

2023 Monaco F1 Grand Prix Packages

26 – 29 May 2023

Covid-19 information

Note: All below listed services require that all clients are double vaccinated and must provide a valid certification of vaccination or recovery. Please check with your airline and visiting country for their Covid-19 policies and requirements.

Hotel guests may find that some facilities – for example the swimming pool, gym area, or buffet halls – will understandably not be available; equally travellers with tickets for theme parks, tours and other activities might find some elements have been adapted or removed; and in the case of multi-day tours different restrictions could be imposed by different local authorities (nonetheless we will endeavour to provide the most accurate and up-to-date information).

General inclusions & details

3 NIGHT PACKAGES INCLUDES:

- 3 nights hotel accommodation in Nice, Cannes or Monte Carlo: **In 26 May – Out 29 May 2023**
- Daily breakfast
- Saturday and Sunday Secteur Rocher General Admission tickets
Secteur Rocher tickets give access to a large elevated area overlooking the circuit & harbour. The area is made up of steep hill faces and walkways and can become very crowded in places. This option offers good value for money but is not advisable for those with mobility issues or the more discerning F1 fan.
- Informal social drinks with like-minded F1 fans
- Return Coach Circuit Transfers from the hotel on Saturday and Sunday (NOT included if staying at Le Meridien Beach Plaza, Monte Carlo)
- Tour merchandise

Hotel options in Nice & prices

3* Ibis Styles Nice Vieux Port, Nice: From NZ\$2,349 per person*

The Ibis Styles is located just a 5-minute walk from the Old Town and 200m from the Promenade des Anglais, making it a perfect location to explore Nice from. All rooms offer air conditioning, anti-stress duvets and pillows, and a flat screen TV. The hotel also provides guests with free Wi-Fi and a daily buffet breakfast. Explore more of the French Riviera by train to Cannes and Monaco.

- Excellent location close to Nice Old Town
- Good value for money
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4* NH Nice, Nice: From NZ\$2,599 per person

The NH Nice hotel is a great base for exploring historic Nice and the French Riviera. It's located in the east of the city, a short tram ride from the centre and the sea. The old town is just 15 minutes away on foot. While staying at the hotel make sure you take in the panoramic views of the city from the rooftop terrace and pool.

- Rooftop pool and terrace
- Great location for easy access into Monaco
- High quality rooms and public areas

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4* Hôtel Mercure Nice Centre Grimaldi, Nice: From NZ\$2,729 per person*

Located next to old Nice and the Flower Market, the 4 star Mercure Nice Centre Grimaldi is ideal for discovering Nice's picturesque squares, baroque churches and the charm of the Promenade des Anglais. The art-deco-style hotel is just a stones throw from the Mediterranean shoreline making it the perfect base from which to discover and enjoy the Cote d'Azur whilst still being within easy access to Monaco. During your stay, be sure to also make the most of the rooftop solarium which provides panoramic views across the 'capital of the Riviera'. The hotel is also in perfect location (15 minutes by foot) for access to the station if opting to travel to Monaco via train.

- Ideally located in the heart of Nice, just a few steps from the seaside and the old town
- Walking distance to Nice-Ville train station
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- Walking distance to Nice-Ville train station

4* Hotel Suisse, Nice: From NZ\$3,399 per person*

The Hotel Suisse is a charming 4-star boutique hotel with an excellent location on the Promenade des Anglais overlooking the blue waters of the Baie des Anges. All of the rooms in the hotel offer sea views across the Cote d'Azur and are comfortably designed with individually controlled air-conditioning, complimentary Wi-Fi and an LED TV.

- Charming and cosy rooms with a magnificent view of the Mediterranean Sea.
- Upgrade to a Superieure Room for £70pp based on dual occupancy or £125pp based on single occupancy
- Upgrade to a Privilege Room for £140pp based on dual occupancy or £265pp based on single occupancy
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Hotel option in Cannes & price

Best Western Plus Le Patio des Artistes, Cannes: From NZ\$2,599 per person*

Set just a stone's throw back from the famous Croisette & Palais des Festivals (5 minute walk), the Best Western Plus Patio des Artistes combines charm and serenity for the perfect weekend away. Why not take in the view of the fantastic Cannes from the hotels rooftop terrace which a jacuzzi and comfortable seating in which you can relax. Rooms at the hotel are all spacious and air-conditioned and feature a flat-screen TV an iPod docking station and an espresso coffee machine.

