

TRAVEL PROPOSAL

Friday 1st February 2019

AIR NZ, MALAYSIA AIRLINES & PEREGRINE PROPOSAL:

Air New Zealand Flight 452

Depart Wellington on 15 September at 1845
Arrive Auckland on same day at 1950

Malaysia Airlines Flight 130

Depart Auckland on 15 September at 2240
Arrive Kuala Lumpur on 16 September at 0605

Day 1 / Monday 16th September 2019

Kuala Lumpur
Meals included: None

Welcome to Malaysia! Kuala Lumpur (or KL, as it is commonly known) is, more often than not, a traveller's point of entry to Malaysia. As the capital, it is the most modern and developed city in the country, with contemporary high-rises and world-class hotels, glitzy shopping malls, and local and international cuisine.

The city began around 1857 as a small mining boomtown spawned by the Industrial Revolution's hunger for raw materials. Fuelled by tin mining in the nearby Klang River Valley, the town grew under the business interests of three officials: a local Malay ruler, a British resident, and a Chinese headman (Kapitan China). The industry and village attracted Chinese laborers, Malays from nearby villages, and Indian immigrants who followed the British. As the town grew, colonial buildings that housed local administrative offices were erected around Merdeka Square, bounded by Jalan Sultan Hishamuddin and Jalan Kuching. The town, and later the city, spread outward from this center.

Arrival Transfer:
Included (Group transfer)

Included Activities:
Group Meeting at 6pm

Accommodation: KI Journal Hotel (Deluxe) or similar

Day 2 / Tuesday 17th September 2019

Taman Negara
Meals included: Breakfast

After breakfast, get ready for our next destination. We will take a private transfer to Taman Negara National Park. The journey takes approximately 4 hours. Upon arrival at the park, check-in and you are free to enjoy your stay here.

Accommodation: Mutiara Taman Negara or similar

Day 3 / Wednesday 18th September 2019

Taman Negara

Meals included: Breakfast & Lunch

In the morning today, we will continue our journey with a visit to one of the Orang Asli Village at Taman Negara. During this visit, you can learn on how the villagers use their hunting weapon, bamboo blow pipe and also make fire. Afterwards we will proceed with shoot the rapids. There is also an optional climb to Bukit Teresek (moderate difficulty).

Included Activities:

Taman Negara National Park – Longtail Boat Trip

Visit to Orang Asli village

Special Information:

The long-tail boat tour is subject to change, based upon the river water levels.

Accommodation: Mutiara Taman Negara or similar

Day 4 / Thursday 19th September 2019

Kuala Lumpur

Meals included: Breakfast

In the morning today, we will explore the jungle on the Canopy walkway before proceed with our journey to Kuala Lumpur International airport for our flight to our next destination, Kuching, city of Sarawak. The flight takes approximately 2 hours. **Please take note that luggage allowance covered for this flight is maximum 15kg and any excess luggage will need to be paid directly to the airline.**

Upon arrival at Kuching, we will transfer to Damai Beach Resort for overnight. No activity planned this evening and you are free to enjoy your stay here.

Included Activities:

Taman Negara National Park – Canopy walkway

Accommodation: Damai Beach Resort (Deluxe Rainforest) or similar

Day 5 / Friday 20th September 2019

Kuching

Meals included: Breakfast & Lunch

Today we will visit another must visit attraction in Kuching, the Sarawak cultural Village, the only living museum in Sarawak. This award-winning living museum showcases Sarawak's unique and diverse cultures in an accessible, visitor-friendly setting just 15 minutes' drive from your hotel. The seven authentic traditional buildings are set amidst a scenic 17 acre site and are populated by members of Sarawak's many ethnic groups, going about everyday activities. These include wood and bamboo carving, beadwork, weaving, sago-making, sugar-cane crushing, pepper-growing and the preparation of bird's nests. Visitors can learn how to throw a Malay spinning top, shoot a Penan blowpipe or pick out a tune on an Orang Ulu sape. End your visit to this village with a colourful multi-ethnic cultural performance in the village's air-conditioned mini-theatre. After lunch at local restaurant, we will proceed to Kuching city and proceed with a brief city tour before heading to your hotel for an overnight.

