

## **New Zealand North Island Tour, November 2025**

### **Terms and Conditions**

New Zealand North Island Tour 2025 is managed by Allnation Pty Ltd as trustee for the Globe Trotter Unit Trust ABN 14 696 004 042 of 108 Stirling Highway, Nedlands WA 6009, Australia, trading as The Incentive Lab

### **Inclusions**

#### **The New Zealand North Island 2025 Tour includes\*:**

- 9 nights hotel accommodation in 4-5 star hotels
- Daily breakfast at each hotel
- 4 hosted dinners including 3 course menus and a beverage allowance
- 3 hosted lunches including a beverage allowance
- Daily VIP hosted garden visits with Michael McCoy
- Meet & greets with special guests throughout the tour
- All tours and transfers with an English-speaking guide

*\*Airtfares are not included in this price*

*\*All other meals will be at your own expense*

*\*This price is based on a minimum of 15 guests travelling. Should the number of guests change, the price may change*

### **Deposit Schedule**

- (a) \$2,000.00 deposit per person, at the time of booking;
- (b) a further payment of \$3,000.00, per person is due 180 days prior to departure; and
- (c) full and final payment for your tour is due 120 days prior to departure.

Full payment is required at the time of booking for reservations made less than 120 days before departure from Australia. If The Incentive Lab is unable to confirm your reservation, all deposit monies received by us will be refunded to you.



## Cancellation by the Traveller

| Days of Notice:                   | Fee per Person:  |
|-----------------------------------|--|
| Between booking date and 180 days | Loss of deposit  |
| Between 179 and 120 days          | 40% of tour price (including deposit)  |
| Less than 120 days                | 100% of tour price   |
| Cancellation on tour              | 100% of the tour price should we be unable to replace your place on the tour<br>(There is no refund for unused services, or if portions of the tour are missed or not used.) |

## Tour Capacity

The tour has a maximum capacity of 22 people. Once filled, interested parties can join a waiting list.

## New Zealand North Island Tour 2025 Terms and Conditions

The terms and conditions ('booking conditions') set out below form the basis of your contract with Allnation Pty Ltd as trustee for the Globe Trotter Unit Trust ABN 14 696 004 042 of 108 Stirling Highway, Nedlands WA 6009, Australia, trading as The Incentive Lab. (referred to in these booking conditions as 'The Incentive Lab', 'we', 'us' or 'our'). Please read these booking conditions carefully as they set out the parties' respective rights and obligations. By booking your tour and paying the deposit, you (referred to in these booking conditions as 'you' or 'guest') agree that you have read, and agree to be bound by, these booking conditions. References in these booking conditions to the 'tour' are references to the tour you have booked with The Incentive Lab. References to 'excursions' are references to short trips or tours included or available as part of your 'tour'. We may modify our booking conditions without notice at any time where such amendment does not substantially affect your rights and obligations. If any changes to the booking conditions substantially affect your rights and obligations, we will notify you of these changes as soon as practicable.

### 1. BOOKING YOUR TOUR

**Tour Price** – Prices are in Australian dollars (except where stated otherwise) and are correct at the time of printing. The price for your tour ('Tour Price') is as set out in this document unless it is varied by us after the date of publication and notified to you. Government taxes and charges imposed by suppliers or third parties, including airline fuel surcharges, taxes or ticketing fees, are subject to change. The Incentive Lab also reserves the right to adjust prices to reflect fluctuations in foreign exchange rates. Late booking promotions and special offers do not apply to existing bookings unless otherwise stated.

**Deposits** – To secure your booking, the following deposits are required:

- (a) \$2,000.00 deposit per person, at the time of booking;
- (b) a further payment of \$3,000.00, per person is due 180 days prior to departure; and



(c) full and final payment for your tour is due 120 days prior to departure.

Full payment is required at the time of booking for reservations made less than 120 days before departure from Australia. If The Incentive Lab is unable to confirm your reservation, all deposit monies received by us will be refunded to you. The Incentive Lab reserves the right to cancel any tour or refuse to carry any guests where payment has not been received by us in accordance with these booking conditions.

**Special Requests** – If you have a special request (e.g. diet, room location, twin or double bedded room, a particular facility at a hotel, flight seat requests and/or particular meals), you must advise us at the time your booking is made. Whilst all reasonable efforts will be made to accommodate your special requests, all special requests are subject to availability and cannot be guaranteed by The Incentive Lab. The fact that your special request has been conveyed to our suppliers or is noted on your invoice, confirmation advice or any other notification from us does not mean that your special request can or will be fulfilled.

**Credit Card Surcharge** – If you pay by credit card, a credit card surcharge is applicable.

**Inclusions** – Please read your itinerary carefully for the items that are included in your tour package and in the Tour Price. All accommodation (as stated in your itinerary), gratuities, transfers, sightseeing, specified excursions and meals, admissions, taxes and the service of a Tour Manager are included in the Tour Price.

