

Responsibilities & Conditions

Fathom Asia acts only as agents for accommodation, airlines, coach or car companies, owners or contractors providing accommodation, transportation or other services.

All tickets, vouchers, coupons, travel orders and receipts are issued subject to any and all tariffs, terms and conditions under which any accommodation, transportation or any other services whatsoever, are provided by such accommodation, airlines, coach and car companies, owners or contractors.

Fathom Asia shall not be liable or responsible for death or injury to any person, or loss or damage to any property (including baggage) whether due to its servants, agents or employees negligence or otherwise, arising out of or in conjunction with any accommodation, transportation, or any other service, such as dangers incident to the sea, fire, breakdown in machinery or equipment, acts of government or other authorities, strikes, thefts, pilferage, epidemics, quarantines, medical or customs regulations, delays or cancellations of, or changes in itinerary or schedules, or from any causes beyond its control, or for any loss or damage resulting from improper or insufficient passports, visas or other documents and nor shall Fathom Asia, nor its servants, agents or employees be or become liable or responsible for any additional expense or liability sustained or incurred by the tour members as a result of any of the foregoing causes.

All prices quoted are subject to change without notice, having regard to unforeseen circumstances, foreign exchange fluctuations and variations in airline operating costs.

Fathom Asia reserves the right to cancel the tour and/or modify the itineraries in any way it thinks desirable and further reserves the right to decline to accept any person, on any tour and may substitute accommodation where necessary. Fathom Asia has the right to change or substitute tour itineraries and/or accommodations due to any fluctuations in local conditions or providers of services.

The issue and acceptance of receipts, tickets, vouchers, coupons or travel orders shall be deemed consent to the above conditions.

Every effort has been made to see that content of the Fathom Asia website and publications is accurate and as far as is known, no false or misleading statements are included.

Photographs show places in geographic areas, but are not necessarily related to any tour described.

Prices:

Prices are subject to change, particularly in relation to exchange rate fluctuations.

Prices are only confirmed when paid in full, please check with your Travel Agent or Fathom Asia.

In so far as Fathom Asia arranges personalized itineraries, comprising accommodation, transfers, tours and activities, Fathom Asia reserves the right to charge a handling fee of \$40 if the total price for arrangements made is less than \$100.

Deposits and final payments:

- A deposit of 30% per person is payable on confirmation, unless otherwise advised at quote stage & invoice.
- Final payments are to reach Fathom Asia no later than 90 days prior to departure unless otherwise advised at quote stage & invoice.
- Until payment is received in full, Fathom Asia reserves the right to adjust prices, specifically in relation to exchange rate fluctuations and other unforeseen circumstances.
- If for any reason we do not receive your balance payment by the due date, we reserve the right to treat your booking as cancelled and to apply the appropriate cancellation charges.

Cancellations:

These are subject to a charge to cover the estimated costs, and the scale of charges, per person, in the event of cancellation or failure to travel without formal cancellation, as follows:

- **Land Arrangements:**
 - Cancellations prior to 21 days before departure, 30% charge.
 - Cancellations within 20 days of departure, 30% plus any charges levied by hotels and ground operators up to 100% of the cost of land arrangements.
- **Air Arrangements:**
 - Cancellations within 14 days of departure, 25% of the airfare or any other amount as required by Airline Tariff.
 - Cancellations after ticketing will be charged as required by the Airline.

Refunds:

- No refund is available for cancellations after the tour has commenced or in respect of any tours, accommodation, meals or any other services not utilized.
- No refund or exchange can be made for unused services.

Booking Arrangements:

Fathom Asia communications will be sent to your Travel Agent for all booking arrangements made through your Travel Agent.

Your Travel Agent shall, on the receipt of any tour monies, hold such monies for each and every person named in the booking, until that booking is confirmed, at which time your Agent shall promptly remit these monies to Fathom Asia. Funds received for clients' travel arrangements will be held in a specific Fathom Asia bank account, separate from Fathom Asia operating accounts, until disbursement to suppliers on behalf of clients.

Tickets and/or vouchers shall be forwarded to Travel Agents on receipt of full payment to Fathom Asia. Tickets and/or vouchers may be provided as e-tickets or hard copy.

TRAVEL INSURANCE:

We strongly recommend that, at the time of your reservation, you purchase a comprehensive travel insurance policy of your choice.

SAFETRAVEL:

Together with NZ Ministry of Foreign Affairs and Trade, Fathom Asia recommends that, prior to travel, travelers register their travel plans with <https://www.safetravel.govt.nz/register-your-travel>.

"The Ministry of Foreign Affairs and Trade, including New Zealand Embassies, High Commissions and Consulate-Generals around the world, use the registration information to:

- contact registrants in an emergency (e.g. natural disaster, terrorism, civil disturbance, family emergency etc.)
- send information such as new travel advisories, notice of elections and changes to New Zealand legislation (e.g. passports) relevant to New Zealanders travelling and residing overseas.

Note: Registration information is kept confidential, and is only used for the consular purposes for which it is collected. Email addresses and personal information will not be sold or passed to third parties.

All personal information provided is protected by the Privacy Act 1993."