Included Activities:

Visit to Sarawak Cultural Village

Kuching City Tour

Accommodation: Riverside Majestic (Deluxe) or similar

Day 6 / Saturday 21st September 2019

Mulu

Meals included: Breakfast

We will check-out early morning for our flight to Mulu via Miri. Mulu is listed as a world Heritage site due to its spectacular scenery and biological significance. The huge cave systems are some of the largest in the world. In the afternoon walk along the boardwalk to visit the show caves of Deer and Lang as dusk approaches wait outside to see the exodus of thousands of bats heading out on the nightly forage (weather dependent). The evening is free to take a night walk or relax in your comfortable room located in primary rainforest.

Included Activities:

Visit to Deer & Lang Caves

Bat exodus (Weather permitted)

Accommodation: Mulu National Park or similar

Day 7 / Sunday 22nd September 2019

Kota Kinabalu

Meals included: Breakfast

After breakfast, join an excursion to Clearwater and wind caves to see the amazing rock formations and learn how they were formed before we take flight to Kota Kinabalu. Upon arrival at Kota Kinabalu, depart to your hotel for overnight. You are free to enjoy your stay here as no activity planned today.

Included Activities:

Visit to clearwater & wind caves

Accommodation: Shangri La Tanjung Aru (Deluxe Garden View) or similar

Day 8 / Monday 23rd September 2019

Kota Kinabalu

Meals included: Breakfast & Lunch

After breakfast, we will depart to Jesselton point to visit the Marine Ecology Research Centre (MERC). Where injured marine life is rehabilitated before released back into the Ocean. Lunch at Alu alu Restaurant that serves fresh farmed fish to reduce overfishing of wild fish communities of the ocean before departing to our next destination, Mari-mari Cultural village. It's an interactive educational experience as we learn all about the 5 main tribes of Sabah. We learn about how they used to live, traditional bamboo cooking, fire making and hunting with blow pipes and much more. The visit will take approximately 3 hours and ends with a cultural performance by local dancers. Return back to your hotel in the city centre.

Included Activities:

Visit to Marine Ecology Research Centre (MERC)

Visit to Mari-mari Cultural Village

Accommodation: Shangri La Tanjung Aru (Deluxe Garden View) or similar

Day 9 / Tuesday 24th September 2019

Kinabalu Park

Meals included: Breakfast, packed lunch & Dinner

We will depart early morning from Kota Kinabalu for to climb up Mount Kinabalu. It's not an easy walk, uphill all the way, and you'll need to be prepared to tackle a trail made up of steep steps that vary considerably in size. Altitude can also affect you, regardless of your fitness level, and it will certainly slow you down a fair bit (it's important that you educate yourself about the dangers of altitude sickness and its symptoms).

Ensure you have warm layers, waterproof gloves, hat, head torch, waterproof jacket and good walking shoes/boots. The top of the mountain can be deceptively cold. However, there's absolutely no rush so take your time and enjoy the pristine environment - this is an area that boasts a remarkable variety of plant life, including some 1000 species of orchid and the extraordinary carnivorous pitcher plant. You will cover 6 kilometres on the first day (approximately 4-6 hours) and stop at a resthouse near Laban Rata (3272 meters) for the night. The resthouse have very basic, mixed gender, multishare bunk rooms, and additional blankets can be hired from the park office. Go to bed early, so you're ready for the final climb in the morning.

