

Payment Instructions and Refund Policy

ISENZ South Island Trip, April 14 - 28, 2018 (15 days)

Payment (NZ\$2,180 + \$20 bank fee*) needs to be made in full by Friday March 16, 2018

Early bird payment (NZ\$2,080 + \$20 bank fee) needs to be made by February 16th, 2018*

Payment should be made to:

Bank name: BNZ (Bank of New Zealand)

Branch/Address: The Square, Palmerston North

Account name: International Student Education New Zealand Ltd. (ISENZ)

Account number: 02 0727 0008636 00

SWIFT Code: BKNZ NZ22

IBAN Number: BNZ does not use an IBAN Number

Method of payment:

Payment is best made by electronic transfer direct from your parent's bank into the ISENZ account: If remitting in this way, a bank charge of \$20 should be added as BNZ will deduct this at the New Zealand end. If you require flights to or from Wellington and/or extra accommodation in Wellington, there are advantages in getting ISENZ to arrange this as then only one bank fee is paid.

***NZ\$20 needs to be added to the trip cost for overseas payments.**

Alternatively, your parents can remit payment to your personal NZ bank account if you open one and you can then ask your bank to transfer the amount to the ISENZ account. Banks can also give you a bank cheque made out to ISENZ Ltd. Some students withdraw cash using a credit card, then pay the cash into the ISENZ account at any BNZ bank in NZ.

Note: Payment by credit card is not an option.

Flight costs and extra accommodation:

Connecting flights or travel costs should be added to the trip cost if ISENZ has arranged domestic flights or travel on your behalf. There is a \$10 charge for ISENZ to book flights and travel on your behalf. ISENZ can arrange extra supervised accommodation at either end of the trip if required, for \$40 per night.

Optional activity costs are paid directly to the activity operators, not paid to ISENZ.

Identifying your payment:

If transferring money electronically, please make sure that you ask your bank to identify the payment with your name (the student's name). That is the only way that we can tell that a payment came from you and not another student.

Cancellation and refund policy:

All cancellations must be received in writing and are subject to a **cancellation fee of at least \$100.**

If you cancel your place on a trip after payment is made:

- more than 30 days before the trip starts, ISENZ will refund you 100% of the trip cost that you have paid, less cancellation fee and any money owing for flights, buses or extra accommodation.
- less than 30 days but more than 7 days before the trip starts, ISENZ will refund you 50% of the trip cost provided the full amount has been paid.
- less than 7 days before the trip starts there will no refund.
- Connecting flights, buses or extra accommodation purchased by ISENZ on behalf of a student are non-refundable.
- If for any reason the trip is cancelled by ISENZ a full refund of the trip cost will be made.