



AMPED TERMS & BOOKING CONDITIONS *(please sign the last page)*

GROUP FARE NOTES:

- The baggage allowance is 23kgs in Economy, 7kg carry on.
- Group must travel together on the outbound journey = New Zealand/Destination.
- Deviations / Changes will incur Upsell / Fare Difference based on availability of seats for group allocations.
- Deposit is required within 45 days of booking. Deposit is non-refundable.
- A reduction of more than 30% of the group after the deposit goes non-refundable, then deposits are lost.
- A minimum of 10 adults must travel to qualify as a group.
- Ticket price after ticketing is subject to cancellation fees.
- Full payment is due 60 days prior to departure.
- Name changes will incur a fee after ticketing.
- Insurance must be taken, or proof of insurance is required at the time of booking for our records.
- Fighters policy is not optional. All fighters are required to take out Cover-More Activities Add On policy with Martial Arts cover.

PAYMENTS

Further Booking Deposits

A further booking deposit is required if you chose to extend your holiday and require the services of AMPED for your additional travel arrangements.

INTERNATIONAL BOOKINGS

As stipulated by Emile W.K.A

Airlines also require *full payment* for flights to secure those being held, and they will be in addition to the below. Until ticketed, airfares and taxes are subject to airline cancellation and cost increase, this is out of AMPED's control. Please ensure you send us your passport also at the time of booking and when making your deposit payments.

Your booking deposit is non-refundable and non-transferable. Should you decide to no longer proceed with your booking at any time, and for any reason, this is not a reason for your deposit/payments to be refunded. Upon making your deposit to AMPED, it is agreed that you have read and understood our terms and conditions in full and agree to abide by these terms. You are required to send us a signed and completed copy of AMPED's terms and condition form at the time of booking and paying your deposit and/or airfares. Failure to do so will not exempt you from any part of the enclosed terms and conditions.

The currency of your deposit is due in the currency which we have quoted your booking arrangements in. i.e. either AUD or NZD respectively. Any questions around this, please contact the team at AMPED for clarity.

Full Payments

- Full and final payment is due 60 days prior to your departure please
- Full payments are non-refundable once paid

Your booking is subject to currency fluctuations and changes, and this regrettably is out of AMPED's control. Until your travel package is fully paid, you are NOT safe guarded against surcharges due to currency decline. Any increases will be recalculated by AMPED and a revised invoice will be sent out for the additional collection on your booking. AMPED is not required to give customers any forewarning of possible increases, it is the customers responsibility to keep an eye on the exchange rates and manage the risk. The company will not give any discount to a booking should bank rates strengthen at any time.

* Please CALL us on the day you plan to make your final payment, as we will need to recalculate your package on that day to reflect the current exchange rates and if there has been any decline since booking *

Please ensure you are covered by a valid Travel Insurance policy at the time of booking, as this may give you a course of recall on cancellation and agency fees that occurred in times of cancellation. Note: many insurance options exclude pandemics and epidemics.

PAYMENTS BY CREDIT CARD

AMPED acts as a travel agent on behalf of its principals and suppliers (refer to "Responsibilities" section). If paying for your holiday with your credit card, once AMPED has forwarded your funds on your behalf to the principal(s), your contract is with the principal(s).

Should there be a financial collapse of an airline or principal/supplier, your remedy for getting a refund on funds paid to them lies between you and the principal.

By paying AMPED using your credit card, you agree not to reverse the credit card charge/s at any time, which would leave AMPED carrying the financial loss. You also agree that AMPED can claim full court costs and legal fees from you (the client), should any reversal of the credit card payments take place. Once a credit card charge has been transacted by AMPED, client funds are unequivocally authorized to AMPED Ski & Dive Ltd, and unable to be taken back for any reason.

The customer is liable for all credit card fees that apply. The company will bill these fees, in addition to, and at the time of the credit card charge, and for each individual credit card transaction made.

By paying AMPED any funds, whether it be a deposit, airfare payment, or full and final payment, this is confirmation that you have read, understood, and accepted AMPED's terms and conditions of booking. For your reference the most up to date copy of the companies booking policies are found on our website www.amped4ski.co.nz/terms-conditions. Whilst we send you also a copy of our terms and conditions as part of our booking form, which you are required to complete and return at the time of booking. AMPED will, from time to time, update our policy wording, and the customer is bound by that which is stated on our website.

Failure to complete and forward back our terms and conditions form will result in AMPED being unable to send out your travel document, and we will bear no responsibility for any losses in these circumstances. It is your responsibility to get these to us, and in a timely manner as stated, at the time of booking. Furthermore, we are unable to issue your airlines tickets until we have copies of everyone's passports.