Notes: We consider the Mt Kinabalu trek to be a huge highlight of the trip. Porters are also available (at an extra cost) and are recommended, but if you decide the trek is just not for you, we can provide alternative arrangements if advised at time of booking. Please note that if you decide not to climb the only meal included is breakfast

Included Activities:
Mt Kinabalu Climb

Accommodation: Laban Rata Rest house (Dormitory) – or similar

Day 10 / Wednesday 25th September 2019

Poring Hot spring

Meals included: Breakfast & Lunch

Rise around 2 am to catch the sunrise at the summit of Mt Kinabalu (4095 meters). It's difficult walking, but you'll feel a huge sense of achievement. Also, the view from the summit is incredible - the jungles of Borneo in one direction, the South China Sea in the other, making every inch of the climb worthwhile. Be warned though, the temperature can change very quickly up on the mountain, so bring clothes for all weather conditions. The climb from Laban Rata to the summit takes 2-4 hours and, due to the altitude can be hard going even for the fit. The first section from Laban Rata is along man made steps passing through vegetation. Once clear of the treeline you will be walking up a series of wooden steps all the way to the final check point at Sayat Sayat. The window for climbing the summit trail is quite narrow so climbers need to reach Sayat Sayat check point by 6 am to continue and must listen to the instructions of the mountain guide and leader - their decision is final when it comes to safety on the mountain. After Sayat Sayat there is a rope marking the trail all the way to the summit Peak. Waterproof gloves are recommended to protect your hands from rope burn (as well as to keep them warm).

After witnessing the morning sunrise, return to Laban Rata for a well-earned breakfast, and then descend the mountain (approximately 3-6 hours) to enjoy a rewarding lunch at the bottom. Once everyone is down from the mountain you will continue on to Poring Hot Springs by bus (approximately 1 hour). Tomorrow you will be able to soothe your mountain-weary limbs in pools developed by the Japanese during World War II, where warm sulphur water - believed to have healing properties for the skin - is piped into several open-air baths. Depending on the time of year it might be possible to see the Rafflesia Flower nearby (with extra expenses and own cost). Rafflesia's are the world's largest flower and can grow up to 1 meter in size! Tonight you will stay at the lodge located right inside the springs complex itself, with a light and airy lounge room for you to relax in.

Accommodation: Poring Hot Springs Lodge (Twin Shared) – or similar

Day 11 / Thursday 26th September 2019

Sandakan

Meals included: Breakfast

After breakfast, we will depart to Sandakan town, approximately 4 hours' drive. Upon arrival at Sandakan town, we will first proceed for Sandakan Nature City tour before check-in at your hotel for tonight.

Sandakan was once the capital of British North Borneo and traditionally has strong trading ties with Hong Kong. The Cantonese influence is evident in the lively harbourside market, the many Chinese temples and the local cuisine. The city tour includes a visit to Sandakan Memorial Park, which is adjacent to the site of the original Sandakan Prisoner of War (POW) Camp. The park commemorates the sacrifice and suffering endured by both Australian and British soldiers who were held by the Japanese as Prisoners of War between 1942 and 1945. The Puu Jih Shih Buddhist Temple, located on a steep hill top where you can have a magnificent view overlooking Sandakan Bay and the town centre. Then, continue to one of the oldest churches in Sabah, St. Michael's Church where you can see a century old building where Christianity is preached.

Drive to the Central Market where you can see the local produce and fresh seafood being sold. Visit to the Agnes Keith Museum to learn about the life in the colonial days on Agnes & Harry Keith. Harry was the first conservator of the Forestry Department in Sabah and Agnes was the author of the three famous books called Land Below the Wind, Three Came Home and White Man Returns. Stop at the nearby English Tea House where you may have another spectacular view of Sandakan Nature City. Here, you may have your own choices of refreshment (own account).

