

# S.E.T. BOOKING FORM 2017

Please complete one form for each traveler, include a photocopy of your passport info page and email or post to:  
Southern Exposure Tours, P.O.Box 215, Motueka, New Zealand, [silvana@setours.co.nz](mailto:silvana@setours.co.nz)

Trip Name & start date:	Number of people in your party:
Surname as per passport:	First Name as per passport:
Name you would like to be know as (Jill, Bob etc)	Frequent flyer numbers and <b>airline</b> , if any:
Postal Address:	Email:
City & Country:	Postal Code:
Work phone:	Home phone:
Sex:                      Occupation: M   F	Date of birth (D/M/YY):
Nationality:	Passport Number and Expiry Date:
Do you require double room with double bed or two beds:	Sharing with (name):
SINGLE TRAVELLERS - Do you require a single room: Or would you share with someone of the same gender:	Yes / No Yes / No
Do you require pre trip accommodation, how many nights?	Do you require post trip accommodation, how many nights?
Medical / Dietary needs, (please specify) :	
Emergency Contact: name <b>and relationship to you</b> :	Phone:
Where did you hear about S.E.T. :	Have you travelled with S.E.T. before? Which trip?:
<b>IF YOU ARE DOING A GALAPAGOS TRIP – Will you be diving?</b>	

Tel:

As the name above and on behalf of all the persons enclosed, **I have read the attached terms and conditions and accept and understand that they form part of this contract.** I undertake on my own behalf and on behalf on any other persons for whom this is a joint booking to accept the terms and conditions of the individual operator as stated below and the decisions of the trip leaders they appoint. I also understand that I am booking on an adventure holiday and standards such as accommodations, transport, medical service and other factors will not be of the same standard that I/we are not used to at home, or that might be found on a conventional holiday.

SIGNATURE

DATE

+ 64 21 643652  
0800 643 652 (NZ only)  
PO Box 215, Motueka, NZ

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## TERMS AND CONDITIONS

### The Contract

All persons wishing to make a booking must sign the reservation form. All such persons (hereafter called the client) will be bound by the conditions which follow. (Southern Exposure Tours hereafter called S.E.T.). All clients over the age of 70 years must supply a letter dated and signed by their physician that they are capable of doing the trip and advising any medical conditions we should be aware of. **The client will be required to fill in an indemnity form at the trip briefing on day 1.**

### Payment

The online or paper reservation form must be completed and accepted by all clients wishing to travel. All forms should be submitted to S.E.T. with a deposit of NZD500 for all Cuba tours, NZD1000.00 per person, for tours up to 10 days and NZD1500 per person all other tours 11 days in length and longer. Plus a photocopy of the information page of the passport. Acceptance of the client's reservation will be confirmed in writing, which is when a contract comes into existence. Balance of the tour is due for payment 60 days prior to departure date. PAYMENTS BY BANK DEPOSIT CAN BE MADE TO OUR BNZ ACCOUNT: 02-0692-0007464-00 with surname as a reference. The client acknowledges that payment by Credit card (Mastercard or Visa) and Paypal will attract an administration fee which the client agrees to pay to S.E.T. Currently, the administration fee is 3%

### Prices and Surcharge

S.E.T. reserve the right to impose surcharges up to 60 days before departure, or before final payment is made, due to unfavorable fluctuations in exchange rates, increases in air fares or other transport costs, taxes, or if government action should require us to do so. Once the client has paid in full, S.E.T. will not be entitled to pass on any surcharges or increases mentioned above.

### Cancellation by the Client

Any cancellation by a client must be made in writing and sent via facsimile, email or post. The date on which the letter is received by S.E.T. will determine the cancellation charges applicable. The cancellation charges below are a percentage of the total tour price, excluding insurance.

**A. Cancellation 60 days or more before departure: Loss of deposit.**

**B. 59-30 days before departure: 50%**

**C. 29 days before departure: 100%**

You are strongly advised to take out travel insurance at time of reservation.

**Unused Services: There will be no refunds for unused services.**

### Cancellation of tour by S.E.T.

S.E.T. reserves the right to cancel a tour for any reason, but will not cancel a tour less than 8 weeks before departure except for unusual or unforeseen circumstances outside S.E.T.'s control, such as, but not limited to, force majeure or political unrest. When a tour is cancelled by S.E.T. the client may request of S.E.T. a refund of monies paid that the company can reasonably and properly refund, allowing for all the circumstances. Or a credit to any alternative tour offered in lieu by S.E.T. that the company can reasonably and properly credit.

