



Harold Latham Arch, Marine Parade

Napier Short Break

for New Zealand's Senior Travel Club

Itinerary especially prepared for

Napier Short Break

Travelling 20 September 2023 to 22 September 2023

Thank you for your enquiry into our Napier Short Break tour for 2023. On the following pages is our full itinerary.

Tour Overview

Join us for a short spring getaway. Napier is the place to be in spring, as blossom bursts all over the region. Gorgeous gardens, culture, arts and history abounds.

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

Attached is important information relating to Covid-19 and how we travel.

In consultation with our Health and Safety team, we continue to listen and adapt to the requirements and guidance of Ministry of Health and Government.

Thank you for understanding as we continue to work through 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

We strongly encourage you to consider taking travel insurance, as you are now able to get cover for Covid-19 related travel disruptions. Additionally, there are also often non-refundable portions included in any tour. 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, Robin and Anil - your Tranzit Tours team

Trip Details

Day 1 Wednesday, 20 September 2023

Tour High Tea and Travels to Napier

We meet at a favourite café in Palmerston North this morning, with transfers from surrounding areas. Morning tea gives us a chance to mix and mingle to catch up with friends and welcome new ones. Travelling to Takapau, a special lunch treat awaits us at historic Oruawharo Homestead - one of Hawke's Bay's most splendid examples of early colonial architecture. Here we enjoy a high tea served on fine china. Following lunch and a stroll in the garden, we journey through to our Napier hotel, appealingly located on Marine Parade. There will be time to relax and settle in before dining in the hotel restaurant tonight.



Day 2 Thursday, 21 September 2023

Tour Art Deco, MTG Museum, Mission Estate Winery & Sea Life

Today we start our day with a guided tour of Art Deco Napier from the comfort of our own tour coach, discovering the legacy of art deco architecture that developed after the devastating 1931 earthquake. On our return to the Art Deco Centre we have an opportunity to view the 20 minute film "The Day that Changed the Bay". Next, we visit the MTG Museum which uses its collection to tell the stories of the region and beyond. We take you out to Ahuriri for lunch today at a popular restaurant (included).

Following lunch, we visit the Mission Estate Winery – "The birthplace of New Zealand wine since 1851". Their elegantly restored historic seminary building provides a stunning location for the unique, award-winning Mission Restaurant and Winery. We'll enjoy a tasting of award-winning wines and a wander through the beautifully manicured gardens to soak up the ambiance of the estate. On our travels back to town, we will keep an eye out for "Sea Walls - Murals for Oceans". In 2016 this street art project saw national and international artists transform 29 blank walls in the CBD and Ahuriri, addressing such issues as over-fishing, plastics and pollution and habitat loss.

Finally today, we visit the National Aquarium, joining a knowledgeable guide who will show us around the aquariums, as well as the enclosures of native icons the kiwi, tuatara and special favourites, the little penguins. You will also get a chance to go "behind the scenes". We return to our hotel to relax and enjoy dinner inhouse again this evening.



Tour Birdwoods Gallery and Travelling Home

This morning we visit Birdwoods Gallery - a special place set in the Havelock North countryside, featuring sculpture and decorative arts from both local and African artists. The gallery's home is the original church hall from St Peter's in Waipawa and we are hosted here for morning tea (included). Right next door to the gallery you can visit The Summer Sweet Shop, a treasure trove of old-fashioned sweets, lemonade, sherbet, fudge, ice creams and other novelties.



We'll stop for lunch at Waipukurau (own cost and leisure), before making the journey back to Woodville, where, after fond farewells we meet connecting transfers to return us to home locations.

Cost of this Tour Includes

- Accommodation
- 2 course or buffet dinners
- All Breakfasts
- Morning teas on travelling days
- All coach travel
- Visit to Oruawharo Homestead, including High Tea luncheon
- Guided Tour of Art Deco
- Lunch on day 2 at Ahuriri Village Kitchen
- Mission Estate Winery tour and tasting
- Guided tour and entry to the National Aquarium
- Entry to Birdwoods Gallery, including morning tea,

Total Cost Per Person

Double or twin share	NZ\$1,490.00
Single Accommodation	NZ\$1,685.00

Terms and Conditions

Deposit required to confirm your booking \$485.00 per person

Tour balance payable by: 04 August 2023

Bank account details: BNZ 020688 0127658 00
Tour Reference: Napier23

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 Transit 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 Transit 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 domestic Tranzit Tours

The health, safety and wellbeing of our passengers and team members is our highest priority. We are obligated to take all practicable risk measures to operate safely. With COVID-19 still a risk in New Zealand and overseas, 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:

- ✓ Our Tranzit Tours team undergoing Rapid Antigen Tests (RATs) the morning of the departure of the tour to eliminate any potential risk of COVID-19.
- ✓ Asking passengers to pro-actively undergo a self-administered RAT prior to departure for their safety (and the safety of all passengers on the tour) should they feel they could have been put at risk of contracting COVID-19 or feel unwell (including hayfever symptoms). If in doubt, we ask passengers to call the Tranzit Tours Team as passengers may not be able to travel without evidence of a negative COVID-19 test result.
- ✓ Encouraging passengers to wash hands regularly in warm soapy water, use provided hand sanitizer, cough/sneeze into the inside corner of their elbows 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.
- ✓ Ensuring that prior to our tour's departure the coach undergoes a deep clean (including the air-conditioning filters) and reminding passengers that if they are unwell, they need to stay home.
- ✓ All hard surfaces cleaned twice daily with a disinfectant while on tour.
- ✓ Providing biodegradable disposable cups on tour to prevent cross contamination.
- ✓ Using tongs for food handling and our team members wearing gloves when handling food.
- ✓ Providing disposable masks, although we encourage passengers to bring their own masks. While it is not compulsory for passengers to wear masks on a coach tour, we do encourage it.
- ✓ Although mask wearing is not compulsory, some businesses may still require mask wearing in their premises. Tranzit Tours respects this and ask that all passengers comply (unless you hold a medical exemption).
- ✓ Ensuring our team is fully trained in first aid and is COVID-19 vaccinated.

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. Our Tranzit team will support you and assist with logistics (at the cost of the Passenger – which may be covered by your travel insurance).

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.

➤ **Part of The Tranzit Group**