Included Activities:

Sandakan Nature city tour

Accommodation: Four Points by Sheraton Sandakan (Deluxe) – or similar

Day 12 / Friday 27th September 2019

Sandakan

Meals included: Breakfast, Lunch & Dinner

This morning we will leave our large bags at the hotel and drive about 15 minutes to a nearby jetty. Travel by speedboat, past fishing villages and bamboo fish traps, to Turtle Island Marine Park (approx. 1 hours), where green turtles come ashore to lay their eggs every night of the year. In the afternoon, there's time for swimming, snorkelling or lazing about on this tropical island. Snorkelling gear is available for hire.

In the evening, we hope to witness the heart-warming display of a mother turtle laying her eggs and watch the researchers as they release protected hatchlings and guide them in their frantic dash to the ocean. It's a moving experience that makes you think twice about trying illegally traded turtle egg delicacies.

This is a very delicate environment and you must follow instructions from your leader and the local rangers to ensure minimal impact on the turtles.

Included Activities:

Turtle viewing

Accommodation: Selingan Island Resort – or similar

Day 13 / Saturday 28th September 2019

Kinabatangan

Meals included: Breakfast, Lunch & Dinner

0600hrs, wake up early in the morning and have your breakfast at 0630hrs. By 0700hrs, depart Selingan Island and upon arrival, take our luggage and we will proceed to Sepilok Orang Utan Rehabilitation centre for the video show and later the feeding time at 1000hrs.

Visit the newly opened Bornean Sun Bear Conservation Centre. This is a wonderful new centre taking care of rescued Sun Bears that have spent many years mistreated and locked away in cages. Borneo Sun Bear Conservation centre is giving a better life to these bears by caring for them with the hope of reintroducing them back into the wild. They are doing great work at promoting Sun Bear conservation in Borneo through animal welfare, conservation, rehabilitation, research and education - to put a stop to these cruel practices. There is plenty of time for an optional visit to see these very cute bears! Afterwards, along the way, visit is to the rainforest discovery centre to learn about the fascinating flora and fauna of Borneo. We take a walk along the canopy walkway to see the canopy from above and visit the plant discovery garden before heading to Kinabatangan. Upon arrival check in before enjoying the river cruise along the Kinabatangan river. The river houses Macaques, proboscis monkey, crocodiles, Orang Utan, Hornbills and if you are lucky, you will see the shy Pygmy Elephant too. Return to your lodge for an overnight.

Included Activities:

Visit to Sepilok Orang Utan Sanctuary, Borneo Sun Bear Center & Rainforest Discovery Centre

Evening river cruise

Accommodation: Bilit Rainforest Lodge (Standard) – or similar

Day 14 / Sunday 29th September 2019

Kinabatangan

Meals included: Breakfast, Lunch & Dinner

Rise early for morning river cruise. Look out for wildlife and birds before returning to the lodge for breakfast. In the afternoon, get ready for another river cruise. Overnight at your lodge.

Included Activities:

Morning and afternoon river cruise

Accommodation: Bilit Rainforest Lodge (Standard) – or similar

Day 15 / Monday 30th September 2019

Tabin Wildlife Resort

Meals included: Breakfast, Lunch & Dinner

After breakfast, we will depart to Lahad Datu town by road. The drive will take approximately 3 hours. Along the way, stop by at Guomantong caves. The Gomantong Caves are an intricate cave system inside Gomantong Hill. The hill is the largest limestone outcrop in the Lower Kinabatangan area, the caves and the surrounding area are a protected area for wildlife, and is an especially good place to see orangutans. The caves also have been renowned for their valuable edible swiftlet nests, which are harvested for bird's nest soup. The most valuable of the nests, the white ones, can sell for very high prices. The caves offer a fascinating insight into an eco-system that has evolved around Bat Guano and several wildlife programs have been filmed here – this visit is not for the faint hearted! Depending on the time of year we might be able to see them harvesting the nests a feat that requires them to climb to great heights on rope ladders and poles.

After registration at Tabin wildlife resort office in Lahad Datu, we will take another approximately 2 hours' drive to the resort. Upon arrival, check in and pay a visit to Trogon Hall gallery for information about the conservation of Tabin Wildlife Reserve and briefing on birds, insects and animals that is found in this area.

