



# Beige Brigade

## **BOOKING TERMS AND CONDITIONS – We have to throw these up on here so we don't get in trouble...**

**PRICES:** Prices are listed in NZ Dollars.

**PAYMENTS:** Credit card payments will be deducted from your credit card in NZ Dollars. Bookings made using non-NZ cards will be charged the equivalent foreign currency amount as determined by the exchange rate applied by your card issuer. Your credit card statement will list Beige Brigade Ltd. We reserve the right to vary prices in the event of fluctuations in exchange rates or price increases made by service providers.

**DEPOSIT & FINAL PAYMENT:** As a minimum, a non-refundable deposit is due at the time of booking to reserve your place. Most packages require full payment at time of booking. Final payment is due no less than 45 days prior to tour commencement date. Beige Brigade Ltd reserves the right to cancel any booking that is not paid in full by this date.

**PASSENGER NAMES:** All passenger names should be listed in full at the time of booking and cannot be transferred into another person's name. In the event of individual within a group booking being unable to attend the tour/event, cancellation fees apply only to those who have withdrawn (calculated as the equivalent percentage of the total booking).

**AMENDMENTS:** Requests for amendments to an existing booking must be made in writing via email. Passengers wishing to transfer a booking to another tour package within the same event must request it in writing not less than 35 days prior to tour commencement. Pending availability, a fee of (NZD) \$50 is payable to Beige Brigade Ltd before such a change can be made. For booking transfers made 35 days or less prior to the commencement of a tour, full tour cancellation fees apply. Bookings & payments cannot be transferred or credited to a separate event. An amendment or booking transfer is only valid upon receipt of written confirmation from Beige Brigade Ltd.

**GROUPING REQUESTS:** An administration fee of (NZD) \$15 is payable for the grouping together of individuals &/or groups from separate bookings (e.g. to join the same coach or room of a friend who has made a separate booking). Requests for groupings must be made in writing via email by the individual who made the booking. Groupings cannot be guaranteed and the administration fee is payable only if the request is able to be fulfilled. Groupings are only confirmed if the administration fee is paid in full and written confirmation is received from Beige Brigade Ltd.

**SHARE RULES:** In many of our packages we offer shared room options. In such cases we pair you up with fellow passengers travelling on their own. In most cases we are able to match passengers up with a persons of the same-sex; however, this cannot be guaranteed. If you would like to request a single room please call our office and we will quote you for a single supplement, availability pending. Share twin is not available on extra nights. In these circumstances a single room must be booked and paid for.

**HOTEL/HOSTEL/CAMPING EXTRA NIGHTS:** Further nights may be available upon request.

### **ACCOMMODATION**

**Hotels:** Twin-bedded & triple-bedded rooms are subject to availability. In some cases the 2nd or 3rd bed is based on a sofa-bed or rollaway.

**Hostels:** Accommodation is based on a multi-share basis. Room sizes vary.

**Camping:** Tent camping is based on twin or triple share.

**MATCH TICKETS & MERCHANDISE:** We do not send any match tickets, merchandise, or travel documents in the post. Match tickets & merchandise are issued during the tour (e.g. on the coach or at

the accommodation). The Beige Brigade website ([www.beigebrigade.com](http://www.beigebrigade.com)) will indicate circumstances in which tickets are able to be collected from Beige Brigade office in London. Photo ID is required to collect tickets. We are unable to advise you of exact seat numbers or position prior to distribution of tickets.

**ITINERARIES & PARTIES:** Finalised tour information including itineraries & party venues will be sent via email &/or uploaded onto the Beige Brigade website approximately 14 days prior to the tour departure date.

**CANCELLATION FEES & REFUNDS:** Notice of cancellation must be made in writing either directly to the Beige Brigade or through your Travel Agent.

For cancellations made more than 45 days prior to tour commencement, 50% of the total tour cost will be forfeited or, if only the deposit has been paid, the full deposit amount will be forfeited. This cannot be credited towards another tour.

For cancellations made 45 days or less prior to tour commencement the full amount paid will be forfeited. This cannot be refunded, nor can it be credited to any other booking.

These cancellation fees are in addition to any cancellation fees set out by an airline, which can amount up to 100% loss of airfare (subject to the airline's terms & conditions). There are no refunds once travel has commenced or for any unused services.

**ALL TICKETS ARE NON-TRANSFERABLE:** Match tickets are purchased through third parties & our license states that all tickets are non-transferable. Please note that we do this to ensure passengers do not sell their tickets illegally in which case may jeopardise our license with the rights holders.

**TRAVEL INSURANCE:** Travel insurance is not included. We strongly recommended that at the time of booking you purchase a comprehensive travel insurance policy to cover items such as but not limited to cancellation, medical expenses, personal accident, personal baggage, money and public liability. We will be able to assist you with this.

**NOT INCLUDED IN PACKAGE/TOUR:**

- \*Personal expenses (including but not limited to) - phone calls, beverages and laundry
- \* Meals (unless specified)
- \* Travel insurance
- \* Passport and visa fees
- \* Airfares and applicable airport & government taxes
- \* Excess baggage
- \* Optional excursions
- \*Transfers to/from the airport or train station

**HOLIDAY VARIATIONS & CONDITIONS:** If unforeseen circumstances beyond our control require us to make necessary changes to your tour in accordance with operating requirements, we reserve the right to make changes, cancel or reschedule departures and itineraries. Should this become necessary we will give you reasonable notice of these. Where available we will offer you a comparable alternative. The Beige Brigade is not responsible for the costs of any other travel arrangements affected due to our amendments, cancellations or rescheduling of any tour departure.

**AIRFARE CONDITIONS:** Some airfares have limited validity and availability or are required to be booked and paid for immediately or a certain time before you travel. For applicable airfare conditions relating to your airfare booked, please ask the Beige Brigade crew for full details.

**LIABILITY:** The Beige Brigade's responsibility will be to ensure your tour arrangements are carried out to the best of our ability. However, we cannot accept any liability of whatever nature, whether in contract, tort or otherwise, for the acts, omissions or default, whether negligent or otherwise, of service providers, over whom we have no direct control. Under circumstances where liability cannot be excluded, such liability is limited to the value of the purchased travel arrangements.

We do not accept any liability in contract, tort or otherwise for any injury, damage, loss, delay, additional expense or inconvenience caused directly or indirectly by force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part.

In particular, but without limitation to these conditions, we accept no responsibility for any loss, damage or injury you may suffer as a result of terrorism, war (including civil-war), threat of war, coup, riot, civil disturbance, crowd violence, closure of airports or ports, industrial disputes, natural or nuclear disasters,

fire, epidemic or health risk, Acts of God, adverse weather conditions or other similar events. It is your responsibility to inform yourself about the safety and security situation in the places you are travelling to.

**TERMINATION OF TOUR:** The Beige Brigade reserves the right to terminate the tour at any stage during for any customer who is behaving, in the sole opinion of the Beige Brigade tour guide, inappropriately. No refund of any kind will be offered.

**COMPLAINT PROCEDURES:** In the unlikely event of any dissatisfaction with the accommodation or any other service provided by us, you must report it immediately to the tour leader so that action can be taken to remedy the problem. Any complaint made to us after the holiday should be made in writing within 28 days of tour completion.