

## *AIM Holidays*

### *Booking Information & Conditions*

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*Please read these booking terms and conditions carefully. These booking conditions incorporate the basis upon which bookings are accepted by AIM Holidays and affiliated programs.*

#### **Responsibility**

*AIM Holidays acts as an agent for the suppliers of products and services outlined on this quote/booking/our website.*

*AIM Holidays finalises all arrangements upon the express condition that it shall not be liable, apart from non-excludable liability, for any injury, death, damage, loss, accident, delays, generally or irregularity which may be occasioned either by reason of any defect in any venue, vehicle, vessel or aircraft, or through the acts of default of any person engaged in conveying or accommodation of passengers, or in the carrying out of arrangements of tours, events or otherwise in connection herewith.*

*We have utilised information provided by third party companies and all attempts have been made to ensure the accuracy of this information. Alterations and amendments can occur and we cannot be held responsible.*

*AIM Holidays does not accept any liability of whatever nature for the acts, omissions, or default, whether negligent or otherwise, of companies/persons providing services in connection with your booking pursuant to a contract between them and yourselves and over whom we have no direct and exclusive control. We do not accept liability in contract or in tort (actionable wrong) of any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by force majeure or other events which are beyond our control or which are not preventable by reasonable diligence on our part including but not limited to war, civil disturbance, fire, floods, unusually severe weather, acts of God, acts of Government or of any other authorities, accidents to or failure of machinery or equipment or industrial action (whether or not involving our employees and even though such action may be settled by acceding to the demands of a labour group).*

#### **AIM Holidays Pricing Policy**

*AIM Holidays is a travel wholesaler and is not a primary ticket agent. AIM Holidays advertised ticket and package prices include the base supply cost of the products and all fees charged to and by AIM Holidays to supply those packages and Show/Event tickets. All prices are inclusive of GST. All prices are subject to change upon any changes of such taxes.*

*In the case of bookings with Show/Event ticket(s) any amount above the face value printed on tickets reflects additional costs such as fees charged to us for securing seats and pre-sale access amongst other things. Such amounts vary from time to time based on market factors relating to the particular event and date(s) on offer.*

*For certain events, tickets are sourced and bought from specialised ticket agents that act in the secondary ticket market place. Prices of tickets sold by such agents in this market more often than not will be higher than the price printed on the ticket. Ticket prices in this market are determined by popularity of the event and demand and supply.*

*We will always do our utmost to supply you with a choice of tickets and at all times you will be supplied with all relevant details and prices so that you can make an informed decision prior to making a booking.*

*All Show/Event tickets are classified as 'instant purchase tickets'. As such, full payment is required at the time of booking. Once a booking is confirmed payments are non-refundable and amendments are not permitted.*

#### **Payment**

*For bookings with Show/Event tickets only, full payment is required at the time of booking and such bookings are subject to 100% cancellation charge immediately after confirmation.*

*For Packages with Show/Event Tickets payment to cover the cost of the Show/Event ticket is required at the time of booking irrespective of booking date to commencement date of the Show/Event. Depending on the Package*

booked, additional non-refundable amount maybe required. You will be advised of all due payments and due payment dates at the 'quote' stage.

For all other bookings a non-refundable deposit of \$150 per person is required within 3 days of confirmation of your booking. Some tours/packages/accommodation/rentals has their own deposit requirements and regulations which mean the minimum non-refundable deposit required on your particular booking maybe higher or lower in the case of rentals. You will be made aware of the minimum deposit required at the 'quote' stage.

Full payment is required 45 days before the scheduled commencement of your holiday (or earlier if specified for the particular package which you will be advised of at the 'quote' stage). For bookings made within this period full payment is required at the time of booking.

### **Cancellations**

You may cancel your booking at any time. Written notification from the person who made the booking must be received. Since we incur costs in cancelling your arrangements, you will have to pay the applicable cancellation charges up to the maximum shown below.

### **Cancellation charges**

More than 70 days	Loss of deposit. 100% for bookings with Show/Event Tickets.
70-54 days	30%. 100% for bookings with Show/Event Tickets.
55-29 days	50%. 100% for bookings with Show/Event Tickets.
28-15 days	30%. 100% for bookings with Show/Event Tickets.
14 days or less	100%. 100% for bookings with Show/Event Tickets.

### **Documentation**

For bookings that we have received full payment for applicable travel documents/vouchers are either emailed or send out 2-3 weeks before the commencement date of the holiday/event.

### **Amendments/Fees**

If you change your holiday package and your documents need to be reissued, as well as any applicable cancellation charges imposed by the Suppliers, the booking may also be subject to an amendment fee. As this will vary per booking/Supplier, you will be advised of all applicable such charges upon your request and prior to cancelling.

### **Car Rental**

Drivers must be over 21 years of age and hold a valid full/international driving licence and a valid credit card. Exact models of cars cannot be guaranteed and a similar equivalent model may be substituted at the car rental company's discretion. On all car hire bookings the booking is subject to the renter's additional terms and conditions.

### **Supplier Service Disputes**

In the event that you have a problem whilst travelling, please take up the matter immediately with the Supplier of the service and provide them with the opportunity to investigate and resolve the issue on the spot. If a problem is not rectified by the Supplier in resort please contact us at your earliest convenience. If the issue is not resolved in resort, please follow it up within 21 days of your return home by writing/email to our Customer Service Department. Such received will be acknowledged within 2 working days and responded to within 14 working days.

### **Travel Insurance**

We do not sell travel insurance but we strongly advice that you purchase an adequate policy at the time of making your booking.

### **General**

Hotel/Restaurant descriptions are based on current hotel/restaurant guides and contractual agreements provided by hotels, restaurants and suppliers. Any facilities shown as included are subject to change at any time. The standards of accommodation and other services are based on various factors, which are generally accepted as indicative of a certain class, however we do not represent or guarantee the standard, class or fitness for purpose of that accommodation or service.

Hotel/Restaurant cancellation fees will apply and are determined on a case by case basis and are subject to agreements between the Company/s and the hotel/restaurant management. In the case of an event being cancelled or re-scheduled the monies paid for the accommodation component of the package is non-refundable or is subject to booking terms and conditions of parties involved.

We are unable to guarantee specific seating locations and therefore cannot accept liability in respect of claims made by customers resulting from venue designation or allocation being perceived as below expectation. Travel

*agents have no authority to make representations as to the quality or location of seating without our express authority in writing.*

*Information, cast and event dates are subject to change. We are not responsible for any cancellation or rescheduling of events or for changes in the programme or performers. In the case of rescheduling of an event, tickets will be transferred to the new date. No refund can be given if the date of the rescheduled event conflicts with other tickets that have been purchased or can no longer be used due to your travel plans or other commitments.*

*In the case of an event itself being cancelled or postponed you will be refunded the amount paid for event tickets in full, less the service and handling fees.*

*If an event is cancelled or postponed after it has commenced, ticket holders will not have the right to exchange or receive a refund on tickets.*

*AIM Holidays/Supplier reserves the right to charge an administration fee if a lost ticket voucher needs to be issued.*

*We are not responsible for issues arising at the performance relating to venue / performance or the behaviours of other patrons.*

*Unless otherwise stated, tickets are to be collected from the venue Box Office on the day of the performance. You will be issued with a Show/ Event Voucher to present at the venue Box Office to receive your tickets. Such vouchers are dispatched 2 to 3 weeks prior to the booked show/event date.*

*In certain locations/events, tickets will be delivered to your hotel in resort and the applicable charge for this service will be advised to you at the time of making the booking.*



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