Included Activities:

Visit to Guomantong caves

Accommodation: Tabin Wildlife Resort – or similar

Day 16 / Tuesday 1st October 2019

Tabin Wildlife Resort

Meals included: Breakfast, Lunch & Dinner

Wake up early in the morning to join the morning bird walk. There are almost 300 bird species found in Tabin. Return to lodge for breakfast before we drive to the bird watching tower. Along the way, the guide will explain to you the Orang Utan release centre before we trek to Lipad waterfall. Take a dip in a natural pool. Return to lodge and free at leisure. In the afternoon, try out the Tabin Rainforest foot soak with a natural blend of herbs. These herbs are good for relaxing the tired muscles after the long trekking. In the evening, join the dusk drive to look out for more nocturnal wildlife & birds. After dinner, join the short night walk in search of sleeping birds, frog and nocturnal wildlife. Return to resort and at your leisure.

Included Activities:

Morning walk

Trekking to lipad waterfall

Dusk drive & night walk

Accommodation: Tabin Wildlife Resort – or similar

Day 17 / Wednesday 2nd October 2019

Sandakan

Meals included: Breakfast

After breakfast, pack your stuff and we will depart to Sandakan. Before heading to your hotel for an overnight, we will make a stop to visit the Labuk Bay Proboscis Monkey Sanctuary where you can watch up close the amazing bachelor proboscis lazing and feeding - an experience that can only be found in Borneo. The sanctuary is a protected forest reserve inhabited by several groups of wild proboscis monkeys.

Included Activities:

Visit to Labuk Bay Proboscis Monkey Sanctuary

Accommodation: Four Points by Sheraton Sandakan (Deluxe) – or similar

Day 18 / Wednesday 3rd October 2019

Sandakan

Meals included: Breakfast

Your adventure comes to an end after breakfast this morning. There are no activities planned for the final day and you are able to depart the accommodation at any time. You will be transferred to the airport to board your onward flight.

Departure Transfer:

Included (Group Departure)

Malaysia Airlines Flight 2669

Depart Sandakan on 3 October at 1810

Arrive Kuala Lumpur on same day at 2055

Malaysia Airlines Flight 131

Depart Kuala Lumpur on 3 October at 2325

Arrive Auckland on 4 October at 1440

Air New Zealand Flight 447

Depart Auckland on 4 October 1730

Arrive Wellington on same day at 1835

****END****

Peregrine Style

One thing we've learned at Peregrine – you never outgrow adventure. The spirit that drives you to get out there and see the world. Not through a coach window or with 50 strangers wearing headsets, not with a personal butler or a big buffet breakfast – but intimately, authentically, memorably.

At Peregrine we're for premium adventures, and for us that means embracing the spirit of adventure through a more immersive cultural journey. Hand-picked accommodation, small groups, award-winning local guides, added inclusions and a more considered pace. Premium means an exceptional experience, but never an artificial one.

Yes, adventure still exists. It's still out there. It just got a whole lot easier to find.

Start and Finish Location

Kuala Lumpur, Malaysia – KL Journal Hotel or similar

Sandakan, Malaysia – Four Points by Sheraton Sandakan or similar

Accommodation

Hotel x 7 nights

Guesthouse x 10 nights

Room Requirements

Twin Share

Included Meals

Breakfast (17)

Lunch (10)

Dinner (6)

Leader/Guide

1 English speaking tour leader throughout

Transport

Air-conditioned vehicle transfers throughout

Domestic Flights (luggage allowance covered 15KG only)

