfers unless otherwise stated, communication charges, airport arrival/departure taxes, charges for excess luggage, personal services, gratuities, laundry, drinks, meals except as specified, beverages, sightseeing not included in the itineraries, pre-travel documentation, personal accident and medical expenses and incidental expenses including all communication charges incurred on passenger's behalf.

PASSPORT, VISA & HEALTH REQUIREMENTS

All passengers must ensure that they have a valid passport and visa (if required) to travel to New Zealand and it is your responsibility that necessary regulations are met.

PRICES

All prices and amounts quoted are for New Zealand land content only unless otherwise stated. Applicable airfares can be arranged and are additional to the tour prices. All prices quoted are in New Zealand dollars and include 12.5% goods and services tax. Should this tax rate change by the tour departure date, the organisers reserve the right to increase the tour cost to reflect this increase. Each tour described is a complete "package" and as such, an itemised breakdown of costs will not be given.

PRIVACY POLICY

When making reservations or providing any personal details in your transactions with the organisers, your personal information will only be used with the purpose of implementing reservations or correspondence on your behalf.

SINGLE TRAVELLERS

If travelling alone on a post conference tour, you have the option of paying the single room per person costs (to guarantee yourself a single room) or you can request a twin share rate and the organisers will endeavour to link you up with another person to share with you. This is subject to numbers of passengers who request this option.

SMOKING

Smoking is not permitted on board the coaches. All hotels, motels and venues on the tours are non-smoking.

SUBSTITUTION OF PRODUCT/SERVICE

Should a requested product or service not be available an alternative product or service may be offered.

TOUR INCLUSIONS

Please see individual tours for your tour inclusions. Accommodation may vary depending on the overnight stay and, where hotel accommodation is not available, quality motel accommodation has been substituted. Some remote locations means that the standard of accommodation will differ to that of the larger towns or cities. Please read your tour inclusions carefully.

TOUR OPERATOR'S RESPONSIBILITY

The transport companies or firms concerned are not held responsible for any act, omission or event during the time passengers are on board their aircraft or conveyances. The passengers' contract in use by the carriers concerned when issued shall constitute the sole contract between the transportation companies or firms and the purchaser of these tours and/or passengers. The organisers and its associated companies or agents act in the capacity as agent for the suppliers of transportation and tour operation services. Seasonal variation in airline, transport and accommodation services may necessitate minor variations to

itineraries and hotel standards. Any variation inconsistent with the applicable tour described in the technical tours will be advised to the passengers as soon as possible.

The organisers and other eligible parties shall not be responsible for any injury, damage, accident, loss or delay in respect of any person or property. In this clause the expression, "eligible parties" shall include any carrier, tour operator or other provider of any service in respect of a tour and for the purpose of conferring the benefit of this clause upon eligible parties. The exclusion of liability contained in this clause shall be subject to all statutory warranties. These conditions of booking shall form part of the contract between the client and the organisers. Where a carrier notifies conditions of carriage on any ticket, coupon or brochure, then the client shall be bound by those conditions.

TRAVEL BOOKING FEES

A fee of \$15 one way for domestic air travel booked by The Conference Company or its travel agent, will apply.

TRAVEL PACK

Your travel wallet/folder includes your ticket wallet containing your travel itinerary, hotel list, baggage labels, maps and sightseeing information. Your travel kit will be presented to you at the beginning of your tour.