



## **Terms and Conditions of Engagement**

**BROCHURE PRICES:** All GreenfernZ pricing is in New Zealand Dollars. We can accept and will provide quotes in other currency if required, however these quotes are subject to change due to currency fluctuation and changes in duties, taxes and government levies. Single golfer supplemental rates are available on request.

**ENGAGEMENT FEE / PAYMENT:** A \$250 +GST per person booking / administration fee (see FEE below) is payable at the time reservation is requested. Payments may be made by Visa, MasterCard, Amex (additional surcharges may apply) or by wire transfer. In order to process credit card payments, we must receive each cardholder's credit card details on the form below. The cardholder must provide authorization, acknowledging acceptance of these Terms and Conditions.

Once our full itinerary proposal is accepted, a 25% deposit payment will be required, unless otherwise specified. Specific deposit, payment and cancellation policies may differ according to vendor. The balance for your vacation will be due 90 days prior to arrival. We will advise of any variation to these payment terms at time of booking.

**CANCELLATIONS:** All cancellations must be submitted in writing to GreenfernZ Ltd, and are subject to the following per person cancellation charges:

- 90+ days prior to arrival: Loss of engagement fee / payment.
- 90-61 days prior to arrival - 50% of package price forfeited, plus any penalties imposed by vendors (golf courses, hotels, etc).
- 60 days or less - 100% of total balance per person.

Please note: When one member of a party cancels, it may affect the total package price for remaining members.

Late payment may, at the discretion of GreenfernZ, incur an interest cost calculated on a daily basis at the then rate charged to GreenfernZ by its bank to cover the cost to GreenfernZ plus 5% on that rate.

**COVID POLICY :** In the event of government enforced cancellation of your travel due to border lockdowns. If travel due within cancellation period, we will issue a full credit for travel within 24 months, or a full refund less our fee.

**FEE:** GreenfernZ Ltd receive commissions from some but not all service providers. Your package cost will be comparable to if you book direct, however you have the benefit of our on-the-ground expertise and time building and booking your itinerary. Our fee covers administration and time for booking your accommodation, rental vehicles and golf tee times. This is a one off charge of \$250 +GST per person, and is charged and paid to engage GreenfernZ Ltd as your booking agent. This fee is non refundable in any event of cancellation.

**CHANGES:** Any customer initiated changes (dates, names, courses, tee times, etc.) requested after time of booking will result in a discretionary change fee plus any applicable increase in price.

International packages: \$50.00, per change.

All golf packages will be re-priced at the time the changes are made, which may result in a price different from the original price. Less than 45 days prior to travel, changes cannot be made without the approval of GreenfernZ Ltd. We cannot accommodate any changes to a confirmed itinerary after mailing of travel documents (approximately 21 days prior to arrival for International travel). Changes to names of golfers may incur, depending on individual course policy, a fee for the changes to names.

**REFUNDS:** Any refunds due for cancellations will be issued within 30 days of written notification and upon return of all issued travel vouchers. Unused or partially used tour features and components are non-refundable.

### **INCLEMENT WEATHER:**

Golf courses in New Zealand are not known to close their course due to inclement weather. We advise strongly that you bring rain gear with you and be prepared to play in all weather conditions. Refunds and or rain checks are not given for un-played rounds of golf.

**ADVISEMENT BY TRAVEL AGENTS:** Travel Agents warrant that each client has been provided with and advised to carefully review a copy of the foregoing Terms and Conditions and that the customer fully understands that he/she is subject to said requirements and policies.

**ENTRY REQUIREMENTS:** Passports are required when traveling to New Zealand. Passports should be valid for six months upon entry into the country.

Tel: +64 (7) 377 8577

Email: [INFO@GREENFERNZ.COM](mailto:INFO@GREENFERNZ.COM)

Registered in New Zealand, Company Number 1708877, GST no. 92-058-913



**TRAVEL DOCUMENTS:** Where vouchers are required, these will be delivered at least 21 days prior to departure. Under no circumstances will GreenfernZ release any travel documents without full payment.

**AIR TRAVEL:** All package prices are land only. If you wish for airline / ticketing assistance, GreenfernZ have overseas based partner IATA members who can assist with air itineraries for both international and domestic travel. Please enquire for more details.

**LOST VOUCHERS:** GreenfernZ work on a voucherless system, however where vouchers have been issued, GreenfernZ assume no liability for lost or stolen vouchers. If required, a replacement set of vouchers will be sent via overnight mail for a charge of \$25.00 per delivery. The passenger is responsible for any cost associated with the subsequent use of lost or stolen vouchers.

**LATE BOOKINGS:** We will make every effort to accommodate reservations booked on short notice however bookings made less than 14 days prior to arrival will result in a late booking charge of \$25.00 per tour (Individuals) or \$50.00 per person (Groups), which includes overnight delivery of travel documents.

**RENTAL CARS:** A valid driver's license and major credit card is required prior to renting a car, and minimum and maximum driver age restrictions apply. Please check with your GreenfernZ travel specialist for explanation of rental car restrictions. International rental car inclusions cover unlimited mileage, time, local taxes and CDW insurance. All charges for car rentals including, but not limited to, taxes, airport fees, insurance, fuel, or any optional items shall be the responsibility of the renter.