- 5 minute walk to the famous Croisette & Palais des Festivals
- Rooftop Terrace with Jacuzzi
- On-site Bar

Hotel option in **Monte Carlo** & price

Le Meridien Beach Plaza, Monte Carlo: From NZ\$13,599 per person*

Situated upon a rocky peninsula overlooking the crystal waters of the Mediterranean, Le Méridien Beach Plaza is one of Monte Carlo's finest hotels. It offers stunning views across the surrounding city in a contemporary atmosphere that comes alive during race weekend.

- *Walking distance to Monaco and the heart of the race action*
- *The place to be post-race, historically being a favourite of teams and celebrities*
- *The only hotel in Monte Carlo with its own private beach with direct access*
- *Multiple Bars and Restaurants*

Ticket upgrade options & supplements

Saturday & Sunday Z1 Standing Area: NZ\$230 per person

Z1 is a standing area of wooden platforms in close proximity to the track. It is located just before the Tabac Corner entry, on the short straight between the Nouvelle Chicane and the Tabac Corner. You will need to be there early to get the best viewing spots.

Saturday & Sunday Grandstand X1: NZ\$820 per person

Located behind the pits, this entry level grandstand has an excellent view over the action at the final corner and the start of the finish straight. This grandstand does not have a big screen.

Saturday & Sunday Grandstand P: NZ\$950 per person

Located over the water of the harbour, these tickets look across to the pool and provide views of a technical section of the race ahead of the famous Rascasse corner.

Saturday & Sunday Grandstand T Lower: NZ\$1,030 per person

Grandstand T Lower captures a view of the cars as they exit the swimming pool section and head towards La Rascasse.

Saturday & Sunday Grandstand K: NZ\$1,570 per person

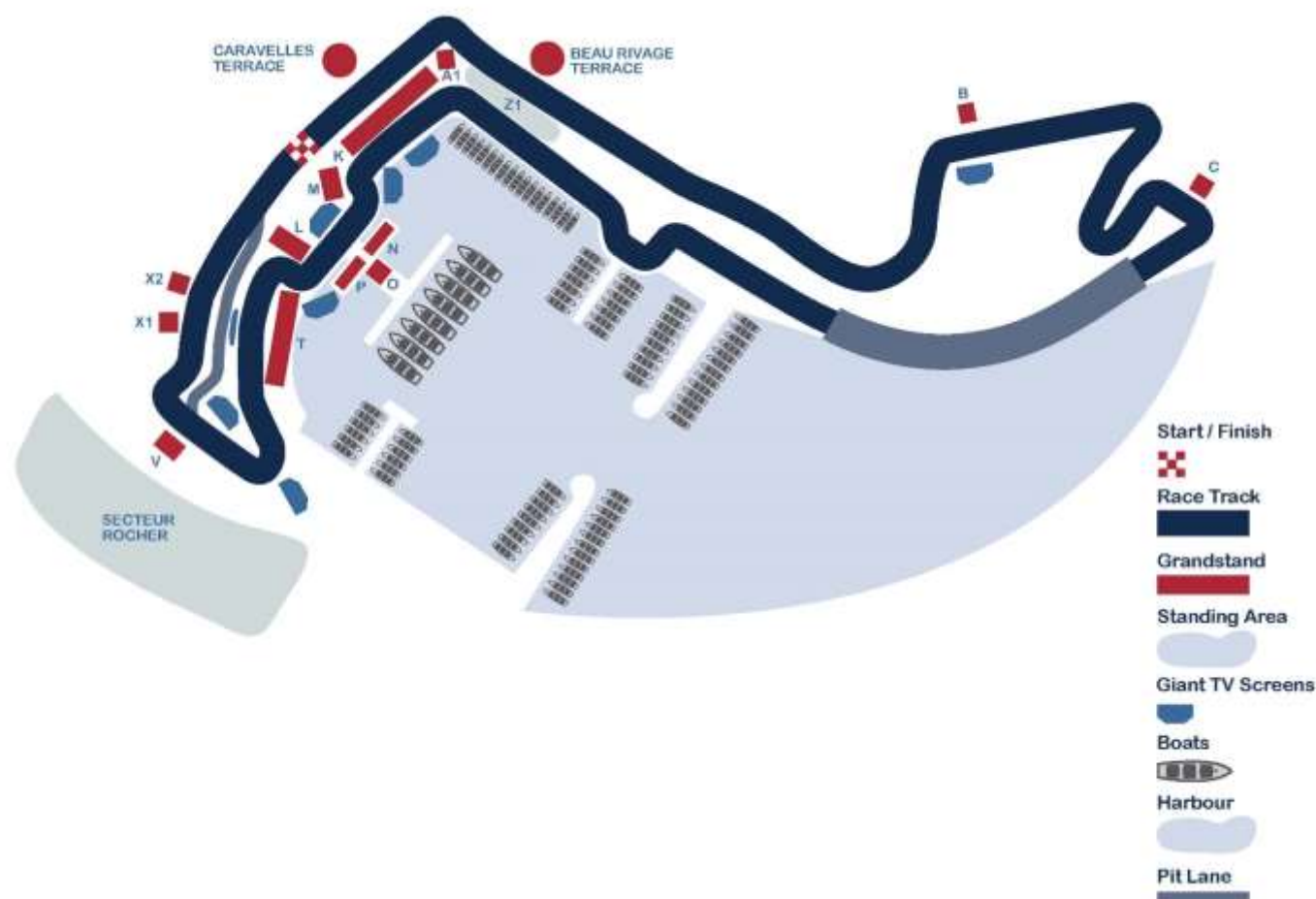
The largest and most atmospheric grandstand with a great view of the harbour and also extended view of the cars as they travel towards, passed and then away from the grandstand. The K upper tickets are located in the top half of the grandstand giving a better perspective of the track and are seen as more desirable tickets.