Once a customer accepts AMPED's terms and conditions, by way of paying a deposit or money to AMPED, and/or by signing the form, one time, the customer is therefore bound on all their current bookings and future bookings. The company does not require the customer to sign a new terms and conditions form for each booking.

AMENDMENT FEES

1. International travel: An amendment fee of \$150 per person will apply to all changes and alterations made to customers travel arrangements.

Amendment fees can be charged by the company multiple times, and applicable to any change made during a customer's booking process, and pre or post confirmation of their travel arrangements, to include changes bought around by epidemics/pandemics, despite being out of the customer's control.

In addition to AMPED's change fees, the customer will also be required to pay any fees or costs that airlines, consolidators, operators or supplier impose at the time of amendment/change.

All fees are required to be paid at the time of amendment, and subject to credit card surcharges as usual. Amendment fees are non-refundable and non-transferable at any time.

OTHER FEES

1. AMPED charge a \$200 per person airline ticketing fee as part of your holiday package quote. This is a non-refundable and non-transferable fee.
2. AMPED charge a \$50 per person service fee on airline tickets that require reissuing or revalidation for any reason, which include name changes, airline reschedules, or flight schedule disrupts, including epidemic/pandemic disruptions. This must be prepaid prior to the reissuing of tickets and is a non-refundable/non-transferable fee. This fee still applies at times when the schedule/flight change has been forced by the airline. This fee can be charged multiple times and charged on top of any amendment fees.
3. AMPED charge \$150 per hour service fee for the assistance and involved in a customer's visa & travel documentation process prior to or during their travel. This fee will be added onto your holiday package cost if/when the requirement is requested from the customer and is required to be paid in addition to your holiday package cost prior to your documents being issued. This is a non-refundable/non-transferable fee.
4. AMPED charges a \$150 hourly fee, with a minimum fee of \$150, to arrange customers' AIRPOINTS tickets and/or to engage with the airline to complete ticketing or a booking.

CANCELLATIONS

In the event you need to cancel your Holiday Arrangements we request you advise us in writing, immediately. You must also call us to follow up on your cancellation request to ensure we have received it. Cancellation fees will be charged as usual in the case of epidemic/pandemic disruptions, despite being out of the customer's controls.

1. Deciding to not proceed to a booking after a customer pays the initial airfare deposit will result in the customer forfeiting in full their deposit payment to AMPED. Airfare deposits are totally non-refundable.
2. Cancellation fees may be as high as a 100% cancellation fee, which AMPED have the right to charge and retain, without contest.
3. All fees, as stated in this agreement, are fully non-refundable, non-transferable.
4. The company is not responsible for any failure to perform its obligations under this contract if it is prevented or delayed in performing those obligations by an event of force majeure. This refers to global or national events and crisis caused by such events as acts of god, bad weather, earthquake, volcanic eruption or activity, fire, typhoon, cyclone, hurricane, flooding, tsunami/tidal wave, terrorism and attacks, war, pandemics, epidemic, country border restrictions or closed/closing, government intervention, global and/or national financial crisis, lightning, explosions, riots, war, injury, ski or holiday resort closures, and any form of personal damage or hurt.
5. AMPED as an agency has the right to charge the above cancellation and amendment fees at any time, to include when a client cancels, or is forced to cancel (i.e. cannot travel) their travel arrangements, even during times out of their control. This refers to booked and confirmed arrangements, and/or when money has been deposited into the companies account with the intention of booking. It is the companies right to hold money paid by a customer, and only offer an option for customers to transfer remaining parts of those funds, once cancellation or amendment fees have been taken out, into a travel credit to be held with the company, with the requirement to be used within 12 months from their original travel date, as a suitable alternative than the company being required to pay any refund back. This clause is at the discretion of the company which holds the right to charge a re-establishment fee of \$500 per person in doing so. When a credit is on offer the company will send out as part of the credit arrangement, terms, and conditions specific to the money being held in credit, at the time. Once a credit has been arranged with the customer, this becomes fully non-refundable, and only available to be used towards an airfare and full land package booked through AMPED, or a similar holiday package to that which the credit came from originally. In the event whereby a customer holds money in credit from an air and land package and asks to use the credit on an airfare only booking, this would not be deemed as a suitable 'similar holiday package' booking, and the request would be denied by the company. Credits are non-interest bearing to the customer.

There is no recourse for a customer in these situations, and the company always have the right to charge amendment and cancellation fees, as stated, and without notice.

If the case where a refund is due, this will only be available to the customer after AMPED have receive the monies back from the airline/supplier involved. The company will only pay one refund payment, not a multiple of several as money comes back to the company.