**RESPONSIBILITY:** GreenfernZ Ltd functions as an intermediary and agent for suppliers in selling services which are not directly supplied by this company, such as accommodations, transportation, golfing, etc. GreenfernZ will act on behalf of the customer and is not liable for any losses or breaches of contract or any omissions or careless actions on the part of suppliers that may result in any damage, loss, injury or irregularity to any customers for tours arranged by GreenfernZ Ltd. In the absence of gross negligence on their part, GreenfernZ shall not be responsible or liable for any personal injury or property damage, delayed departure, missed carrier connections, lost or damaged luggage, substitution of service, changes in fares, schedules or rates by any transportation carrier, hotel, resort or golf course, cancellation, double booking, missed reservations or lost tickets beyond its control. Furthermore, GreenfernZ is not now, and shall not become liable or responsible in any way whatsoever for any loss, injury, or damage caused by acts of God, acts of government or other entity, wars, civil disturbances, hijacks, thefts, or any other circumstances beyond its control. Tour participants should note that the suppliers/vendors providing accommodations or services are independent contractors, not agents or employees of GreenfernZ. GreenfernZ has the right to alter the printed itinerary, brochure prices and package features without notice and shall not be responsible for any inconvenience or expense occasioned by such changes.

By embarking on his/her travel, the customer acknowledges these terms and voluntarily assumes all risks. All rates contained in this proposal are valid at the time presented, but are subject to change at any time. The tour participant individually and on behalf of the individual's heirs, spouse and beneficiaries expressly waives any claims of any nature or descriptions against GreenfernZ, arising from, or in any way attributable to, golf packages in conjunction with GreenfernZ golf vacation programs.

**INSURANCE:** You are responsible for, and we strongly recommend you obtaining travel insurance to protect yourself to the extent possible. GreenfernZ Ltd do not carry, and have no obligation to carry, insurance coverage to protect you.

**ENTIRE CONTRACT:** This is the complete, final and exclusive binding contract between the parties relating to travel and supersedes all prior agreements, understandings, both written and oral, and may not be amended or altered after your initial deposit has been made except in writing, signed by all parties.

**SEVERABILITY:** If any provision or portion of any provision is held unenforceable or invalid, the validity and enforceability of the enforceable portion of any such provisions shall not be affected.

**NOTICES:** All notices and communications shall be in writing and shall be mailed first class or emailed as follows:

- (i) If intended for us, addressed to GreenfernZ Ltd, 12 Seventeenth Avenue, Tauranga, New Zealand : or email : [info@greenfernZ.com](mailto:info@greenfernZ.com) or such other address as may be designated by us in writing to you.
  - (ii) If intended for you, at the address provided by you on booking or to such other address as may be designated by you in writing to us.
- All notices, requests, consents, waivers, approvals, demands and communications required or permitted under the agreement must be in writing and shall be deemed to have been duly given upon earliest to occur of (i) when delivered personally by hand to recipient, (ii) when delivered by courier (such as FedEx or UPS), (iii) when transmitted by electronic mail with the receipt of such electronic mail being confirmed by telephone, or (iv) via first class mail, no later than the business day following the transmission.

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**GOVERNING LAW, DISPUTES AND ARBITRATION:**

(i) Any agreement between GreenfernZ and the client shall be construed by and governed under the laws of New Zealand, and the parties irrevocably agree to submit to the jurisdiction and venue of the courts of New Zealand to resolve any dispute arising under or relating to these terms and conditions  
(ii) In any litigation, arbitration, or other proceeding, except mediation, by which one party either seeks to enforce its rights under this agreement (whether in contract, tort, or both) or seeks a declaration of any rights or obligations under these terms and conditions, the prevailing party shall be awarded reasonable attorney fees, together with any costs and expenses, to resolve the dispute and to enforce the final judgment.

**EVENT OCCURRENCE AND FORCE MAJEURE:** We provide hotel reservations, ground transportation, and all services from third parties as a travel agent, and not as a principal. If the planned event is postponed, cancelled, or relocated due to disaster, government action, acts of God, strikes or labor unrest (other than by our employees), riot or civil disorder, acts of terrorism, inclement weather, transportation strike or other event beyond Our control not anticipated or known by either you or by us at the time of your purchase of your package(s), our liability, if any, is and shall be limited to providing you with replacement hotel reservations and ground transfers to the next or rescheduled event, with price escalation and adjustment as necessitated by change of date(s), and we shall have no other and further liability to you. Likewise, in the event we arrange golf tee times we shall have no liability to you should the event not occur when and where scheduled and you choose not to use such purchased services.

**ACKNOWLEDGE READ AND AGREED :**

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**A Tod - Managing Director  
GreenfernZ Ltd**

**Date:**

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**Client**

**Date:**

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**GREENFERNZ BOOKING FORM**

Many thanks for choosing GreenfernZ Ltd to plan your trip. We look forward to welcoming you to New Zealand. Please read and complete the following form and Credit Card Authorisation. You will need to refer to our Terms and Conditions which are an extension of this document.

**Names of Guests you are booking for:**

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**Any dietary or medical requirements / special requests:**

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**Credit Card Authorisation Form:**

By completing this form you agree to authorise GreenfernZ Ltd to charge to your credit card, the amounts set out for you holiday arrangements supplied by GreenfernZ Ltd. You also acknowledge that you have read and understand our Cancellation Policy by signing and enclosing our Terms and Conditions. Please return all these sheets to us at your earliest convenience.

To arrange payment by credit card, please complete the following:

**PAYMENT FOR :** \_\_\_\_\_



Amex cards – additional surcharge of 3% will apply to all payments

Values between \$500-\$10000 will require multiple authorisations. Great than \$10,000 wire transfer will be required.

**NAME ON CARD:** \_\_\_\_\_

**Card Number:** \_\_\_\_\_

**Expiry:** \_\_\_\_ / \_\_\_\_

**Secure ID** \_\_\_\_\_

**BILLING ADDRESS :**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**CARDHOLDERS SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Please SCAN AND RETURN BY EMAIL TO [alistair@greenfernZ.com](mailto:alistair@greenfernZ.com)

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