KUL – KCH / KCH – MZV / MZV – BKI

Included Activities

As per daily itinerary

Entrance/Admission Fees

Where applicable with included activities

Airport Transfers

Arrive and departure transfers are included on a group basis

Exclusions

Any visa requirements

Services not mentioned in the itinerary

Late check out at hotels

Meals and drinks not mentioned in the itinerary

Drinks with included lunches and dinners

Tips for leaders, guide and driver

Expenditure of personal nature

Optional activities

Malaysia Destination Highlights

The jungle island of Borneo is a cradle for the world's strangest and most vulnerable wildlife. The East Malaysian states of Sabah and Sarawak contain some of Borneo's greatest wonders. Covered in thick jungle, the region is known as a sanctuary for endangered wildlife. Float up the Kinabatangan River on the look out for crocodiles, macaques and hornbills, and watch as families of rather comic-looking proboscis monkeys feed at a local sanctuary. Borneo also offers the rare opportunity to get close to the much loved – yet sadly disappearing – orangutan, an experience that stays with many travellers for the rest of their lives.

Everything you need to know about Malaysia

We have an entire webpage dedicated to the need to know information for this country. Discover the following by going to <http://www.peregrineadventures.com/en-au/Malaysia>

Important Information

- The quote and accommodation will be subject to availability at the time of booking.
- Travelling light is essential, as there is a strict 15 kg maximum luggage limit due to the internal flights. Excess luggage will incur extra fees.
- The accommodation varies, from hotels to a jungle lodge. The jungle lodge may be a little more basic than our standard hotels. The unique location and close proximity to wildlife is what makes the jungle lodge special.
- In gorgeous Mulu National Park you explore the jungle by low rise long tail boat. These can be slightly difficult to get on and off, so be sure to take care when you do so.
- There will be a few short walks (approx. 20 mins) included on this trip on forested paths that can get wet and slippery.
- Shoes with a good grip are highly recommended.
- Small deviations in the tour program are sometimes necessary, depending on weather, road conditions, flight schedules and room availability. Therefore, quoted rates might change accordingly.

PRICING

Air NZ, Malaysia Airlines & Peregrine Package Price

Non-refundable deposit of \$1,200 per person due on or before: 13 February 19
Remaining balance due date: 21 June 2019

\$8,990.00 per person x12

\$8,830.00 per person x13

\$8,680.00 per person x14

\$8,580.00 per person x15

\$8,470.00 per person x16

\$8,370.00 per person x17

\$8,300.00 per person x18

\$8,250.00 per person x19

\$8,170.00 per person x20

* Single Supplement \$1625 per person

*Single supplement is compulsory for all single room
(not available at Mulu National Park, Laban &
Poring Lodge, Selangan Island Resort and Tabin
Wildlife Resort)*

Booking Conditions:

Malaysia Airlines & Air New Zealand:

Airfares are subject to increase if minimum number does not materialize. Once full payment has been made for airfares, airfares will be non-refundable.

Any changes to dates or flights may require reassessment of the fare in addition to the deviation fee if travel is outside of the group departures.

Frequent flyer points will be applicable.

All passengers to travel outbound together.

Minimum group size is 10 adult paying passengers for Economy Class and 5 for Business Class.

Fares are subject to increase if minimum number does not materialize.

Any passenger deviating from original group PNRs which were confirmed at time of quote acceptance will incur an NZD100 deviation fee per person.

No deviation is allowed on first outbound sector. Deviations are capped at 30% of the group size.

Maximum weight of 30kgs (Economy) and 40kgs (Business) for checked in baggage

Maximum 7kgs at 1pc of carry on luggage

Except MH3000, MAS Wings allows 20kg only. Carry-On baggage allowance on MH3000 Service permitted 1 piece maximum dimensions 45 inch (115cm) and not more than 5kg.

Excess baggage rates upon request

Change fee before final payment \$120.00 per person per change + any applicable fare upgrades. Change fee after final payment \$300.00 per person per change + any applicable fare upgrades.

Name change fees will apply. Price of airfares are subject to change due to currency fluctuations until full payment has been made.