If you require more information about these fees, please do not hesitate to ask us. All fees are required to be paid at the time of change/cancellation, and subject to credit card surcharges as usual.

Should you change your mind about your travel arrangements at any time, this is not a reason for refund, and cancellation fees/policies above apply. Should there be fees involved, which include legal fees incurred on AMPED in the efforts to obtain all moneys due by clients on their committed travel plans, then AMPED reserve the right to apply through the courts for all outstanding monies, as well as the reimbursement of all costs and losses incurred to the company, during the process of doing so.

RESPONSIBILITIES

AMPED is a Travel Agent and in that capacity, we offer for sale various products and/or services. This is on behalf of airlines, Transport Operators, accommodation providers and all other principal suppliers. These are referred to throughout as “the Principal(s)”.

Our services consist of arranging and coordinating the services offered by the Principals. We are instrumental in bringing about a direct contractual relationship between you, the customer, and the principal. We undertake to perform these services with reasonable care and skill, but we cannot, and do not, guarantee the performance of the functions offered by the Principals. We will not be liable if you, the customer, suffer loss, injury, or disappointment by reason of any acts or failing of any Principal. By signing this document, you agree not to take any action against AMPED for the collapse of any Principal or their failure to provide a service, under any circumstance. In any such case your remedy will lie with the Principal.

Note: While we make every effort to sell only products, we have personally experienced and can recommend, we accept no liability for any acts or failures of these products. You should be aware that the brochures we supply to you and the information on our website are supplied to us by the Principals. The statements and representations contained in such information are not ours but are made by the Principals. We accept no liability for any inaccuracies or misrepresentations contained in such information, or by the ‘Principals’ documentation. By signing below, you agree to above conditions.

CHECK YOUR FLIGHT SCHEDULE NOW!

Please ensure you have checked the above flight schedule, and all connecting flight times and feel comfortable with what has been arranged. Whilst we only sell our clients onto flights that are within the Airlines minimum connecting times, some clients prefer to allow more time between connections. If this is the case for you, then please ensure you let us know immediately. Change fees/airline reissue fees will be at your cost once we have issued your airline tickets.

If you are holding air tickets which have been purchased separately from one another, then you will be required to re-check your bags at each arrival point of your flight journey as there is no through checking allowed by the airlines. You will need to ensure that you leave extra time between flights to allow for the necessary airline check-in procedures and would suggest that you speak to the airlines involved for more information pertaining to your circumstances.

On occasion the airlines schedule changes their flights, which is outside of our control. Should an airline change, you are bound by the airlines change and cancellation policies, and AMPED also have the right to charge our own cancellation and amendment fees, as stated above.

VISA/PASSPORT REQUIREMENTS

It is a passenger’s responsibility to ensure that they hold all the relevant documentation required for their journey, including re-entry permits. Whilst AMPED can advise clients when asked in regard to the required visas and passport validities, AMPED is not a consulate. Customers must therefore always seek independent advice around this subject, and therefore agree that AMPED will not be held responsible in anyway should they (the customer) not be holding the right documentation for their travels. Any queries, please contact the relevant consulate directly for information.

BALI VISA REQUIREMENTS: NOW AVAILABLE: Electronic Visa on Arrival (e-VoA)

You can purchase the Visa online and avoid queuing at VoA counters at the airport, which will save you time and is much more convenient. Only use the Official

Immigration Website to purchase your Visa on Arrival online (Link Below). There are some fake websites out there.

You can apply for e-VOA 14 days before your travel. However, you are advised to create an e-VOA request at least 48 hours before your departure. If you do not

purchase the e-VoA before you arrive in Indonesia, you can still purchase the VoA at the VoA counter in the airport arrival hall.

Apply for your visa here > <https://molina.imigrasi.go.id/>

TRAVEL TO/FROM INDONESIA PASSPORT REQUIREMENTS:

- You MUST have a machine-readable New Zealand passport.
- You MUST HAVE a minimum of 6 months validity in your NZ Passport for travel to Indonesia (no exceptions).
- You are responsible for your passport requirements, and we suggest you check the relevant consulate guidelines to confirm your passport requirements, AMPED will not be responsible should you be denied boarding onto your flights.
- IMPORTANT If you have any sort of criminal convictions, regardless of where you are planning to travel to, then you must speak

directly with the relevant consulate to determine if or not you can travel into the countries you are planning to visit and confirm the visa application process and requirements.