Saturday & Sunday Grandstand T Upper: NZ\$1,570 per person

Grandstand T Upper captures a view of the cars as they exit the swimming pool section and head towards La Rascasse. This grandstand faces the pit lane so T Upper tickets offer a unique opportunity to also see the pit stops as well as the racing action.

Saturday & Sunday Grandstand B: NZ\$1,940 per person

Grandstand B is located opposite the legendary Monte Carlo Casino and offers fabulous views of this as well as the cars passing by in front. The grandstand features a big TV screen.



Itinerary

Friday 26 MAY 2023

Make your own way to your hotel.

Pit Lane Access

For a behind the scenes experience, make your own way to Monaco on Friday afternoon. To combat overcrowding the pit lane is accessible to Saturday and Sunday grandstand ticket holders only. **Please note that a Secteur Rocher general admission ticket will not gain you access.**

Access: 2.30–6.00pm

Social Friday Evening

Join your hosts and your fellow F1 fans for social drinks.

Saturday 27 MAY 2023

Qualifying Day

Make your way from to Monte Carlo on one of the escorted coach transfers. Coaches will pick you up from outside your hotel shortly after breakfast and return shortly after the end of the day's racing.

Timings for the day's F1 action are below but as well as this you can expect to catch a range of on track action including qualifying and races for the GP2, GP3 & Porsche Super Cup Series.

Provisional F1 Qualifying Day Schedule:

12.00pm Formula 1 Practice 3 | 3.00pm Formula 1 Qualifying

Sunday 28 MAY 2023**Race Day**

Make your way from to Monte Carlo on one of our escorted coach transfers. Coaches will pick you up from outside your hotel shortly after breakfast and return shortly after the end of the day's racing.

Timings for the day's F1 action are below but as well as this you can expect to catch a range of on track action including qualifying and races for the GP2, GP3 & Porsche Super Cup Series.

Provisional F1 Race Day Schedule:

Formula 1 Driver Track Parade | 3.10pm Formula 1 Monaco Grand Prix

Evening at your leisure. Catch the transfer back to the hotel or make your own arrangements to get back to the hotel and stay in Monte Carlo after the race to soak up the post-race atmosphere. Following a brief delay the track will eventually be opened up to allow fans to walk parts of the course and the famous Monaco harbour.

Monday 29 MAY 2023

Check out of hotel and onwards with your next journey.