**Exclusions** – Items which are not specifically listed on the tour website or your itinerary are not included in the Tour Price. This includes (but is not limited to), passport and visa charges, personal expense money, vaccinations, medications, items of a purely personal nature (e.g. laundry bills, bar bills and phone calls), arrival and departure transfers due to varying flights), expenses incurred for items purchased away from the tour (additional meals, tours, transport etc.), optional excursions, excess or oversized luggage fees and insurance for travel extensions or specific pre-existing medical conditions or age loading fees.

**Room configuration** – You will be accommodated in a 'standard room', single occupancy unless you select a 'twin share' room. Requests for particular bedding configuration must be made at the time of booking.

**Visa and passports** – All guests must have a valid passport (with at least 6 months before expiry from the final date of travel and 4 blank pages). You are solely responsible for meeting all necessary passport requirements (including any associated costs). Details of visa requirements will be sent to you by The Incentive Lab approximately 16 weeks before departure.

**Included Meal Options** – All meals included are set menus. Dietary requirements will be adhered too. A set allowance per meal has been included for beverages per person

## **2. TRAVEL DOCUMENTS**

**Travel insurance** – You are required to have travel insurance confirmed prior to departure. Please email a copy of your travel insurance to [travellingmasterclass@theincentivelab.com](mailto:travellingmasterclass@theincentivelab.com) to confirm this

**Other documents** – final itineraries and detailed travel information will be forwarded to you two weeks prior to departure.

## **3. IF YOU CANCEL OR CHANGE YOUR BOOKING**



Cancellation policy – If you wish to cancel your booking, you must provide The Incentive Lab with notice in writing. Cancellations are only effective upon receipt by The Incentive Lab of such written notice.

| Days of Notice:                   | Fee per Person:  |
|-----------------------------------|--|
| Between booking date and 180 days | Loss of deposit  |
| Between 179 and 120 days          | 40% of tour price (plus deposit)   |
| Less than 120 days                | 100% of tour price   |
| Cancellation on tour              | 100% of the tour price should we be unable to replace your place on the tour<br>(There is no refund for unused services, or if portions of the tour are missed or not used.) |

Additional cancellation fees may also be payable for accommodation, or other travel services booked or reserved outside of the tour dates. You will be responsible for payment of all such additional cancellation fees payable to third party suppliers which will be notified to you.

Changes or additions – Changes to your tour or booking after the deposit has been paid may result in an administrative fee or service charge. The Incentive Lab will use all reasonable endeavours to accommodate any changes, however, depending on the nature of the change, it may not be possible. You will be responsible for any additional costs incurred as a result of any requested changes to your booking.

#### 4. IF THE INCENTIVE LAB CANCELS OR CHANGES YOUR BOOKING

Cancellation by us – Although The Incentive Lab endeavours to provide you with all the services confirmed at the time of your booking of your tour, we reserve the right to amend, cancel or make substitutions for any travel component without prior notice to you, including hotels, if, in The Incentive Lab opinion, the situation requires a change or cancellation of arrangements. The Incentive Lab does not assume any responsibility or liability for any loss, inconvenience or expense incurred as a result of any change or cancellation.

Changes to itineraries – Your itinerary is a guide only, and is subject to alteration without notice. Alterations may be necessary for various reasons including, without limitation, road, river or weather conditions or other unforeseen circumstances beyond our control. We reserve the right to vary your itinerary in these circumstances and to provide alternative services including, but not limited to, substitute transport arrangements. The Incentive Lab will not be liable for any costs that may be incurred by you because of any event or other factor beyond our control which necessitates a change to your itinerary.

Changes due to force majeure – If The Incentive Lab is required or elects in its absolute discretion (whether directly or through its employees, contractors, subcontractors or agents) to make a change to, or cancel, a booking (or any part of it, including excursions) due to force majeure (for example, circumstances such as political unrest, war or threat of war, riots, civil strife, closure of airports or ports, industrial disputes, terrorist activity, natural or nuclear disasters, fire, epidemic or health risk, acts of God, changes in laws or regulations, adverse weather conditions, travel warnings or advices issued by the Department of Foreign Affairs and Trade, or other similar



events beyond our control), we will either: (a) terminate your booking (in whole or in part) in which circumstance no refund will apply; or (b) change your travel arrangements as reasonably practicable to ensure your safety.

Additional charges may apply.

The Incentive Lab accepts no responsibility or liability whatsoever for any cancellation or changes to your tour package due to an event of force majeure. It is your responsibility to ensure travel insurance adequately protects you in the event of force majeure cancellation.

Minimum number of guests – The tour and excursions require a minimum number of guests to be financially viable and to ensure a pleasant group experience. If the minimum number of 15 guests for the tour is not achieved, we reserve the right to cancel the tour and refund of the monies paid to The Incentive Lab.

## **5. HEALTH AND MEDICAL**

Health requirements – A good level of fitness and health is required to participate in this journey. In some destinations, there are extensive sightseeing excursions by foot, which can include climbing of stairs and walking on uneven surfaces. Mobility is needed boarding or alighting coaches and other vehicles. We recommend a visit to the doctor and dentist before travelling to overseas destinations. It is your responsibility to advise The Incentive Lab of any pre-existing medical conditions that may affect the normal conduct of the tour and the enjoyment of other guests.