- It is the client's responsibility to ensure they hold all the relevant entry/re-entry permits and visas for travel. AMPED will take no responsibility if you are denied entry into a country, or on your visa application. Visas can take months to obtain, please therefore ensure you have all your documentation in place prior to paying your deposits, as deposits are non-refundable.
- **UNITED KINGDOM ETA VISA WAIVER REQUIRED**
Most visitors travelling to the UK need an ETA or a visa.

An electronic travel authorisation (ETA) lets you travel to the UK for tourism, visiting family or certain other reasons for up to 6 months.

These can take a few days to come through, so please have everyone apply online, today! Get them to download the APP if possible, it's the best way to apply.

<https://www.gov.uk/eta/apply>

- **EMIRATES ENTRY/VISA**
New Zealand passport holders can get a free visa on arrival in the United Arab Emirates, which allows for a 30-day stay, but their passport must be valid for more than six months and have a normal gender field designation to enter. You must ensure your passport is valid for at least six months from your entry date to travel. For any urgent consular assistance while in the UAE, New Zealand citizens can call the 24/7 helpline +64 99 202020.
- **DON'T LET 'UNPAID FINES' STOP YOU FROM TRAVELLING**
Unpaid fines could stop you leaving New Zealand. If you have outstanding fines or reparation, you could be stopped from travelling. For more info <https://www.justice.govt.nz/fines/contact-us/>

AIRLINE RESCHEDULED FLIGHTS

We are not an Airline and can't take responsibility for airline flight reschedules, or any disruption or additional costs you may incur as a result. AMPED reserve the right to charge amendment and cancellation fees, regardless of the cause being an airline reschedule or flight disruption. Customers may be covered by Travel Insurance, and you are advised to call your insurance company immediately to discuss your options and ability to claim.

UNUSED SERVICES

If you are unable to complete or use all your pre-paid services due to bad weather, travel delays or illness or any unforeseen event, you must obtain written advice from the principal. No refunds will be given unless you have arranged written consent from the principals. You can then make a claim on your travel insurance.

AIRLINE FREQUENT FLYER PROGRAM

Please advise us of any airline membership numbers prior to travel. You must retain all boarding passes and copies of tickets to claim any points not credited to account. AMPED are not responsible should your mileage not be automatically credited, this is between you and the airline/s.

AIRLINE PREPAID SEATING

Once airline tickets are issued, customers can now go online and select their seating. Many airlines offer 'preferred' seating options such as exit row, bulkhead and forward cabin options, which are chargeable extras, and not included into your booking, unless requested and charged accordingly for. To preseat you will need your booking reference number, then proceed to the airlines webpage to confirm and prepay your seating. If you don't hold your booking number, ask AMPED for these immediately.

AIRLINE BAGGAGE

All airlines operate on their own rules and regulations around baggage allowance, baggage handling, conditions of carriage, and extra charges, which are over and above the cost of your airline ticket. AMPED will, where possible, advise you of the allowance permitted. However, it is the customers responsibility to abide by each airlines policy. It is agreed that you will not hold AMPED accountable for any extra charges incurred by the airlines over your baggage. Customers are to refer to an airline's respective website for information on check-in and carry-on luggage conditions and costs.

EXISTING MEDICAL CONDITIONS

It is imperative that you register any existing medical conditions with the insurance company to ensure your members have full insurance cover while they are travelling. Now is not the time to skimp on insurance, and the insurance company are here to help you in your time of need. In some instances, they may charge you a nominal amount to cover your existing conditions, and other times they will cover it for no extra money at all. Regardless, please talk to them today and get these evaluated. Medical incidents when travelling cost hundreds of thousands of dollars to get attended too, and this is where reputable insurance kicks in.

- **FIGHTERS INSURANCE** Covermore: Complete online <https://www.covermore.co.nz/medical-assessment>
- **SUPPORTERS INSURANCE** Allianz: Call Allianz to discuss your medical conditions Ph: 0800 100 124

*** Please register today - this must be done within 14 days of your insurance being issued, otherwise we have to issue you a new policy ***

DON'T LET UNPAID FINES STOP YOU FROM TRAVELLING

Unpaid fines could stop you leaving New Zealand. If you have outstanding fines or reparation, you could be stopped from travelling. For more info <https://www.justice.govt.nz/fines/contact-us/>

IF YOU HAVE A COMPLAINT

Should you have a complaint, please immediately inform the Principal or AMPED Ski & Dive Ltd, who will do their best to help you while you are away. If, in the unlikely event that you require urgent action, please call us collect. Otherwise, claims must be made in writing within seven days of your return.

On Behalf of my Travel Companions, I/We confirm that I/we have all read the above Terms and Conditions and I/we understand and accept them. I am over 18 years of age.

Signature of traveling client _____ Date: ____/____/____