### Flexibility & changes

The client appreciates and acknowledges that the nature of this type of travel requires considerable flexibility and should allow for alternatives. S.E.T. may, in order to provide maximum opportunities for the client, propose flexible or alternate arrangements. Any flexible or alternate arrangements may extend to the route, schedules, itineraries, amenities and mode of transport, without prior notice due to local circumstances or events, which may include sickness or mechanical breakdown, flight cancellations, strikes, events emanating from political disputes, entry or border difficulties, climate and other unpredictable or unforeseeable circumstances. The client accepts, at the time of booking, the possibility for and appropriateness of such flexible or alternate arrangements and shall make no claim against S.E.T. in respect thereof.

### Acceptance of Risk

The client acknowledges that the nature of the tour is adventurous and that such holidays may involve a significant amount of personal risk. Due to political and cultural differences, as well as generally tougher physical conditions, travel to the areas we visit involves risks other than those we take in our daily lives. It is important clients make themselves aware of the risks involved. Travel in Third World countries is different to travel at home.

### Liability of Factors outside S.E.T. control

S.E.T. cannot accept any liability for matters outside its control such as political disputes, border closures, refusal of visas, industrial action, delayed/cancelled flights, and unforeseeable climate conditions which may prevent the itinerary being followed. The client also acknowledges that there may be travel delays (due to circumstances beyond S.E.T. control) that may lead to interference with a tour of which the client has booked.

S.E.T. will not be responsible for any travel delays or loss of travel connections whether such loss is caused by the client, S.E.T. any of its suppliers, an airline or other. In the case of any loss of flight or travel connections, whilst every effort will be made by S.E.T. to continue with the booked tour, they will not be liable to compensate clients for any lost part of their itinerary and S.E.T. will not be liable to pay for any additional costs that may be incurred by the client as a result of

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any loss. S.E.T. will endeavour to minimise any extra costs as best possible, while ensuring the safety of the client. Please check your conditions of travel insurance cover.

#### **Authority on Tour**

At all times the decision of S.E.T.'s tour leader will be final on all matters likely to endanger the safety and well being of the client. Should the client fail to comply with the laws, customs, foreign exchange and drug regulations of all countries visited, the tour leader may request the client to leave the tour without any refund.

#### **Travel Documents**

The client must be in possession of a valid passport and all visas, permits and certificates including vaccination certificates. It is ultimately the responsibility of the client to ensure they have the necessary travel documentation.

#### **Insurance**

The client accepts full responsibility for insurance which must be taken out prior to final payment of the tour, to cover at the very minimum cancellation costs, personal accident, medical expenses, and repatriation costs. It is compulsory that all clients have personal travel insurance and the company may at any time request a copy of the travel insurance policy. Failure to provide a copy of insurance documents within 7 days of the request, may result in the cancellation of the booking.

#### **Responsibility**

All services herein are organized by Southern Exposure Tours. Notice is hereby given that all arrangements made on behalf of customers are made by organizers on the sole condition that the organizers shall not be held responsible for any injury, death, accident, delay, loss, damage or irregularity.

S.E.T. acts as an agent for transport companies, hotels and other contractors and shall not be held liable for any injury, damage, loss, delay or irregularity that may occur.

#### **Claims and Complaints**

If a client has a complaint against S.E.T. they must first inform their Tour Leader whilst on the tour so that they can attempt to rectify the matter. Any further complaint must be put in writing to S.E.T. within 30 days of the end of the tour.

#### **Airlines**

The contents of this website do not commit the airlines mentioned therein, or any airline whose services are used in the course of any tour. The responsibility of the airlines is limited to the carriage of passengers and baggage in accordance with their conditions of carriage. The client cannot cancel the contract without penalty in the event of a change of aircraft operator, aircraft type or destination

#### **Data Protection**

S.E.T. will use its best endeavours to protect the client's personal information. However, the client acknowledges that the company will, in order to provide the services or products in question, need to provide some or all of the client's personal information to third parties, including overseas tour suppliers.

#### **EMAIL NEWSLETTER:**

By agreeing to the terms and conditions, we have subscribed you to our monthly email newsletter, which informs you of travel tips & tricks to the areas we visit, new tours, specials and travel evenings that may be taking place near you. However you are free to unsubscribe at any time.

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