



Hobbiton

Mountains to Sea

for New Zealand's Senior Travel Club

Itinerary especially prepared for

Mountains to Sea 2022 Enquiry

Travelling 27 September 2022 to 1 October 2022

Thank you for your enquiry into our Mountains to Sea Tour for 2022. On the following pages is our full itinerary.

Tour Overview

The name paints the picture: from a stay in Ohakune under the shadow of Mt Tongariro, to relaxing by the sea at Raglan. Discover the silica terraces and geysers of Orakei Korako and cruise on the Waikato River to experience the power of the remarkable Huka Falls. Step into the enchanting world of Hobbiton and enjoy the delicious “fayre” at the Green Dragon Inn.

Booking

To secure your place on this tour, please call us on 0800 471 227 or alternatively 370 6600, Extn 2.

Your place on this tour is confirmed only by ringing us and acknowledging that you have read the terms and conditions. Secondly, we require your deposit immediately (amounts shown in the Terms and Conditions).

Covid-19 Protection Framework and Vaccine Certificates

Attached is important information relating to Covid-19 and how we travel under the new Protection Framework, or Traffic Light System.

Before departing on all future tours, there is currently a requirement to provide proof of vaccination by way of the Covid-19 vaccine certificate "My Vaccine Pass".

Our health and safety team regularly update our Risk Management Plan as it aligns to the Ministry of Health Covid 19 Protection Framework, to allow us to travel safely within New Zealand. This is continually monitored.

All our team are fully vaccinated.

Thank you for understanding as we continue to work through all these changes to keep our valued passengers safe. If you have any queries, please call our team. We are happy to answer any questions.

Travel Insurance

There are often non-refundable portions included in any tour, so for this reason we encourage you consider travel insurance. You are welcome to use other providers, but we recommend Helloworld Travel, Masterton. They offer both cancellation and full cover for domestic and international travel. Please don't hesitate to call them direct on 06 378 2454 or email them at masterton@helloworld.co.nz; they will be only too happy to answer your questions or provide you with a quote.

Should there be any part of the itinerary you wish to discuss, please give us a call, as we want your decision to join us to be as fully informed as possible.

Ali, Kath, and Robin - your Tranzit Tours team

Trip Details

Day 1 Tuesday, 27 September 2022

Tour Travelling to Taupo

With transfers arranged from Wellington, Kapiti, Palmerston North, Wairarapa and other surrounding areas, we meet at a central point to enjoy morning tea together before departing for Taupo. Travelling via Hawke's Bay, our first lunch together is at the historic Oruawharo Homestead - one of Hawke's Bay's most splendid examples of early colonial architecture. This property also features Vincent's, the historic St Vincent's Church from Takapau which has been respectfully renovated to accommodate modern functions whilst retaining all its original charm and ambience. After lunch we have a chance to wander through the expansive garden and outbuildings.

This afternoon our travels to Taupo take us over the Napier-Taupo Road, an historic coaching route in days gone by. We dine in tonight at our hotel with lakeside views.

Day 2 Wednesday, 28 September 2022

Tour Explore Thermal Taupo

This morning we travel out to the hidden valley of Orakei Korako, to experience the eerie majesty of this thermal area. We cross the Waikato River by boat and then have time to explore a world of geysers and see some of the largest silica terraces in the world. After enjoying lunch back in Taupo (own choice and cost), we make the short journey to the Aratiatia Dam site and then join our Huka Falls River Cruise. With time first to view the truly spectacular sight of the Aratiatia Dam emptying into and filling the river gorge below, we will board the specially designed and covered in riverboat for our cruise which takes us upstream to view the fabulous Huka Falls. Motoring up the crystal waters of the Waikato River, you will also see birdlife, natural hot streams and see what natural energy drives the Wairakei Geothermal Power Station. After returning to our hotel, we have time to relax before dinner in house. Alternatively, we can arrange a transfer for anyone wanting to take a relaxing pre-dinner bathe in the natural thermal pools of the De Bretts Taupo Hot Springs (entry at own cost).



Day 3 Thursday, 29 September 2022

Tour Taupo - Hobbiton - Raglan

After leaving Taupo, we travel up through the lush countryside of the Waikato. On a farm near Matamata, we stop to visit "Hobbiton" – the film location of the Shire, as seen in the Lord of the Rings and The Hobbit Trilogies. Here, we enjoy a guided tour of the film set, with the chance to view the hobbit holes, the Green Dragon Inn, the Mill, and other structures. We also enjoy morning tea and lunch here before travelling to our coastal destination of Raglan. After exploring the sheltered harbour and the coastline that attracts thousands of surfers every year, we should have time to browse the eclectic shops before checking in to our motel. Dinner tonight is at the Harbour View Hotel, a centrally located, historical, colonial hotel.