This quote is subject to below General Notes/Conditions:

1) All prices quoted in **NZ\$ and per person**

2) Payment: 30% (of gross) non-refundable deposit at the time of booking. Second non-refundable payment of 30% by 18 November 2022. Final non-refundable payment by 3 February 2023.

Balance payments are subject to exchange rate fluctuations. **Please call us on the day you are ready to make the balance payment for the latest balance based on the ROE of the day.** The ROE used for this quote/booking against UKP is .4893 – as displayed on our parent company site Francis Travel Marketing on 7 October 2022

3) Cancellation: **Non Covid-19 related:**

Before 17 November 2022- loss of deposit. Before 2 February 2023 - loss of deposit and second payment. After 2 February 2023 – 100% cancellation fee

At the discretion of the organisers, we may be able to offer the option of name changes. If agreed, the booking will be subjected to an administration fee

Covid-19 related:

If the Event is cancelled or takes place without crowds, NO refund is offered. Clients are expected to attend the postponed date. At the total discretion of the organisers, we may be able to request a refund. The organisers will treat each booking separately and take into account individual circumstances and evaluate the booking. IF they agree to a refund or a partial refund, it would be in the form of credit ONLY and NOT a cash refund

If there are no restrictions in the visiting country but clients are not able to travel due to travel resections in the country of origin, the above DOES NOT apply as suppliers of services are not responsible for imposed travel restrictions in client's country of origin

4) To book, please email: reservations@aimholidays.co.nz all the relevant details and confirm that you are holding the necessary payment from the client. Your email to us with instructions/confirmation to book is taken/accepted as a guarantee of payment by the agency to us

5) Quotation based on a subject to availability basis, re-quote at the time of booking and our T&Cs – please note that on payment/cancellation the above listed are the applicable conditions for this quote/booking and not our standard T&Cs.

Terms and Conditions

Please read these Terms and Conditions carefully as they incorporate the basis upon which bookings are accepted by AIM Holidays. By paying your deposit/full payment, you will be deemed to have understood and accepted these Terms and Conditions. Note that the conditions on any invoice, flyer, website or electronic product are to be read in conjunction with these Terms & Conditions.

Responsibility

AIM Holidays is simply an intermediary between the Suppliers and the public. AIM Holidays does not own or operate any of, hotels, excursions, tours, transportation providers, airlines, travel protection companies, attractions, or other travel-related Suppliers who provide goods or services for the Passenger(s)' trip. Passenger(s) acknowledge and agree that AIM Holidays shall not be responsible for any loss, damage, delay, inconvenience or injury to Passenger(s) or group members as a result of a breach of contract, act or omission whether wilful or negligent, criminal or otherwise of any person other than AIM Holidays or its direct employees, including but not limited to these Suppliers, their employees, agents, servants, or representatives.

Suppliers reserve the right to deviate from the direct, customary and/or scheduled route or itinerary for any reason, without limitation and without notice. Passenger(s) acknowledge and agree that AIM Holidays is not responsible for Supplier deviations, delays, cancellations, mandated overnight stays, missed connections or any other condition beyond its control. AIM Holidays is not liable for any loss due to Passenger's gambling and is not responsible for any purchases made while on the trip.

AIM Holidays recommends that all Passengers be in good physical and mental health and have medical approval to travel. Any physical disabilities must be reported to at the time of reservation upon initial booking so AIM Holidays can contact the Suppliers to investigate amenities and/or special accommodations offered. Passenger is required to provide his or her own personal or individually prescribed devices such as wheelchairs, walkers, or similar devices. If more than minor assistance is needed, Suppliers may require that the Passenger be accompanied by a companion who is capable of, and responsible for, providing such assistance. Suppliers often reserve the right to reject Passengers whose mental or physical condition may interfere with the itinerary. Passenger(s) acknowledge and agree that AIM Holidays shall be held harmless for any and all claims relating to Supplier rejection relating to mental or physical condition.

While AIM Holidays prides itself on selecting top quality Suppliers, no undertaking, guarantee or warranty is given or shall be implied as to the fitness or condition of the Supplier's accommodations, transportation, or any food, drink, medicine, or provisions supplied. Passenger(s) acknowledge and agree that AIM Holidays shall not be responsible for refunding, either fully or partially, any amounts paid due to unsatisfactory services from any supplier. In no event shall AIM Holidays be liable for any accident which occurs in hotels, in resorts, on airplanes/in airports, on buses/in bus stations, on trains/in train stations, or during any mode of transportation encountered during the trip, resulting from equipment or any other cause. The Passenger admits a full understanding of the nature and character of the mode of transport and assumes all risks of travel, transportation and handling of passengers and baggage.

