

Terms and Conditions

Please read the following information carefully before booking your tour Acceptance of terms and conditions

By making a booking for one of our tours you accept the terms and conditions contained herein, and authorise Horizon Golf Tours to act in accordance with these terms and conditions.

Payment, amendments and cancellations

Currency

All prices quoted are in new zealand dollars (nzd) and include new zealand goods and service tax (gst), presently 12.5%.

Deposit

To secure a place on one of our tours, we require a non-refundable deposit of 15% of the total tour cost upon booking your tour. We prefer payments to be made via internet banking. A receipt will be issued upon payments received as confirmation of your booking. Failure to pay the deposit may result in your travel arrangements being cancelled.

Payment

The balance of the tour cost is required no later than 60 days prior to the tour start date (the 'due date for payment'). Bookings may be made right up to the tour departure date, subject to availability, and bookings confirmed within 60 days of departure require immediate full payment. Should payment not be received by the start date we reserve the right to cancel your booking and you will be liable for cancellation charges up to 100% of the tour cost.

Alterations to bookings

It is unlikely that Horizon Golf Tours will make alterations to your booking once it has been confirmed. However, we reserve the right to do so on or before the due date for payment. You will be notified immediately of any changes made.

Amendments to bookings are possible, but each and every request by you to alter any part of your tour itinerary after the original booking has been confirmed will result in a service charge, and may include additional charges should an amendment be made.

Cancellations

If Horizon Golf Tours cancels your tour for any reason other than force majeure, you will be notified immediately and, so far as it is reasonably practicable, offered at least one alternative itinerary. You will have the option of accepting an alternative arrangement offered, in which case any difference in price will be refunded to you; purchasing another available tour from us; or cancelling the booking completely whereby you will be given a full refund of any monies paid to us. A decision to cancel should be received in writing by us no later than 10 days from the advice of the new travel arrangement offered. If for some reason it is not reasonably practicable for us to offer you an alternative itinerary, you will be refunded in full.

If you wish to cancel a confirmed booking more than 60 days prior to the tour departure date, only the deposit will be forfeited. Cancellations must be made in writing to Horizon Golf Tours, and the date of receipt of your letter will be the effective date of cancellation. Where cancellation is made within 60 days of the tour departure date, the following cancellation charges will apply:

For cancellations made within 59-31 days of the tour start date, you will forfeit your deposit plus 15% of the total cost paid;

For cancellations made within 30-11 days of the tour start date, you will forfeit your deposit plus 35% of the total cost paid; and

For cancellations made within 10 days of the tour start date, you will forfeit your deposit plus 65% of the total cost paid.

These cancellation charges reflect an assessment by us of the costs we are liable to incur in the event you exercise your right to cancel your confirmed booking.

General information and conditions

Travel insurance

Horizon Golf Tours strongly recommends that you purchase a comprehensive travel insurance policy at the time of booking which should cover travel, health and cancellation. The new zealand accident compensation (acc) applies to travellers while in new zealand. If you have to cancel for medical reasons, most cancellation charges, less a small excess, are covered by most travel policies. Horizon Golf Tours accepts no liability for personal injury and losses.

Services

Horizon Golf Tours will organise all domestic flights and transfers within new zealand, accommodation, golf bookings, other scheduled activities, and most meals. These will be included in the tour price.

Unless otherwise specified, the costs of international flights, passports, visas, entry and departure taxes, food and beverages outside of organised accommodation, phone calls, tips and gratuities, additional activities, and items of a personal nature are not included in the tour cost.

Unused services

Refunds will not be provided where, as a result of illness, insufficient level of fitness, or personal choice, you do not utilise part or all of your tour package.

Personal information

Where we collect your personal information, including but not limited to name, address, telephone number, email address, and itinerary preferences, this information will be entered in our database but will not be used for any purpose other than in relation to delivering services and carrying out transactions as requested by you. Except as provided for in these terms and conditions, information collected by us will not be shared outside of Horizon Golf Tours, its employees, and associates, without your permission.

In connection with certain transactions, we may disclose some or all of your personal information to airlines, helicopter and other transport operators, and accommodation suppliers.

We may disclose your personal information to the extent we are required to do so by law, in connection with any legal proceedings, or prospective legal proceedings, to establish, exercise or defend our legal rights, or in the bona fide belief that disclosure is necessary to protect the personal safety of any individual.

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Liability

Horizon Golf Tours is instrumental in facilitating the provision of services to you by other service providers (such as airlines, helicopter and other transport operators, and accommodation suppliers). We undertake to perform these services with reasonable skill and care. If you have any queries or complaints in respect of such, these should be addressed to Horizon Golf Tours, and we will follow up with the relevant service provider on your behalf, or recommend how you should deal with it. In the event a service provider requests authorisation for us to deal with your booking on your behalf, you may be required to provide us with such authorisation.

Horizon Golf Tours will not be held liable for any loss, damage or claim arising from acts or defaults outside the control of Horizon Golf Tours, its employees or agents, including (but not limited to) the acts or defaults of actual travel and accommodation suppliers. The consumer guarantees act 1993 applies to services supplied by us except where they are (or are held out as being) acquired for business purposes. We will endeavour to provide the most suitable travel arrangements to meet particular requirements you make known to us. However, as travel is an individual experience, your preferences and opinions may vary from ours. Accordingly we cannot take responsibility for your personal satisfaction.

The liabilities of air carriers and other principals participating in the tour are limited as specified in their respective tickets, conditions of contract, and/or conditions of carriage and tariffs.

Helicopter operation

Tour arrangements have been made and priced on the basis of the use of helicopter services for travel between certain locations. However, helicopter operations may from time to time be affected by adverse weather conditions, causing disruptions to tour itineraries and preventing the completion of scheduled activities. Assistance will be provided to make alternative arrangements when and where practicable but no liability is accepted for either disruptions, or if a helicopter operator temporarily withdraws the service for whatever reason.

In the event a cancellation of helicopter services for whatever reason means a substantial part of your tour itinerary is subsequently disrupted, we may, at our discretion, make an ex gratia payment to recognise the reduction to the tour itinerary and the cost of the tour.

Promotional material

We may reproduce and publish images or video footage of you taken by us during tours for promotional purposes, including Horizon Golf Tours brochures, dvds, posters, website, and other advertisements of a promotional nature. Horizon Golf Tours reserves all rights to ownership and usage of the images and video footage, and you do not obtain any copyright, ownership or equivalent rights. Horizon Golf Tours will ensure promotional material is presented at a high quality which, to all extents and purposes, features nothing of a bad taste nature, or which might cause, determined reasonably, embarrassment to you.

Force majeure

If by means of any event of force majeure (which shall include war, threat of war, riot, civil disorder, terrorist activity, strike, natural or industrial disaster, adverse weather conditions, or any similar cause or event outside our control) we shall be delayed in, or prevented from, performing our obligations, then such delay or non-performance shall not be deemed a breach or entitle a damages claim. Our obligations shall be suspended whilst such event of force majeure continues.

Governing law

Contracts and disputes shall be governed by the laws of New Zealand and the courts of New Zealand shall have exclusive jurisdiction to hear and determine any disputes arising in relation to such.