Day 4**Friday, 30 September 2022**

Tour Raglan via Waitomo Caves to Whakapapa Village

After departing Raglan this morning, we travel to the magical underground wonderland of the Waitomo Caves. We will see formations known as the Catacombs, the Pipe Organ and the Banquet Chamber as well as the magnificent Cathedral, which is 18 metres high and world-renowned for its superb acoustics. The highlight of today is a boat trip through the spectacular Glowworm Grotto where we will glide silently through the Grotto, lit only by these tiny living lights.

Re-emerging above ground, our journey continues through the heart of the King Country to Te Kuiti where we stop for lunch (own choice and cost). Weather permitting, we detour through the Whakapapa Village and drive to the "Top-o-the-Bruce" to Whakapapa Ski field with an option of taking the Sky Waka gondola (own cost) up this sacred mountain, or if you prefer, you can play in the snow and enjoy a coffee at the Mountain Café. We dine in on our final night together, snug in our hotel nestled beneath the Turoa skifield side of the mountain in the bustling ski resort town of Ohakune.

**Day 5****Saturday, 1 October 2022**

Tour Travelling Home

With a welcome later start, we are homeward bound today. We visit Taihape for lunch (own choice and cost) for a little spring retail therapy. We arrive back in Palmerston North in time to meet connecting transfers for those travellers continuing to Wellington and Wairarapa.

**Cost of Tour Includes**

- Good quality motel and hotel accommodation
- 2 course or buffet dinners
- All breakfasts
- Morning tea Meet and Greet on Day 1
- All coach travel
- Oruawharo Homestead guided tour and Vincent's luncheon
- Orakei Korako Geothermal Park and Cave - admission
- Huka Falls River Cruise
- Hobbiton morning tea, guided tour, and lunch
- Dinner at Harbour View Hotel
- Waitomo Caves guided tour

Total Cost Per Person

Double or Twin Share	NZ\$2,445.00
Single Accommodation	NZ\$2,870.00

Terms and Conditions

Deposit required to confirm your booking \$470.00 per person.

Tour balance payable by: 5 August 2022

Bank account details: BNZ 020688 0127658 00

Tour Reference:Mts2Sea22

To: Tranzit Coachlines Wairarapa Ltd
P O Box 116
MASTERTON 5840
Phone 0800 471 227 or (06) 370 6600

OR: Book online at www.tranzittours.co.nz

Conditions and Important Booking Information

Tranzit Coachlines (Wairarapa) Ltd, trading as Tranzit Tours
Terms and Conditions and Important Booking Information

Before you book a tour with Tranzit Tours, please take the time to read and understand these Terms and Conditions below.

Pricing Validity

- All costs associated with each tour are outlined in full within each tour itinerary. All pricing quoted is valid for the dates of tour when booked.

Reservations and Payments

- Bookings for all Tranzit tours can be made through any Tranzit Coachlines Reservations Centre or an approved Travel Agent.
- Any person making a booking for others shall be deemed to have accepted these Terms and Conditions on behalf of all individuals they are booking on a tour and it is the responsibility of the person making the booking to bring these Terms and Conditions to the attention of those individuals booked.
- A deposit as stated in the Tour Itinerary is payable to secure the booking.
- The balance must be paid in full by the date stated in the Tour Itinerary.
- Any reservation made within fourteen (14) days of the tour departure must be paid in full at the time of booking.

Cancellations, Postponements and Alterations

Cancellations by the Customer

- Cancellations 45+ days before tour departure date – a cancellation fee valued at 15% of your deposit, plus any other fees charged by other providers such as accommodation, ferry, activities etc.
- Cancellations 44 – 8 days before tour departure date – a cancellation fee valued at 15% of the total tour cost, plus any other fees charged by other providers such as accommodation, ferry, activities etc.
- Cancellations within 7 days before tour departure date – a cancellation fee valued at 25% of the total tour cost, plus any other fees charged by other providers such as accommodation, ferry, activities etc.
- No refunds will be made for cancellations made within one day of departure or once travel has commenced. Refunds will not be provided for unused portions of a tour, unless the Customer can provide genuine reason and documentary evidence that services were unable to be utilised (and a refund if applicable is available from the other provider) in which case the company will review each request and may provide a partial refund at the sole discretion of the company.
- Cancellations of one half of a twin share booking will result in the Customer cancelling being charged the cost of a single booking, if the Company is unable to match the twin share booking with another Customer.

Alterations by the Customer

- The Customer may transfer their booking to another person for the same tour and commencement date, but only if the other person satisfies all of Tranzit Tours requirements in relation to the tour and provides us a completed Booking Form. The Customer must notify Tranzit Tours in writing of the intended transfer at least 30 days prior to the commencement date of the tour. A \$60 transfer fee per person/per transfer will apply (in addition to any supplier change fees).

