

TERMS & CONDITIONS

RESERVATIONS:

A non-refundable deposit of \$1,500.00 per person is due upon registration. Final payment is due by August 26, 2019. If final payment is not received by August 26, 2019, BenchMark Incentives/TUT reserve the right to consider the booking as cancelled by you, and charge you any cancellation fees that may apply, unless alternative arrangements have been made. Please note that this trip has limited availability and reservations will be held on a first-come, first-served basis.

All rates are based on tariffs and value of foreign currencies in relation to the USD as of December 5, 2018. Should currency values fluctuate by more than 10% BenchMark Incentives and TUT Enterprises reserve the right to adjust costs to cover increases.

CANCELLATION FEES:

• **Your deposit of \$1,500.00 is non-refundable and non-transferrable.**

- Payment in full is due August 26, 2019
- If cancellation occurs up to and including August 26, 2019, you will be charged a cancellation fee equal to the initial deposit.
- If cancellation occurs from August 27, 2019 up to and including departure day, registrant is considered a “no show” and 100% of the total trip cost will be charged.
- No refunds will be issued for unused portions of the trip.
- All cancellations must be made in writing (via fax, email or post) to BenchMark Incentives. The date written cancellation is received will be used to calculate cancellation penalties.
- If you have selected the group flights, and later choose not to utilize the group flights, a cancellation fee of \$100.00 will be charged up to 30 days prior to the flight. Within 30 days prior, a penalty equal to the full cost of the airline tickets will apply.

COST:

Land Package Only with no flights other than the Auckland-Queenstown internal flight (no arrival & departure transfers included, unless traveling on the scheduled group transfer):

Double Accommodations: \$5,970.00 per person

Single Accommodations: \$6,888.00 per person

Land & Air Package includes coach class group airfare from Los Angeles, California, and returning from Queenstown, New Zealand to Los Angeles, California and the internal flight from Auckland, New Zealand to Queenstown, New Zealand. All flights are on Air New Zealand

Double Accommodations: \$7,298.00.00 per person

Single Accommodations: \$8,216.00 per person

INCLUDED:

- All transfers throughout the program, with the exception of airport transfers for guests booking their own flights.
- 7 nights hotel (3 nights in Auckland at the M Social Hotel and 4 nights in Queenstown at the St. Moritz Hotel).
- 7 breakfasts, 5 lunches and 5 dinners
- TUT Workshop fee including meetings with Mike and Andy
- All day trips described with guides
- All sightseeing and transfers by deluxe vehicles. Smaller vehicles may be required during certain tours due to rough terrain or narrow roadways
- Bottled water daily
- Water, coffee, and tea at group lunches and dinners
- Professional English speaking guides/escorts throughout
- All gratuities for drivers, guides, group meals, maids, bellman through itinerary
- All entrance fees to sites included on the trip itinerary
- All, taxes, fees and services on any group events
- Any U.S. Airport Security Fees, Taxes and Fuel Surcharges.

NOT INCLUDED:

- Domestic air within the U.S. from your home city to and from Los Angeles, California.
- Beverages other than water, coffee and tea at group meals.
- Transfers for independent arrival and departure into Auckland, New Zealand and out of Queenstown, New Zealand if different than the group arrival time (for guests booking own air).
- Items of a personal nature such as laundry, telephone calls, travel insurance, etc.

TRAVEL INSURANCE:

BenchMark Incentives strongly recommends the purchase of travel insurance* before any TUT trip! Travel insurance offers travelers coverage for unforeseen problems, from a cancelled flight to a serious illness—or in rare cases, even an act of terrorism or the financial default of a travel supplier. If you miss a travel connection, even for reasons beyond your control, you are NOT necessarily protected from financial loss unless you have travel insurance. For example, if you encounter mechanical problems, flight delays, or inclement weather that causes you to miss connections, the airline carrier might re-book you, although in many cases (such as bad weather) it is NOT guaranteed (in which case you may either have to purchase an entirely new round-trip ticket or forego the entire prepaid trip without any reimbursement). Travel insurance can cover new flights or provide trip cancellation coverage (for a covered loss), as well as emergency medical expenses and medical transportation.