Peregrine Adventures Private Group Adventure, you agree:

To provide a passenger name list and passenger details including (Name as per passport, passport number and expiration date, nationality, DOB, gender, rooming requirements, dietary requirements, medical concerns at least 60 days prior to departure, or provided directly to Peregrine Adventures;

All rates are per person, based on indicated numbers of passengers travelling together as one movement.

Cost is valid for travel during 2019 only.

This is a quote only. Please review all details carefully and confirm at time of booking with your coordinator.

Rates and itinerary subject to availability of accommodation, transport, leaders and other suppliers at time of booking. We reserve the right to amend and requote itinerary if such suppliers are not available.

By making your payment, you are agreeing to the most recent itinerary and price quote. All revisions will be subject to requote and additional approval.

Once your Non-refundable deposit has been accepted and itinerary confirmed and should either the operator or organiser/participant make any revisions, subsequent pricing will become applicable to your booking.

Any changes to the above itinerary AFTER services have been confirmed will require a requote and will be subject to a fee of \$250 per change (in addition to any charges levied by hotels, ground operators or airlines). No additional changes are permitted within 30 days prior to departure.

Hotels listed in quote are indicative only and are subject to change. If the hotel listed in the quote is unavailable, we will confirm an alternative hotel of similar standard.

Peregrine Adventures booking conditions will apply to your reservation. By making payment you are agreeing to our booking conditions: <http://www.PeregrineAdventures.com/au/booking-intrepid/booking-conditions>

Travel insurance is mandatory for all our travellers and should be taken out at the time of booking. Your travel insurance must provide cover against personal accident, death, medical expenses and emergency repatriation with a recommended minimum coverage of US\$200,000 for each of the categories of cover. We also strongly recommend it covers cancellation, curtailment, personal liability and loss of luggage and personal effects. You must provide your travel insurance policy number and the insurance company's 24 hour emergency contact number on the first day of your trip; you will not be able to join the trip without these details. If you have travel insurance connected to your credit card or bank account please ensure you have details of the participating insurer, the insurance policy number and emergency contact number with you rather than the bank's name and credit card details.

If Complimentary transfers are included, (on a group basis) They are only applicable if you arrive on day 1 of your Peregrine Adventures trip or if going to pre-tour accommodation booked through Peregrine Adventures.

Please advise flight arrival details (flight number and arrival time) at least 30 days prior to departure if you wish to have this transfer provided. There is no guarantee we can arrange this transfer if we receive these details within 30 days of departure.

Helloworld standard terms and conditions:

Please read the following information carefully so you are fully aware of all conditions that will apply to your travel arrangements.

Please note that reservations are subject to availability at time of booking. Once you ask us to proceed with your booking we will contact the resorts/hotels to request your reservations. If the resort or hotel is fully booked we will endeavour to source a suitable alternative for you.

All prices quoted are correct at present but are subject to change by airlines, hotels, tour and /or cruise operators, currency fluctuation or government intervention until paid in full. Please note that our prices include travel agents retail mark up as endorsed by the Travel Agents Association of New Zealand (TAANZ).

We act as the agent for the suppliers of your travel arrangements and are not liable for the default of any principals involved. We cannot accept responsibility for any cancellations or amendments to your travel arrangements as a result of the actions of the suppliers involved.

We certainly recommend making your travel arrangements as soon as possible, as flights and accommodation can be quite difficult to obtain over the period of time you are looking at travelling.

Should you wish to proceed with a booking, you will need to complete a copy of our standard booking TERMS & CONDITIONS form.

Merchants Fees for Payments by Credit Card

We are now required to charge a merchants fee equivalent to 2.5% of the total due when payment is made by Visa or MasterCard, or equivalent to 3% for payment by American Express.

This fee is specific to payments received by credit cards and is not applicable to payment made via any other form of payment. Please note we also accept payment by cash, eftpos, cheque, direct credit and giftcards.

