

TTB Tramada documentation – T&C's

Mandatory – will appear on Quote document

Thank you for making your travel request with the Travel Brokers.

The Travel Brokers are committed to delivering exceptional customer service, great value and ensuring your next dream holiday becomes the perfect reality.

Please check through the following travel details and ensure that the traveller's names match their passport and that the dates, times and destinations are as you requested. Please notify us of any changes required prior to payment.

You should also ensure that you are familiar with our booking terms & conditions. A copy can be found at <http://thetravelbrokers.co.nz/page/6/terms-and-conditions>.

If you have any questions at all about the following travel information, please don't hesitate to let us know.

Mandatory – will appear on all booking confirmation

Thank you for booking your travel with me at The Travel Brokers, your business is very much appreciated.

Please find attached your updated travel statement, showing the details of your holiday including the payment schedule.

Please note:

- Payments must be received by the due date or cancellations may apply.
- Prices are subject to change until paid in full.
- A copy of each traveller's passport photo-page is required as soon as possible, as your reservations must match your passport names.
- A valid passport and travel visas may be required for your journey. It is the traveller's responsibility to attain the correct Passport and Visa documentation for their journey, however your Travel Broker may also be able to assist. Please advise if assistance is required, a fee may apply.
- **Your personal information may be sent to a provider that is not required to protect the information in a way that, that overall provides comparable safeguards to those provided by the NZ Privacy Act.**
- Please also note that if you do not disclose a criminal conviction or pay any due fines, then you may be refused boarding.
- The Travel Broker's Terms & Conditions now apply to your booking. It is your responsibility to ensure that you have read and are familiar with these. A copy can be found at <http://thetravelbrokers.co.nz/page/6/terms-and-conditions>.

Please let us know if you have any questions about your travel arrangements.

OPTIONAL – self selected

Cruise Holiday booking

Thank you for making your Cruise Holiday booking with The Travel Brokers, your business is very much appreciated.

Please find attached your updated travel statement, showing the details of your upcoming Cruise Holiday, including the payment schedule.

Please note:

- Payments must be received by the due date or cancellations may apply.
- Prices are subject to change until paid in full.
- A copy of each traveller's passport photo-page is required as soon as possible, as your reservations must match your passport names.
- A valid passport and travel visas may be required for your journey. It is the traveller's responsibility to attain the correct Passport and Visa documentation for their journey, however your Travel Broker may also be able to assist. Please advise if assistance is required, a fee may apply.
- Please also note that if you do not disclose a criminal conviction or pay any due fines, then you may be refused boarding.
- The Travel Broker's Terms & Conditions now apply to your booking. It is your responsibility to ensure that you have read and are familiar with these. A copy can be found at <http://thetravelbrokers.co.nz/page/6/terms-and-conditions>. Payment towards your cruise holiday is also acceptance of your cruise operators Terms & Conditions. If you require a copy of these, please let me know.
- Please let us know if you have any questions about your travel arrangements.

Personalised Online Cruise or Tour Account

You will have the opportunity to log into your personalised online cruise or tour account via the suppliers website. Here you can bring up your booking and view and pre-book excursions, make dining reservations, even book in some spa treatments. If cruising this online cabin account has some mandatory parts that must be completed to get your documents issued, so please ensure that this is completed prior to making your final balance payment.

'NZ Domestic Travel'

Your flights around NZ are booked and confirmed as per the details below and an e-ticket has been issued for your travel.

Please enquire with your Travel Broker should you require a checked-in bag or added flexibility with your travel plans.

You are required to check-in for your travel, either electronically online or through an APP or by presenting your e-ticket at check-in with a form of photographic ID.

Please allow enough time to clear security if required.

Amendments and/or cancellation fees apply and are subject to availability. Fees and fare difference charges may apply.

Air NZ check-in: Please check-in for your Air NZ domestic flight at least 30 minutes prior to departure

Jetstar check-in: Please check-in from 90 minutes prior to departure. Check-in closes 30 minutes prior to departure for all travellers.

NOTE: If you are connecting to an International flight, then your check-in time is recommended a minimum of 60 minutes prior to departure.

'Travel Insurance'

We strongly recommend that you are fully insured for your travel journey. Please let us know if a competitive and personal Travel Insurance costing is required, or if you have made your own arrangements.