Cancellations or Postponements by the Company

- Tranzit Tours reserves the right to cancel, reschedule or postpone a tour. With the exception of the Force Majeure section below, Tranzit Tours will:
- In the event of a tour being cancelled by the company prior to departure and not postponed – refund the total amount paid in respect of that tour or provide a credit, but will have no further liability to the Customer.
- In the event of a tour being postponed – rebook the Customer for the new departure date or provide a credit, but will have no further liability to the Customer.
- In the event of a Force Majeure event that occurs prior to, or during, a tour such as but not limited to fire, flood, volcanic eruption, earthquake, avalanche, severe weather, power outages, labour disruptions, pandemic, government controls or other events outside Tranzit Tours control that interrupts the ability to operate the tour in full or in part, or if Tranzit Tours determines that the quality of the tour or the health and safety of the Customer would be compromised, Tranzit Tours reserves the right to cancel, postpone, or shorten the tour and will be excused and released from its obligations without liability of any kind. Customers will receive a credit for postponed tours. For cancelled or shortened tours, refunds in these circumstances will be in full less any unrecoverable costs (i.e. expenses already incurred or fees charged by other providers).
- The Customer will be advised of any increased tour costs as a result of the postponement. Credits will be equal to the value of the payment made and must be used within 12 months. Customers are strongly advised to take out travel insurance.
- In the event of cancellation or postponement by the company, Tranzit Tours is not responsible for any consequential loss incurred by the Customer. Customers are again advised to take out travel insurance.

Alterations by the Company

- Before Tour Commencement: If a major change to the tour needs to be made before departure, we will inform the Customer of the change as soon as practicable and will advise of any consequential price increase or decrease.
- Transit Tours reserves the right to alter a tour (including the itinerary) and substitute accommodation facilities should unforeseen circumstances beyond our control make changes necessary. Whilst every effort is made to adhere to the itinerary as provided, the company reserves the right to alter the touring and attractions as dictated by circumstances and conditions outside the company's control. Alterations may be made to ensure the smooth running of the tour. Every attempt will be made to ensure alterations do not adversely affect the operation of the tour. The company will not be held responsible for weather-based cancellations, or those closures made at the tour provider's discretion.
- Transit Tours will inform the customer as soon as practicable and will advise of any consequential price increase or decrease.

Insurance

- Transit Tours recommend that you purchase comprehensive travel insurance to cover against things like lost or damaged luggage, accident or sickness, loss or theft of personal belongings and documents, or the need to cancel or shorten your tour. Please note that special conditions will apply for pre-existing medical conditions with all travel insurance policies.

Health and Fitness

- Transit Tours are generally able to accommodate most fitness abilities; however, some tours may require a certain level of physical fitness for full enjoyment of tour activities. The Customer must inform Transit Tours, at the time of booking, of any health or fitness restrictions that may limit participation of tour activities or put the Customer, tour staff or other customers at risk. The Customer acknowledges that their suitability for a tour, or any activity within a tour, is wholly the Customer's responsibility.
- Payment of a deposit by the Customer to secure a Transit Tour acts as a warranty that:
 - the Customer is reasonably healthy and/or fit to participate in the tour, and
 - the Customer does not have a health, physical condition or disability that would create risk to themselves, tour staff or other customers, and
 - the Customer indemnifies Transit Tours from all actions, claims and demands arising out of any want of health or fitness.
- Transit Tours reserves the right to decline a booking on medical, health or fitness grounds at its sole discretion.
- Transit Tours reserves the right to remove a Customer from a tour, or quarantine a Customer on tour, if their health and/or fitness interferes with the tour or staff safety or other Customers safety or tour experience in any way. Any additional costs associated with a Customer's removal from tour or placement into quarantine, shall be borne by the Customer. Refunds will be made in accordance with these Terms and Conditions.

Authority on Tour

- Transit Tours are operated by staff with decision making authority while on tour. By travelling with Transit Tours, you agree to accept the authority of the driver/guide and their decisions are final in all matters likely to affect the wellbeing, safety or experience of any customer or staff member on board. Failure to adhere to reasonable requests or any inappropriate behaviour that is degrading the experience of other customers, may result in the Customer being removed from the tour. If a Customer is asked to leave a tour, any costs associated with returning home will be borne by the Customer and any unused portion of the tour will not be refunded.