PAYMENT SCHEDULE:

In order to confirm your travel arrangements and meet the payment deadlines imposed by the suppliers involved, your payment schedule is as above. Please note that if you do not meet these payment deadlines your travel plans may automatically be cancelled or your price may increase. Please ensure you record these dates accurately. Please be aware that once you ask us to proceed with your booking, we are then committed to our suppliers. Any amendment or cancellation after this will incur amendment and cancellation fees. Travel Insurance should be taken out at this stage.

We will accept payment by cash, eftpos, cheque or direct credit into our bank account at the price quoted. If you are planning on paying by direct credit, please allow an additional 24 hours before the due date for the bank to process your transaction. Payment by credit card will incur a 2% administration fee.

CANCELLATION AND AMENDMENT PENALTIES:

Strict cancellation and amendment penalties will be imposed by all suppliers in the event that you cancel or amend your travel arrangements. Fees vary by supplier and date of amendment / cancellation. Please ask your travel consultant if you would like clarification of these fees.

All airfares are non-refundable after ticket issuance; however some fares may be amendable subject to paying the applicable penalty or fee. Fees vary depending on the date of your amendment or cancellation and fees increase the closer you get to your departure date and can be up to 100% of the value of the ticket.

In addition to supplier charges, the following helloworld fees will be imposed:

Amendments: \$50.00 per person, per change

Cancellations: Minimum \$200.00 per person

PASSPORTS AND VISAS:

It is important that Passports for all travellers are shown to the consultant at the time of booking.

This will ensure the correct spelling of travellers names in the airline system as most airlines do not allow name changes after ticketing. helloworld cannot be held responsible for costs incurred by travellers due to names incorrectly spelt if passports are not shown at the time of booking.

Travellers must ensure their passport has at least six months validity beyond their intended date of return to New Zealand. Your passport must also be in good order to travel. For example, there should be no peeling at the edges, bubbles on the photo or water damage. You may be denied boarding if your passport is deemed not fit for travel.

For some countries, a valid visa will be required and if you are not travelling on a New Zealand or Australian Passport, you will require a Returning Resident Visa.

Whilst every effort will be made by consultants to give accurate advice on passport and visa requirements, correct travel documentation is ultimately the responsibility of the traveller in all cases. As the Privacy Act precludes us from accessing all relevant information, and requirements can change without notice to the travel industry, we encourage you to seek independent advice if you are unsure of the status of your documentation. helloworld recommends the services of TRAVCOUR. You can contact them on 0900 58472 (calls cost \$10.00 + GST) or alternatively you can visit them on www.visadirect.co.nz to submit your enquires via the internet.

TRAVEL INSURANCE:

A fully comprehensive travel insurance policy is essential for all travellers. Your consultant can advise you on the most suitable options for your travel and provide you with a quotation. Travel insurance should be included from the time you make your first payment towards your travel. Should you decide not to purchase Travel Insurance through our store, an Insurance Responsibility Waiver is required to be signed in all cases. helloworld strongly cautions anyone against travelling without a suitable insurance cover.

FREQUENT FLYER REWARD POINTS:

At your request, your airline frequent flyer details can be entered into your reservation for the purpose of recording your air miles. Please advise your consultant of your membership details. You should retain your E-tickets and boarding passes until your membership account has been updated correctly. helloworld is unable to accept responsibility for correct recording or honouring of airline frequent flyer points by the airline.

SEAT AND SPECIAL SERVICE REQUESTS:

Whilst we are happy to process your specific seat, meal and special service requests to the airline on your behalf, we cannot be held responsible for the delivery of these services. All airlines reserve the right to change any pre-allocation of seats prior to check in. The delivery of special services such as vegetarian meals, bassinets etc are also entirely at the discretion of the airline.

I would like to thank you for giving helloworld and myself the opportunity to provide you with your travel proposal. I will be in contact with you over the next few days however in the meantime, if you have any questions or require further information, please feel free to contact me.

Kindest Regards,

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