## **6. LIMITATION OF LIABILITY**

Independent Suppliers – Our tour may include the services of hoteliers or other accommodation providers, air carriers, cruise and ferry operators, coach operators and other transport providers and other operators who are not agents, servants or employees of The Incentive Lab and over whom The Incentive Lab has no direct control (Independent Suppliers). Although we take care in selecting the Independent Suppliers, and the optional excursions conducted by some Independent Suppliers, The Incentive Lab does not accept any responsibility or liability for any acts, omissions or defaults, whether negligent or otherwise, of the Independent Suppliers. Optional excursions may include activities. You accept and assume the risk involved with these activities. The Incentive Lab does not accept any responsibility or liability of any nature whatsoever for any injury, damage, loss, delay, additional expenses or inconvenience caused by your own acts or omissions in undertaking or participating in, the optional excursions.

Limitation of liability – Notwithstanding any other provision of these booking conditions, to the maximum extent permitted by law, except to the extent that liability cannot be limited or excluded, The Incentive Lab total liability for all events giving rise to any liability on its part arising out of or in connection with these booking conditions or your tour package, whether arising in contract, tort (including negligence), indemnity, breach of warranty or pursuant to statute, will be limited (at our election) to the resupply of services to you or the payment of the cost of resupply of services to you. Without limiting the above, to the maximum extent permitted by law, The Incentive Lab aggregate liability to you on any basis and in any circumstances (including liability for breach of contract, negligence or breach of any other law) will not in any event exceed the Tour Price.





Exclusion of consequential loss – Under no circumstances whatsoever will The Incentive Lab, its directors, employees, agents or contractors or subcontractors be liable to you for:

(a) any property damage (real or personal), personal injury (including death), illness, detention, postponements or delays (including due to international public holidays or religious festivals, airline delays, mechanical breakdowns or transport interruptions or failures); or

(b) any indirect, special or consequential loss or damage (including without limitation, loss of enjoyment, economic loss, loss of revenue, loss of time, loss of use, loss arising out of claims by third parties or lost opportunities) arising under or in connection with these booking conditions.

Implied warranties – Any term, condition or warranty express or implied by statute or otherwise in respect of your tour package are excluded to the full extent permitted by law. However, nothing in these booking conditions excludes, restricts or modifies the application of the Competition and Consumer Act 2010 (Cth) as amended, consolidated, supplemented or replaced.

## **7. GENERAL**

Website accuracy – The Incentive Lab has used its best endeavours to ensure that the information provided on the website and promoting the tour is accurate and up to date at the time of release. However, advertised descriptions, facilities and prices may change after release. The Incentive Lab reserves the right to correct any errors in fees, charges, rates or prices quoted or billed.

Local purchases – The Incentive Lab is not responsible for any items you may purchase whilst on tour. You acknowledge that you are solely responsible for any import duty or freight costs.

Smoking – For other guests' comfort, smoking is only permitted in designated areas.

Personal information – You authorise us to collect your personal data and provide it to any relevant Independent Suppliers in connection with your tour package. We will keep confidential all other personal information that you provide to us. We will only use names and contact details for tour purposes.

Photos and videos – Photographs or videos of the tour may be captured by us for promotional purposes. Unless you otherwise notify us in writing, you agree that such material may be used for promotional purposes in our advertising or publicity material without obtaining any further consent from you.

Luggage limits – Each airline has policies relating to luggage limits and category of seat. Additional charges may apply for excess luggage.

Personal belongings – For security reasons, valuable items and essential personal items should be packed in your hand luggage. It is your responsibility to look after your property at all times. The Incentive Lab does not accept any responsibility for your lost or stolen belongings.

Complaints – If a problem occurs during your tour, you should advise your tour manager so that steps can be taken to resolve the matter. If the matter cannot be resolved after the Tour Manager's best endeavours to do so during the tour, your complaint should be made in writing to The Incentive Lab as soon as is reasonably possible after the conclusion of the tour, but in any event, within 30 days so that your complaint can be investigated. Any claims



made after the 30 day period will not be considered by The Incentive Lab, unless the circumstances warrant further investigation.

**Bookings** – Bookings are made by submitting your registration online

**Booking conditions** – These booking conditions apply to New Zealand North Island Tour 2025

**Prices and publication** valid from 1 November 2023 and supersede all previous prices and publications.

**Severability** – Any provision in this agreement which is invalid or unenforceable in any jurisdiction is to be read down for the purpose of that jurisdiction, if possible, so as to be valid and enforceable in that jurisdiction, and otherwise must be severed to the extent of the invalidity or unenforceability, without affecting the remaining provisions of these booking conditions or affecting the validity or enforceability of that provision in any other jurisdiction.

**Governing Law** – These booking conditions are governed by the laws in force in Victoria, Australia. Each party submits to the non-exclusive jurisdiction of the courts exercising jurisdiction in Victoria and any court hearing appeals from those courts.