You must advise at the time of request if you have any pre-existing medical conditions or you require additional coverage for any high value items that you will be travelling with.

'Seat Requests'

Please advise your Travel Broker if you require a specific seat request, charges may apply.

Seat requests and assignments can be made on your behalf; however the airline reserves the right to amend or change any seating requests for operational reasons. This applies also to pre-paid seating requests. If your seat request is not given, this is out of the control of your Travel Broker.

'International Airport check-in times and security procedures'

Before arriving at the Airport, please ensure you have removed all sharp objects, liquids, gels and aerosols over 100mls and prohibited items from your hand luggage.

Any liquids, gels and aerosols under 100mls each can be carried onboard in a see-through plastic zip-lock bag. You will have to show this bag when you go through Airport Security.

Medicines can be carried however a Doctor's letter and a limited supply is allowed onboard. The balance can be placed in your check-in luggage.

Please allow enough time to get to your departing airport as road-works and traffic may delay your arrival and give you less time to check-in.

Recommended International travel check-in times

NZ Economy class Trans-Tasman: 2 hours

NZ Economy class International – 3 hours prior to departure

Economy class domestically within USA or Europe: 1 hour prior to departure.

Economy class Worldwide: 3 hours prior to departure.

Economy class to or via the USA: 4 hours prior to departure, because of additional security clearances required.

Business and First class: 2 hours prior to departure.

'Baggage allowances'

Your baggage allowances depend on the airfare purchased, your travel destination and your airline.

Some airlines do not offer checked-in baggage, however for an additional fee this can be included.

Please refer to the airline website or check with your Travel Broker if you are unsure of your baggage allowances.

'Canadian entry requires an eTA Visa'

If you intend on travelling to Canada, please note that an Electronic Travel Authorization (eTA) applies to all visa-exempt foreign nationals who fly to or transit through Canada.

This includes NZ passport holders.

The authorisation costs CAD 7.00 per person and you can apply for this eTA online at:

www.cic.gc.ca/english/visit/apply-how.asp. This visa is electronically linked to the passport and is valid for five (5) years or until passport expiry, whichever comes first.

Travellers will need to travel with the same passport they used when they applied for and obtained their eTA and it is advisable to print a copy of your Canadian eTA visa to take with you on your travels.

'Travelling with Children.'

Many foreign countries require specific documentation in addition to the child's passport, to be carried by children travelling alone, with a guardian or with only one parent. If any of these criteria apply to your travel, please ask your Travel Broker about the entry requirements for the destination you plan to visit or transit through.

Also, don't forget to check and advise if your children would like a children's meal for their flights or if they have any special dietary requirements.

'Travel Insurance Disclaimer'

We have noticed that you have not included Travel Insurance in your travel plans. Travel Insurance is strongly recommended by The Travel Brokers and the NZ Ministry of Foreign Affairs & Trade. By not purchasing Travel Insurance with The Travel Brokers, you acknowledge and accept full responsibility for your Travel Insurance cover.

'Safetravel website'

For the most up-to-date travel advice and to register your travel plans, please refer to www.safetravel.govt.nz. If a crisis occurs overseas, MFAT will then contact you to check on their safety and well-being.

'Credit Cards & Cash requirements for Rental Cars, Hotels & Cruises'

A credit card or cash deposit is required to be able to uplift a rental car along with valid drivers license, check-in to a Hotel and to pay for your onboard cruise account. This is standard procedure and is taken against damage or the charging of incidentals.

A deposit is normally refunded upon return of the undamaged vehicle or check-out of your hotel. The supplier will advise how long the return will take.

You must settle your Cruise Holiday onboard spending the night before disembarking.

'Cancellations and refunds'

Please note that voluntary cancellation of your travel arrangements must be made to your Travel Broker in writing and at least 24 hours prior to your flights scheduled departure time.

Failing to take any flight on your itinerary, without notifying the airline or your Travel Broker at least 24 hours prior to departure, may result in the cancellation of all onward flights and the forfeiture of the value of that ticket.

If the cancellation is for medical reasons, you may be asked for a medical certificate for verification. Then the airline will assess if a refund is due or if you can rebook your travel for a later date.

Fees will apply in all circumstances including any 3rd party supplier fee. These and any cancellation charges may be claimable through your Travel Insurer.

