

ISENZ Trips

TERMS & CONDITIONS



Trip Payments

Payment needs to be made in full by date stated on your invoice, usually within 7 days. If payment is not received by the due date, your place may be offered to another student on the waiting list.

Methods of payment:

Bank transfer: Our bank details will be stated on your invoice. A bank fee of \$20 must be added to bank transfers from an overseas account. If paying from a NZ bank account, you may waive the \$20 bank fee.

Transferwise (www.transferwise.com): Transferwise is simple-to-use online payment service, with lower fees than an overseas bank transfer. The bank fee of \$20 can be waived if using this payment method.

Note: Payment by credit card is currently not an option.

Any amount owed to you by from the cancelled April trip, ISENZ can be credited to this trip. This does not include flight costs or booking fees.

Connecting Travel (flights or bus)

On request, ISENZ can book your connecting travel to/from Wellington (flights or bus). ISENZ will book standard "Seat + bag" fares through Air New Zealand, giving you a few options to choose from before booking. "Flexifares" or additional flight insurance can be booked, but by request only.

Connecting flights or bus costs that ISENZ has purchased on your behalf will be added to your total invoice. There is a \$15 charge for this service. Flight and bus bookings are non-refundable by ISENZ.

Any flight credits owed by Air New Zealand can be used towards these flights.

If we book flights for you after you have already paid for your trip, the outstanding amount can either be:

- paid back to ISENZ in cash on the first day of the trip.
- paid via bank transfer (we will invoice you), adding a further \$20 bank fee if payment is made from an overseas bank account.

Extra accommodation in Wellington

If you require it, ISENZ will arrange extra accommodation for the night before and/or the night the trip ends. The cost is \$50 per night and is supervised by ISENZ staff. Extra accommodation bookings are non-refundable by ISENZ.

If you paid for extra accommodation in Wellington in April, this cost will included in your credit.

Cancellations and Refunds

All trip cancellations must be received in writing and are subject to a *cancellation/administration fee of NZ\$200.

- If you cancel 28 or more days before the trip starts, ISENZ will refund you 100% of the trip cost paid, less cancellation/administration fee*.
- If you cancel less than 28 days but more than 14 days before the trip starts, ISENZ will refund you 50% of the trip cost paid, less cancellation/administration fee*.
- If you cancel 14 or less days before the trip starts no refund will be given.
- If you cancel, but your place is successfully filled by a suitable student, a larger refund may be given at the discretion of ISENZ.
- Any refunds given are less any costs spent on (or owing for) connecting flights and buses (to/from Wellington) booked on your behalf, and any other non-refundable accommodation and activity deposits ISENZ has already paid for.

Comprehensive travel insurance may cover most medical/other valid reasons for withdrawal (eg. family bereavement). Please check your travel insurance policy.

Forced Trip Cancellations

If ISENZ is forced to cancel a trip due to circumstances beyond our control (eg. natural disasters, global pandemic, political instability, terrorism, natural disasters or other unforeseen external events), we will not be liable for any delay, change or cancellation of trips.

ISENZ will refund you the trip cost, less an administration charge of \$200 and less your share of any non-refundable expenses that we have incurred, such as non-refundable deposits for group activities, accommodation or transport services. ISENZ often makes significant payments to its suppliers far in advance in order to secure availability. These are sometimes non-refundable to ISENZ. Any refunds owed may be done in stages. Alternatively, ISENZ may offer a trip credit valued at 100% of the price paid for your trip (excluding flights, extra accommodation and NZ\$200 administration fee). The trip credit can be used for any ISENZ trip departing up to 12 months from your cancelled trip's start date.

ISENZ is not responsible for expenses incurred for any additional arrangements made before or after the cancelled trip. Flights, buses or extra accommodation booked prior to the cancelled trip on your behalf are non-refundable by ISENZ.

Service delays, changes or cancellations (ferry, flights, train or bus)

Transport service times are not guaranteed and their schedules are subject to changes beyond our control. ISENZ will not be liable for any loss suffered as a result of a cancellation or a service departing/arriving before or after the scheduled time.

Travel insurance

Students travelling with ISENZ must have their own comprehensive personal travel insurance to cover any unforeseen circumstances that may arise. Your insurance should give you cover for medical expenses, loss of luggage, cancellation fees, emergency repatriation etc... as well as any adventure activities not covered under a standard insurance policy. ISENZ has Public Liability Insurance. Failure to obtain travel insurance is at your own risk.