Force majeure (also covered in Cancellations clause):

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).

If travel restrictions are in place due to Covid-19 or any other such pandemic, we will try our utmost to get a refund from the supplier(s) of booked service(s). This though is at the total discretion of the service provider and they may not offer a refund, transfer the booking to the rescheduled date/following year, offer a partial refund/credit note after deducting an administration fee. If a refund is forthcoming, we will refund you in full the amount received into our account from our bank after deducting any bank charges and if applicable, after converting the payment into NZD using the exchange rate on the day and an administration fee charged by us. The supplier(s)/AIM Holidays reserves the right to not offer a refund under any circumstances

Prices

All prices quoted by AIM Holidays are per person and in New Zealand dollars (unless otherwise specified), inclusive of New Zealand GST where applicable and are current at time of publication. Prices are inclusive of all applicable government taxes and charges, but they do not include any foreign taxes or other charges that may be subsequently imposed by third parties. Prices should be treated as a guide only and may vary due to changes in government taxes or other charges, or due to fluctuations in foreign exchange rates. Please check all prices and information with your AIM Holidays consultant.

Where currency exchange rate fluctuations occur or any other increases in the price of services provided which are beyond the control of AIM Holidays, then AIM Holidays reserves the right to adjust package prices accordingly, up to and including the day of departure of your itinerary, even though the balance of payment may have been made. Acceptance of this arrangement is a condition of booking.

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/Sport 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 an Event ticket 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.

Payment

All payments including deposits, stage payments and balance payments are non-refundable.

Ticket only bookings:

All Event tickets are 'Instant Purchase Tickets'. Full payment is required at the time of booking. Once the booking has been confirmed to you by us no refunds or amendments of any kind/stage are permitted.

Packages:

Our Payment Terms for Packages are provided in full on all quotes/bookings and may vary from product to product. In general they are:

Days from Event: 120+ | 50% due at the time of booking | Balance due 90 days prior to event date.

Days from Event: within 90 | Full payment at the time of booking

If any monies remain outstanding from the quoted payment date (varies between products) AIM Holidays will be under no obligation to release tickets, allocations, tour material or merchandise and AIM Holidays reserve the right to release the package to the market and resell if it is able to do so.

Car Rental & Motorhomes:

Non-refundable deposit of NZ\$50 per booking at the time booking. Balance due 14 days prior to commencement of first booked service.

Cancellations

Notice of cancellation is required via email.

Upon making the booking, Passenger(s) hereby accept & acknowledge liability for all cancellation fees imposed by AIM Holidays and the supplier

Cancellation notifications received before final payment is due are subject to a cancellation fee equal to the deposit payments. Cancellations received after final payment is due are subject to a cancellation fee equal to 100% of package amount. All travel documents, if issued, must be returned to AIM Holidays prior to any refund being issued. Refunds shall not be given for unused travel services or any portion thereof. If cancellation by one or more travellers alters the room requirements of the remaining travellers, travellers still traveling may be required to pay a revised rate. Unless otherwise stated in the purchase order, group bookings are 100% non-cancellable and non-refundable.

In the unlikely event that the event is cancelled outside our control we will endeavour to secure refunds from our suppliers however this cannot be guaranteed. If such refund is forthcoming, the supplier or AIM Holidays reserves the right to issue a credit note. Also see our force majeure clause below.

We highly recommend that you purchase an adequate independent travel insurance policy covering yourself and any other guests on your itinerary.

Force majeure cancellation:

Covid-19: At the time a quote was offered, you would have been advised of the conditions attached to the rates provided to us by our supplier(s). The quote would have been converted to a booking on the same conditions regarding payment/cancellation & Covid-19.