Your Travel Broker will action the cancellation of your travel arrangements immediately upon receipt of your cancellation request in writing.

Refunds can take from 3-12 weeks as they are processed through an airline or suppliers worldwide accounting systems, we appreciate your patience as we await the details of any refund due from the suppliers concerned.

Electronic Devices

Travellers to the UK, USA and Canada are required to demonstrate that their electronic and battery powered devices switch on at International airports, including telephones, laptops, tablets and e-books. This means charging your devices before arriving at the airport. All passengers will still be required to follow instructions for electronic devices for take-off and landing.

What if I can't power up my electronic device? You will not be allowed to board your flight, unless you choose to leave the device behind.

Code Share Flights

When travelling on a code share flight, it is usual practice to check-in with the operating carrier. Where applicable, the operating carrier is identified as the 'Code Share' carrier on your itinerary. Please check the departures boards to ensure the correct check-in counter is selected.

NZeTA

The New Zealand government has introduced a new travel requirement for people travelling to and transiting through New Zealand. From 1 October 2019 travellers from visa waiver countries will need to request a New Zealand Electronic Travel Authority (NZeTA) before they travel.

New Zealand and Australian passport holders are not required to have a NZeTA as they are exempt. The NZeTA will last for two years, or until the passport expires. Travellers from visa waiver countries will need a NZeTA for transit through New Zealand, as well as for visiting New Zealand. The NZeTA visa will be a legal requirement for travel to New Zealand. You can apply for a NZeTA on the Immigration New Zealand website – www.immigration.govt.nz/nzeta or by downloading the NZeTA app for Apple or Android. You can find out information about entry and transit visa requirements [here](#).

Increase Security for the USA

From 21 April 2018, those clients travelling on Air New Zealand flights to the USA from Auckland, Rarotonga, and London, must comply with additional security measures. Customers will be required to carry a printed or digital copy of their flight ticket, and may also be asked to switch on all electronic devices, so need to ensure these are fully charged prior to any US bound flight. The additional security processes were introduced by the US Department of Homeland Security and Transportation Security Administration (TSA) in 2017, and have been expanded, through a staged approach, to now include Air New Zealand flights. Airport check-in and bag drop will open four hours prior to flight departure, so please allow additional time to complete check-in, security and boarding requirements, as there may be additional congestion

Air NZ Works Fare

The Air New Zealand "The Works" fare entitles you to:

1 x carry-on bag (up to 7kg)

Tea, coffee and water

Entertainment: TV, music, games and movies (on Virgin Australia flights you will need to download the free Virgin Australia Entertainment App to your portable device prior to departure)

1 x checked bag (up to 23kg)

A meal and drinks

Seat request (only on Air NZ Operated Flights) Kids meals includes activity pack (if applicable)

Air NZ Seat + Bag Fare (operated by Air New Zealand)

The Air New Zealand "Seat + Bag" fare entitles you to:

1 x carry-on bag (up to 7kg)

Tea, coffee and water.

Juice and alcohol can be purchased.

Please note that no meal is provided.

Entertainment: Purchasable on board

1 x checked bag (up to 23kg)

Frequent Flyer Membership

Please advise us of your frequent flyer membership details prior to travelling if we do not hold on file.

We recommend you retain your boarding passes and ticket copies until you receive an updated statement from the member airline. If you are missing points then you will need to send the boarding passes and ticket copy to the airline within 3 months of your date of departure, so as the points can be reconciled and credited to you.

Please note that not all airfares offer frequent flyer points - it is your responsibility to check with your Travel Broker.

USA Entry Transit

USA has an Electronic System for Travel Authorisation (ESTA) for travellers to the USA under the Visa Waiver programme for 90 days or less. Visa Waiver countries include NZ, Australia and the UK. All passengers travelling under Visa Waiver must pre-register online <https://esta.cbp.dhs.gov/> prior to arrival in the USA. The cost is USD14.00 per person, payable online. This is mandatory as airlines will not check-in clients who do not have this authorisation, and they will not be able to travel until they have one. Once submitted, you get an application number. It is important to print out this number. Once approved, this authorisation is valid for 2 years or the life of the passport if less than 2 years. PLEASE print and carry a copy of the Visa with you.