If for any reason (eg. illness/medical, personal) you are unable to participate in the trip, or need to depart the trip early, ISENZ is not liable to reimburse you. However we can provide a detailed description of your trip for insurance purposes.

ACC Cover (Accident Compensation Commission)

If you're injured while in New Zealand, ACC will cover the cost of medical treatment in the case of an accidental injury. International students receive the same cover as a New Zealand citizen if they have an injury while visiting New Zealand. ACC will cover the cost of medical treatment for an accidental injury within New Zealand. You'll still need travel insurance for what ACC doesn't cover, such as illness, disrupted travel plans, emergency travel to get you back home, injuries while in transit to or from New Zealand.

**ISENZ only allows students to participate in activities run by fully trained professional operators. Independent safety auditors check on these activity operators regularly to ensure a high level of safety and training.*

Optional activities

Optional activities are an extra cost and require written Parent Permission from a natural parent / legal guardian in order to participate. Students generally book and pay for these activities themselves. Your organisation may not allow some activities and/or your insurance cover may exclude some activities. Please check your policy. See comment on ACC cover below.

**Many activities are weather dependent and are sometimes cancelled due to adverse weather conditions. Full refunds will be given by the activity operators if this happens.*

Optional activity cancellations

If you cancel an activity that is pre-booked and payment committed, you are still liable for the payment. A refund can only be given if the activity provider agrees to a refund. The refund policy of the activity provider applies in these cases.

Permission Forms

You will need written permission from a natural parent / legal guardian in order to join an ISENZ tour and to participate in any group or optional activities. Your parents need to complete and submit the permission form before your place can be confirmed on the trip. Your school also needs to be aware of your holiday plans, and there is a separate form for your school to complete.

Trip Rules

Our students and our staff are entitled to a fun, and safe, experience while on one of our trips. Any threats to safety or inappropriate behaviour may result in removal from the trip.

You will be sent a behaviour contract to sign prior to the trip, outlining the trip rules and behavioural expectations while travelling with ISENZ. These rules include: no buying, possession or consuming of alcohol or illegal drugs or inhalation of any chemical substances at all while on tour, no smoking cigarettes or vaping, observing trip curfews and gender separation rules at night time, and behaving in a way that does not endanger the health, safety, interests or welfare of yourself or others. If you are found breaking ISENZ's rules or New Zealand law, ISENZ reserves the right to remove you from the trip, sending you back to your host family **at your own cost (flights or transport home) with no refund from ISENZ**. Your parents, school and organisation will be notified.

You are expected to speak English at all times, unless all other people present share the language you are speaking.

You are expected to adhere to any Health & Safety measures that ISENZ is required to implement on the trip. These include any social distancing or contact tracing measures, personal hygiene measures, temperature checks, and notifying ISENZ quickly if you are symptomatic and in need medical attention.

Itinerary Changes

ISENZ reserves the right to make changes to the itinerary (with no additional charge or refund to you) where circumstances beyond our control make changes necessary (e.g. road closures, cancellation or unavailability of activity, accommodation changes, breakdowns, delays due to accident, medical or injury). ISENZ will aim to substitute activities with a suitable alternative of an equal value.

ISENZ is under no obligation to refund money to you where:

- Circumstances arising beyond our control require alternative arrangements to be made to ensure the safety and/or further participation and enjoyment of the tour.
- You miss any part of the tour (including sightseeing), do not use accommodation, or leave the tour for any reason after it has started.

Lost Property

Personal property and valuables must be named and kept your person or locked away. Any lost property that is left with or returned to ISENZ and not claimed within three months from completion of your trip, will be disposed. We will do our best to track down the owners of the property and advise them the best way to have it returned to them. It is your responsibility to look after your own gear.

Personal Responsibility

ISENZ and its representatives take all practicable steps to identify and minimise potential dangers for all participants on the trip. However, to the extent permitted by law, ISENZ its staff and management do not accept any liability for any accident or injury to you or your property.

We reserve the right to withdraw you from an activity if, in our opinion you are likely to endanger yourself or others. We also reserve the right to cancel any activity if we become concerned for any reason for your safety or that of any other person.

You must notify the Trip Manager or another ISENZ representative if you are concerned for your safety while on tour.

ISENZ is NOT responsible for:

- Mechanical breakdowns, government actions, weather, acts of God, strikes or other circumstances beyond our control.
- Missed flights and consequent flight re-bookings.
- The loss of/or damage to your baggage, its contents, or any personal items
- Any damage or destruction (intentional or accidental) you may cause to ISENZ property or the property of any of our suppliers
- Any other matter unless expressly referred to in this agreement.