If non-refundable rates were used, even if travel restrictions in place due to Covid-19 or any other such pandemic and you are unable to travel, **the hotel WILL NOT offer a refund. The same applies for any tickets purchased.**

We will though still try our utmost to get a refund from the supplier(s) of booked service(s). This though is at the total discretion of the service provider and they may still not offer a refund or transfer the booking to the rescheduled date/following year or offer a partial refund/credit note after deducting an administration fee. If a refund is forthcoming, we will refund you in full the amount received into our account from our bank after deducting any bank charges and if applicable, after converting the payment into NZD using the exchange rate on the day and an administration fee charged by us. **The supplier(s)/AIM Holidays reserves the right to not offer a refund under any circumstances**

Cancellation by third party:

Events may be cancelled or postponed by the promoter, team, performer, venue or Government for a variety of reasons, usually unknown or unpredictable. In this event we will not be responsible for any such cancellations or postponements and our force majeure provisions will apply.

In the case that the event is rescheduled the venue or promoter may set independent refund terms and conditions. Under such circumstances we will provide you with the opportunity to either retain your booking or voluntarily cancel it according to these terms and conditions.

Charges imposed by our suppliers:

If you need to change any accommodation you have booked, we will do our best to help. Where permitted by our suppliers, changes to accommodation can sometimes be made for an amendment fee, although changes close to your arrival date may not be possible. Please note, in some cases we negotiate special offer rates with our accommodation providers, and such rates may not allow changes to accommodation once booked – any such changes will incur up to 100% charges.

If you cancel or amend your booking the supplier(s) may charge the cancellation or amendment charge shown in their Terms and Conditions (which may be 100% of the cost of the travel arrangements) and you must pay AIM Holidays the cancellation or amendment charge stated below.

SERVICE	CHARGE
Cancellation	Supplier charge + NZ\$150 per person
Amendment	Supplier charge + NZ\$75 per person

Race meeting tickets

All tickets for races in Formula 1™, MotoGP™, IndyCar™ and any other event or promotion purchased through us are non-refundable and non-transferable. In the event that you are unable to travel, the cancellation cost will result in a 100% loss of monies attributed to the tickets along with any other cancellation fees.

Cancellation Charges: for Packages only.

Amount of cancellation charges shown as percentage of the booking price

More than 120 Days: Loss of deposit (50%) plus full ticket price

119 days or less: 100%

Isle of Man TT: 100% after Final Balance Payment

100% cancellation fee at all times on a ticket only sale.

If specific services go unused, there are no refunds, exchanges or credits. Travel services and event tickets are strictly non-transferrable. We do not itemise inclusive packages or tours for the purposes of purchase or refund/cancellation.

No refunds shall be offered, where a Travel Package or Tour is deemed to have begun, where the customer has embarked on the trip or where the customer has agreed to a non-refundable deposit in accordance with their specific package terms and Conditions.

Amendments

Changes to already confirmed and invoiced bookings will only be accepted on a case by case basis subject to our discretion. Bookings may be upgraded in value, subject to availability but not downgraded in value. If upgrading a booking you will be invoiced for any difference in price.

Some services and tickets cannot be changed once booked. If an amendment is possible, a fee of NZ\$75 per person, per instance will be applied plus any charges made by suppliers or service providers. Each time an amendment is made this fee will apply in addition to any changes by suppliers.

If travel documents are already issued and changes are made, an additional fee of NZ\$75 per instance will be made to reissue your travel documents making a total of NZ\$150 per instance. Amendment fees are applied to cover the Time and work involved in reissuing documents and the administration in updating bookings and services with our suppliers.

Amendment fees, like booking fees are non-refundable because they are administration fees for work already done

On file.

Booking inclusions

The booking inclusions are outlined within your booking confirmation or invoice. Only the services specified within these documents are to be provided. The conditions as outlined on the confirmation invoice may override some of the standard terms and conditions within this document. If they are not specified or itemised this standard document applies.

Travel agents

If you are a registered Travel Agent and making a booking on behalf of a traveller or group of travellers, we require all traveller's details including names, emails and phone numbers.

We reserve the right to charge name change fees and pass on name change fees from suppliers and service providers if names are provided incorrectly or changed.

We require all travellers contact details to ensure important information about the booking and services provided to the traveller. If traveller's details are not provided, the Travel Agent (you) accept full responsibility for the transfer of information and we cannot be held liable for any miscommunication that may occur and subsequent incidentals or expenses incurred. If there is a miscommunication, there are no refunds, exchanges or credits. With international events, important information can be passing hands 24/7 and overnight, unless you have a 24-hour reliable contact number, providing traveller details will ensure your customer experience is enjoyable and problem free. These details will not be used by us for any marketing activities.

