



Terms & Conditions

Chasing Horizons Travel Ltd

Effective Date: June 8, 2026

1. Scope and Agency

Chasing Horizons Travel Ltd (“the Agency”) acts solely as a booking intermediary (agent) for third-party travel suppliers, including airlines, hotels, tour operators, and cruise lines. The Agency does not own, manage, or control these service providers. Consequently, we are not liable for any service failures, delays, scheduling changes, cancellations, or financial insolvencies of these third-party suppliers. All bookings are subject to the specific terms and conditions enforced by the selected supplier.

2. Limitation of Liability

The Agency does not own, manage, or control the Service Providers. To the extent permitted by law, Chasing Horizons Travel Ltd is not liable for:

- Any service failures, delays, scheduling changes, or cancellations caused by Service Providers.
- The financial insolvency, bankruptcy, or cessation of operations of any Service Provider.
- Any loss, damage, injury, or expense incurred by the client in connection with the travel arrangements provided by third-party suppliers.

3. Accuracy of Information

While we endeavour to ensure that the information provided to you is accurate and current, we do not warrant the accuracy or suitability of information provided by external Service Providers and accept no liability for any loss or

damage suffered in reliance on such information.

4. Documentation and Health Requirements

It is the client's sole responsibility to ensure they hold valid travel documentation, including but not limited to passports (often requiring 6 months' validity beyond the return date), necessary visas, and required health vaccinations. The Agency is not liable for costs, denied boarding, or entry refusals resulting from a client's failure to maintain valid documentation.

5. Payment and Deposit Policies

A **non-refundable deposit** is required at the time of booking to secure your reservation. Final payment is due no later than 60 days prior to the departure date, unless specified otherwise by the supplier. Failure to meet payment deadlines may result in automatic cancellation of the booking. We accept payments via bank transfer and major credit cards. Please note that credit card payments are subject to a **2.5% merchant surcharge** to cover transaction costs.

6. Cancellation and Amendment Fees

Any amendments or cancellations to a confirmed booking will incur an administrative fee of **\$150 NZD per person** payable to Chasing Horizons Travel, in addition to any penalties or fees imposed by the third-party suppliers. Suppliers often maintain strict, non-negotiable cancellation policies that may result in the forfeiture of 100% of the booking value. By proceeding, you agree to be bound by the specific terms of the suppliers utilized for your trip.

7. Passport, Visas, and Health

It is the **sole responsibility of the client** to ensure that all travelers possess valid travel documentation, including passports with at least 6 months' validity beyond the intended date of return, required visas, transit permits, and necessary health vaccinations. Chasing Horizons Travel is not liable for denied boarding, entry refusals, or costs incurred due to failure to meet these requirements.

8. Travel Insurance

We **strongly recommend** the purchase of comprehensive travel insurance covering trip cancellation, interruption, medical emergencies, and baggage loss. If a client chooses to decline this recommendation, they must sign a written waiver explicitly acknowledging that Chasing Horizons Travel is held harmless against any financial loss or unforeseen expenses resulting from events that would have been covered by a standard insurance policy.

9. Force Majeure

Chasing Horizons Travel Ltd shall not be held liable for any failure or delay in performing its obligations if such failure is caused by events beyond our reasonable control, including but not limited to acts of God, war, terrorism, civil unrest, natural disasters, pandemics, government regulations, or labor strikes.

10. Reservation of Rights

Chasing Horizons Travel Ltd reserves all rights regarding the amendment of these terms and conditions, marketing materials, and service offerings.

11. Consumer Rights

Nothing in this disclaimer is intended to limit or exclude your rights under the New Zealand Consumer Guarantees Act (CGA) or Fair Trading Act, where applicable. Our booking and advisory services will be provided with due care and skill as required by New Zealand law.

Client Acknowledgement: By proceeding with your booking, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

Signature: _____ Date: _____