Responsibilities

- Transit Tours include goods and services provided by other operators such as hotels, attractions and transportation companies. Customers are advised to familiarise themselves with the terms and conditions on which these services are supplied. Accordingly, Transit Tours will not be responsible and will be excluded from liability for any loss, damage, omission or acts being negligent or otherwise, committed by other goods and service providers used in connection with the tour.
- Transit Tours is not liable for any loss, damage, delay, or injury caused to the traveller or their baggage whilst under the care or control of a third-party provider. A Customer's baggage and personal effects shall be carried at the owner's risk as provided for under the Carriage of Goods Act.
- Transit Tours is not responsible for any losses or additional expenses to the Customer due to tours impacted by Force Majeure events that occur prior to, or during, a tour such as but not limited to fire, flood, volcanic eruption, earthquake, avalanche, severe weather, power outages, labour disruptions, pandemic, government controls or other events outside Transit Tours control that interrupts the ability to operate the tour in full or in part, or if Transit Tours determines that the quality of the tour or the health and safety of the Customer would be compromised.

Acceptance of Risk

- The Customer acknowledges that all Transit Tours may be subject to risks and dangers beyond that which might be experienced by the Customer at home. Except as provided in law, the Customer acknowledges that they assume all risk and Transit Tours is not liable for misadventure, death, injury, delay or loss which occurs during the tour.

Seat Rotation

- For the enjoyment of all travellers Transit Tours operates a seat rotation system which all travellers must participate in as a condition of booking.

Photographs

- Photographs used to market any Tranzit Tour depict typical scenes experienced, but the subject matter may not necessarily be seen or experienced whilst visiting a destination within a tour.
- Whilst on tour, the Customer may be included in photographs and/or film taken by the guide or driver. These photographs may be used for future promotional advertising purposes and by booking on a Tranzit Tour the Customer authorises the use of any images they are captured in to be used without further consent or any payment of any kind. If the Customer does not authorise the use of their image for promotional purposes, they must make this known at the time of booking.

Privacy Policy

- Any personal information that Tranzit Tours collects about the Customer may be used for any purpose associated with the operation of a tour or to send the Customer marketing material in relation to Tranzit Tour products. The information may be disclosed to our agents, service providers or other suppliers to enable Tranzit Tours to operate the tour. Tranzit Tours will otherwise treat your details in accordance with our privacy policy (available on our website).

Applicable Law

- The laws of New Zealand govern these Terms and Conditions to the fullest extent allowable.

Keeping you healthy and safe on our Tranzit Tours

Our passengers and team members' health, safety and wellbeing are our highest priority. We are obligated to take all practicable risk measures to operate safely. With COVID-19 still a risk in New Zealand, we take advice from the Ministry of Health on best practice safety protocols and have implemented these into our robust *COVID-19 Risk Management Plan* aligned to the Ministry of Transport *COVID-19 Protection Framework*. All our key suppliers have provided assurance they are observing the same safety protocols, so we can travel safely and feel welcomed.

COVID-19 Safety measures include:

- ✓ Encouraging passengers to wash hands regularly in warm soapy water, use provided hand sanitizer, cough into the inside of your elbow and stay clear of people who are unwell.
- ✓ Providing individual snap lock bags so each passenger can dispose of personal rubbish including tissues and face masks.
- ✓ Prior to our tour's departure: our coach undergoes a deep clean including the air con filters and passengers are reminded that if they are unwell, they need to stay home. Also please review the MOH *Locations of Interest* before travelling.
- ✓ All hard surfaces cleaned daily with a disinfectant.
- ✓ Providing biodegradable disposable cups on tour to prevent cross contamination.
- ✓ Tongs are used for food handling and our team members wear gloves.
- ✓ Disposable face coverings are provided, or you're welcome to bring your own. Under the Covid-19 Protection Framework it is not compulsory for passengers to wear face masks on a coach tour, however we do encourage it.
- ✓ Face coverings are compulsory (unless you have a medical exemption) when visiting some public places, such as cafes, and attractions.
- ✓ Reminding passengers to scan QR Codes using the COVID-19 Tracer App or sign in on hard copy contact tracing booklets available on the coach.
- ✓ If you become unwell on tour, please contact Healthline on: 0800 611 116 or your doctor immediately who will triage symptoms over the phone and advise next steps. This may include having a Covid-19 test and then self-isolating from the tour. This will be managed on a case-by-case basis. We can assist with logistics help, at the cost of the Passenger.
- ✓ Our team are fully trained in first aid.

COVID-19 Vaccination Status

Under the new COVID-19 Protection Framework, or Traffic Light System it's important to note:

- ✓ Before departing on a Tranzit Tour or day trip, there is now a requirement to provide proof of vaccination by way of the Covid-19 vaccine certificate "My Vaccine Pass".
- ✓ Your COVID-19 Vaccination status will be stored securely in accordance with the Privacy Act and is available to you on request. We may disclose general statistics, such as vaccination numbers, to our third parties (i.e., restaurants and tour attractions), but we will never disclose any information that may identify you.

Thank you for understanding as we continue to work through all these changes to keep you, our valued passengers safe. Our team is happy to answer any specific questions you have.