TRAVEL INSURANCE, continued:

Travel insurance also provides 24 hour "911" emergency travel service, in case a traveler has to change a flight or a hotel room, in addition to assistance with emergency cash transfers, lost baggage, and pre-trip consultation services (travel advisories, passport requirements, inoculation information, etc.).

HOW TO PURCHASE TRAVEL INSURANCE:

You can obtain travel insurance from Travel Guard International. To view the various policies offered, log onto [Travel Guard Insurance](#). You will have two options to purchase travel insurance: 1.) US and Canadian residents may call Travel Guard directly at 1-800- 826-1300. In this case you may be asked for a travel agent code. Please give Travel Guard the code 22735731 as this code will identify your booking with BenchMark Incentives, Inc. 2.) Visit Travel Guard's website at [Travel Guard Insurance](#) to process the insurance yourself. Please be sure to read all policy information thoroughly and note that if you have a pre-existing condition you must apply for the insurance within 14 days of the trip deposit date.

* Please note that Travel Guard insurance is only available to U.S. and Canadian residents at this time. If you live elsewhere, please check for such coverage within your home country from independent providers.

CHANGE FEES:

Once you reserve your tour, changes are possible, subject to availability at the time of your request. Requests for deviations, date changes, or changes in class of service are subject to applicable fees incurred by airlines and land operators. Any deviations are subject to a BenchMark Incentives administration fee of \$50.00 per person. You will be advised of the additional charges before BenchMark Incentives makes the final booking. BenchMark Incentives requires all changes to be made in writing (via fax, email or post) and a representative will call you to assist with your changes and collect any additional charges. No changes will be made without written consent and authorized payment. If you make roommate changes during your trip you will be responsible for the payment of your single/double room fee as well the single/double room fee for your original roommate. Any voluntary changes made throughout your stay will be charged to your credit card on file with BenchMark Incentives.

RESPONSIBILITY:

Right to Decline Reservations and Right to Terminate: BenchMark Incentives and TUT's Adventurer's hereby reserve the right to decline the acceptance of reservations for this trip for any reason in their sole discretion. In the event a reservation is accepted, BenchMark Incentives and TUT further reserve the right to terminate any participant (or any member of his/her family) from the tour and/or workshop and its attended activities in the event any participant is declared to be disruptive to the group or others in the country in which the trip/workshop is given and or the participant (or any member of his/her family) violates the customs or rules of the country wherein the trip/workshop is being held. In the event that any participant (or any member of his/her family) is terminated for the reasons listed above, it is expressly understood that the participant (or any member of his/her family) will not be refunded any monies that have previously been paid for the remainder of the trip. BenchMark Incentives does not own, manage, or operate any transportation vehicle, hotel, restaurant or any other supplier of services. All coupons, receipts, and tickets (if applicable) issued are subject to the terms & conditions specified by suppliers. By accepting the tickets you acknowledge (and your parents or guardian if you are a minor) that neither BenchMark Incentives, TUT or any of its representatives shall be liable for any loss, injury or damage to you, your belongings or in connection with any accommodations, services resulting directly or indirectly from any occurrences beyond its control including breakdown of equipment, strikes, delay or cancellation of changes to scheduled services. All accommodations, services and facilities are subject to the laws and the customs of the countries in which these services are rendered. BenchMark Incentives reserves the right to make necessary changes in the itinerary and or services, to substitute airlines, accommodations at its own discretion. If cancellation of any tour is made by BenchMark Incentives (not TUT) the sole liability of BenchMark Incentives towards the client shall be a refund. Airlines concerned are not held responsible for any act, omission, or event during the time you are on board their aircraft. The passage contract in use by the airlines involved when issued constitutes the sole agreement between you and them, in purchasing a passage contract as part of your trip participant (and your parents/guardians if you are a minor), acknowledges, and accepts the foregoing conditions. In signing this you express knowingly that you have been advised by BenchMark Incentives and TUT that you are responsible for the arrangements of your visa (if applicable), that you have checked with your personal physician in regards to recommended inoculations for travel and or any other medical precautions/regulations. BenchMark Incentives is not responsible for TUT workshop contents or presenter.

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