Check My Trip

If you wish to receive itinerary updates on the go you can download the free CheckMyTrip mobile application by Amadeus to your phone or use the following link: www.checkmytrip.com. This will inform you of airport departure gate changes, flight delays and destination information including airport facilities, transfers and maps. Due to traveller privacy and security you will need to create a log in, password and activate this account for individual access. Once completed you can simply add your itinerary by name and Amadeus reservation number which is listed as PNR Locator on the top right hand side of your itinerary.

Changes to Flight Times

Please check your flights the day before departure to ensure that times have not altered . You can do this by calling the airline or going on-line and viewing your itinerary by using the following link :www.checkmytrip.com and quoting your Airline Amadeus Reservation Number which is listed as PNR Locator on the top right-hand side of your itinerary.

General Terms and Conditions

IMPORTANT INFORMATION Your travel may be subject to price increases until full payment has been received by the airlines and suppliers concerned.

DEPOSITS / PAYMENT We welcome personal cheques, however, we are unable to release documents until the cheques have been cleared by the bank. Please allow fourteen days for this process. The above prices are cash prices and will need to be adjusted for credit card transactions. Please advise if you wish to pay by credit card. If payment has not been made by the specified date, bookings may be cancelled.

CANCELLATION FEES / CHANGES IN RESERVATIONS / REFUNDS Cancellation fees are likely to be incurred on all confirmed reservations or bookings. Further, some tickets may be non-refundable and all tickets are non-transferable. It is important to check the position with us before you confirm arrangements and/or before you cancel any confirmed reservations. If you change a confirmed reservation you are likely to incur fees. Please check with us before requesting changes in reservations.

TRAVEL INSURANCE We strongly recommend you purchase cover for the duration of your holiday. Please ask your consultant about travel insurance at time of paying your deposit.

PASSPORTS You will require a current passport valid with at least 6 months' validity from the date you arrive back into New Zealand. Should you be travelling on any other than a New Zealand Passport, you may also require a visa and/or re-entry permit. Please ask for more information. The name in your passport must EXACTLY match the name on your airline ticket. Please check that we have correct initials and spelling of your name.

PREVIOUS CRIMINAL /TRAFFIC CONVICTIONS & SERIOUS COMMUNICABLE DISEASES If you or your travelling companions have ever had a criminal conviction, a serious traffic conviction (eg D.I.C) or a serious communicable disease, you can be refused entry to many countries, despite there being no requirement for you to have a visa. You must disclose to us all previous convictions (if any) and whether or not you have ever been arrested and charged each time you depart NZ. Please note that the Criminal Records (Clean Slate) Act, which allows the non-disclosure of criminal convictions in certain circumstances does not apply to overseas countries. **IF YOU DO HAVE ANY CRIMINAL CONVICTIONS THEN THE VISA PROCESSING TIME CAN BE UPWARDS OF 8 WEEKS.** **PAY OR STAY** If a warrant for your arrest has been issued because of unpaid court fines or reparation then you may be stopped from leaving the country. If you feel this may affect you please log onto www.payorstay.govt.nz or ring 0800PAYORSTAY for more information.

The Travel Broker's Terms & Conditions now apply to your booking. It is your responsibility to ensure that you have read and are familiar with these. A copy can be found at <http://thetravelbrokers.co.nz/page/6/terms-and-conditions>.

Singapore Airlines e-check in

You are now able to check-in via the internet up to 48 hours prior to departure at: www.singaporeair.co.nz Go to, Before You Fly, and then to Check In. You will need your Passport and ticket details on hand. Please quote your booking reference that shows on your flight itinerary above as PNR Ref.

Singapore Airlines Transit Info

All Singapore Airlines passengers can get access to the Rainforest & Plaza Premium Lounge's for a nominal fee. Please check this website for details: www.singaporeair.com/boardingpass_transit

Cathay Pacific e-check in

Members of Marco Polo and Asia Miles are now able to check in online between 48 and 3 hours before your flight departure at: www.cathaypacific.com You will need your Passport and ticket details on hand. Please quote your booking reference that shows on your flight itinerary above as Airline Ref

Bank Details

WESTPACACCOUNT NAME: GULLIVER'S PACIFIC LTD (Trading as The Travel Brokers)

ACCOUNT NUMBER: 030104 0561486 08

SWIFT CODE: WPACNZ2W

PLEASE Ensure you use your Booking Number as your reference