Passports, visas and vaccinations

All travellers are responsible for ensuring they have the appropriate passport, visas, permits and entry certificates, including health and vaccination certificates to enter the countries which you will be visiting during your trip. This may also apply to re-entry to your country of origin or residence. Your passport must be valid for 6 months beyond the duration of the trip. AIM Holidays cannot be held liable if you are refused entry, deported or are unable to use travel services due to ineligible passports or visas.

If you are unsure of your visa requirements please check the Smart Traveller website for assistance.

Please check with your doctor before travelling if you require any specific vaccinations for the countries you will visit during your trip or if you have any medical requirements to consider. Government web sites will have all vaccination entry requirements listed – make sure you also recheck these closer to travel allowing enough time to get any required vaccination. We cannot be held liable

Travel documents

Your travel documents will contain items and information related to the services booked (e.g. hotel check-in information, event tickets, merchandise, flights tickets etc.)

Travel documents can be provided by any of the following methods.

Emailed, sent by post or courier, pick-up from a ticket collection centre, pick-up from your hotel on check-in.

We reserve the right to alter the travel document delivery procedure at any time. We will ensure that you receive all of the applicable items and information in time for you to use the services booked, including event tickets.

We will try our utmost to get documents out well in advance of your trip. However, in some instances and due to embargo on ticket issue, you may not get your tickets even as late as 24 hours before the booked Event date.

We triple-check the contents of your travel documents and it is your responsibility to ensure the items are kept safe and secure. Please though ensure that you check them also immediately upon receiving them and advise us immediately if there are any errors.

If items, such as event tickets are lost, replacement fees may apply. For some events, tickets cannot be replaced and may need to be re-purchased at your expense, if available. If upon receiving your travel documents you require further information, please get in touch with our office as soon as possible. We cannot assist during or after an event.

For last minute bookings, a last-minute delivery procedure will be discussed with you on booking. Late booking fees and courier costs may apply.

Travel documents are non-transferrable.

Limitation of Liability

Without limitation, Passenger(s) assume the risk of, and agree that AIM Holidays is not liable for any damages arising from or related to any act of God or public enemies, arrest, restraints of any government or rulers of people, piracy, war, revolution, extortion, terrorist activity, threatened or actual rebellion, political upheaval, civil unrest, riots, fire, lockouts, explosion, collision, weather conditions, dangers incident to the sea, mechanical or construction failures or difficulties, diseases, local laws, abnormal conditions or developments, closure of airports/seaports/hotels/train stations, carrier or supplier logistical problems, computer problems stranding, food or water poisoning, illness, theft, accident to or from machinery, boilers, or latent defects even though existing at commencement of the trip or lost/damaged/delayed luggage.

Complaints

If you have a complaint when travelling, we recommend contacting the supplier or service provider to resolve the issue, so that they can attempt to rectify the matter on the spot. For example, if you have a complaint about a hotel room, please contact reception or the Duty Manager to resolve that matter in a timely manner. If the service provider does not adequately resolve the issue, we are happy to step in to assist. In this instance, please contact our office as soon as possible. If a complaint is made during your trip, we may be able to help by liaising with the service provider directly at the time. We cannot retroactively fix any issues, so it's important to let us know at the time, so we have a chance to assist you and that the service provider is made aware of your dissatisfaction or complaint.

We will not provide any refund for dissatisfaction, change of mind, inadequate service or issues in relation to the services provided. However, we want to ensure you that have a comfortable and enjoyable experience, so if you are at all dissatisfied during your trip please let us know, as we will endeavour to make things right and will work directly with the service provider to come to a resolution for you if need be.

If satisfaction is not reached through these means at the time, any further complaint should be put in writing to us within 14 days after the service has ended and we will seek a resolution from the service provider. In this instance there are no guarantees or promises, but we will do our best to ensure you are a satisfied and content traveller.

Applicable law

The laws of New Zealand govern these Booking Conditions to the fullest extent allowable.

Registered address and contact details

AIM Holidays

137 Sunnybrae Road, Hillcrest, Auckland 0629 | +64 9 444 2298 | reservations@aimholidays.co.nz