

## TERMS AND CONDITIONS

### PRICING

Prices on this website are in New Zealand Dollars and are on a "per person" basis. All prices include New Zealand GST if any. Prices include tariffs, royalties and fees payable to secure guaranteed early access to official match or event tickets. Due to possible currency fluctuations and changes in supplier/service costs, prices are subject to variation at any time until full payment is received. Please note that for contractual reasons pricing can not be itemized out.

To secure a place on one of our tours or individual packages, we require an initial deposit per person when making a booking (refer to event page for deposit amount as these may vary between events). Final payment is required 90 days prior to departure date. Please read the cancellation and amendment terms for full details regarding cancellation or amendments.

### CANCELLATIONS AND REFUNDS

All cancellations must be advised in writing. For cancellations received up until 90 days prior to departure; cancellation fee equal to deposit paid will be charged. Cancellations received after full payment has been made and received by Fernatics will incur 100% cancellation fee. Please read the information on "Insurance".

### AMENDMENTS

Each and every amendment made to a booking after full payment has been made will incur an amendment fee of \$50 per amendment per person, along with any fees charged by airlines and/or other suppliers.

Amendments to bookings within a week of departure cannot be guaranteed, but if they are possible, will incur an amendment fee of \$150 per amendment per person in addition to any applicable airline or supplier reissue/amendment fees.

### INSURANCE

Our QBE Travel Insurance policy can cover you for loss of deposits in cases of "unforeseen circumstances". This policy also offers comprehensive cover for medical treatment, travel delay, loss of cash and personal belongings. Full details are available on our website and there is a link to purchase your policy which includes negotiated discounts.

We recommend that a travel insurance policy should be taken out as soon as you have paid your initial deposits. Should you wish to arrange your own travel insurance you may do so and advise us that you are covered. Please be aware that travel insurance offered by credit card companies does not always match the level of cover offered by our preferred policy. In particular, check the medical cover and the emergency assistance offered. Please ask for a copy of our QBE Insurance policy so that you can compare the cover with other policies offered.

### ITEMS NOT COVERED

Unless otherwise specified the costs of meals, drinks, laundry, portage, passports, visas, entry and departure taxes, tips and gratuities, items of a personal nature and any other items not included in our 'package inclusions' are not included.

### UNUSED SERVICES

Upon the commencement of your package, refunds will not be provided where from illness or personal choice you do not utilise part or all of the package inclusions. Please refer 'Cancellations and Refunds' section if cancelling your package prior to departure date.



#### AIRFARES, TAXES & SURCHARGES

Airfares are included in many of our packages pricing. The pricing is based on current availability at time of putting together package costs and often based on group airfares. These are subject to change, currency fluctuation and often minimum group numbers until full payment has been received.

Please check with us if you are unsure, you wish to use an alternative airline or travel on alternative dates from the one offered in our packages. We can customize to suit your requirements but may incur additional costs.

#### FUEL SURCHARGES, AIRLINE AND INSURANCE LEVIES

All taxes and fees associated with the airfare (i.e. fuel surcharges, CAA Domestic Passenger Levy, Insurance Surcharge and Government Security Levy) are included in the package price provided. These are subject to change without notice until booking is paid for in full. Please check with us if you are unsure.

#### CHANGES

As airlines reserve the right to alter schedules, Fernatics cannot be held responsible when confirmed flights are subsequently changed. Once issued, airline tickets are non refundable and non transferable.

#### NAMES

Airlines and many of our suppliers are very strict on the spelling of traveler's names and will refuse boarding and entry if incorrect. It is your responsibility to ensure that your name given on the booking form matches that on your passport. Fernatics will take no responsibility for incorrect spelling of names that are provided to us.

#### DOCUMENTATION

Travel documents will be distributed by email approximately 10 working days prior to your departure date from New Zealand. It is important that you check all of the confirmation letters and documentation emailed to you in relation to your proposed travel and accommodation, to ensure it fully meets your requirements and there have been no misunderstandings. Fernatics will not accept responsibility for any documents subsequently altered without our consent.

#### PASSPORT AND VISA REQUIREMENTS

You will need a current passport to travel overseas, with a validity of 6-months or more after the date upon which you are scheduled to arrive back into New Zealand. Most New Zealand Passport holders do not require a visa to enter Australia. If you have a passport from another country, have a previous criminal conviction, or a contagious disease, a visa may be required to enter these countries. It is your responsibility to secure any visas well before your date of travel. If you are in any doubt or require assistance, please contact Fernatics. Our staff will be pleased to assist in confidence. A re-entry visa will be required by travellers leaving New Zealand holding a foreign passport. It is your responsibility to ensure you have the correct documentation in place to allow your return to New Zealand.

#### SAFETY, HEALTH AND VACCINATIONS

If you are planning to travel overseas, checklists and travel health and safety tips can help you prepare. You can also register with the NZ Governments Ministry of Foreign Affairs and Trade if you are visiting overseas, so that you can be contacted in an emergency. If you are concerned about security and travel risks in the countries you intend to visit, you can read the latest travel advisories from the Ministry of Foreign Affairs and Trade. See the website; [www.safetravel.org.nz](http://www.safetravel.org.nz). Information is available for most countries which can help you make informed travel decisions and minimise risk when you travel overseas.



Certain countries require and / or recommend that travellers be vaccinated against specific diseases. Please check with your doctor and / or the embassies concerned to satisfy yourself as to whether your destinations have any requirements or suggestions in this respect. It is your responsibility to ensure your own health with regards to vaccinations and / or decisions to travel to at risk areas. You may also wish to visit the World Health Organisations website: [www.who.int/en](http://www.who.int/en) for more information on health issues.

#### HOTEL CREDIT

Bonds or credit card imprints may be required by accommodation suppliers, where they are providing telephone, mini-bar, in-room movies, laundry and other facilities and services that can be charged to guest rooms. These are usually requested by the hotel at the time of check-in.

#### USE OF MATCH TICKETS

Match tickets on their own or as part of a package may not be resold at a premium, resold through a broker or agent, advertised or offered for resale on the internet or in any other medium. They cannot be used for advertising, promotion or other commercial purposes (including prizes, competitions or trade promotions) or to enhance the demand for other goods or services without the prior written permission of the New Zealand Rugby Union and/or the home unions.

#### OUR SERVICES

The services that Fernatics provide consist of arranging and coordinating travel, accommodation and match tickets, making bookings, and issuing appropriate tickets and vouchers.

#### OUR LIABILITY

Fernatics is instrumental in bringing about a direct contractual relationship between you, the customer, and the "principal" (i.e. airlines, other transport operators, accommodation suppliers, event managers and other suppliers). We undertake to perform our services with reasonable skill and care and, where applicable, in compliance with our obligations under the Consumer Guarantees Act 1993 (which applies to services supplied by us except where they are, or held out as being, acquired for business purposes). We will not be held liable for any loss, damage or claim arising from acts or defaults outside the control of Fernatics Ltd, its employees or agents, including (but not limited to) the acts or defaults of actual travel, accommodation and rugby or other match ticket suppliers.

#### FORCE MAJEURE

If by means of any event of force majeure (which shall include terrorism, pandemic or any cause or event outside our control) we shall be delayed in or prevented from performing our obligations, then such delay or non-performance shall not be deemed a breach or entitle a damages claim. Our obligations shall be suspended whilst such event of force majeure continues.

#### ACCURACY

This website is updated regularly. All reasonable care has been taken to ensure the accuracy of this website, but services offered could be subject to change.

