



SOHN HEARTS & MINDS 2026 TRAVEL POLICY

ACCOMMODATION INFORMATION

Accommodation Overview:

- **Availability:** TAG is holding rooms for 2 nights from Thursday 5 November and Saturday the 7 November at a selection of Queenstown's centrally located premium hotels. These rooms will be available for you to book and are held at a special rate for a limited time and are subject to availability. Terms & conditions are dependent on each hotel and available throughout their registration link.
- **How to Book:** In order to secure your accommodation at a special rate you will need to book through TAG's hotel booking link which is provided in the registration form. The booking link also includes all hotel specific terms and conditions.
- **Extensions:** Additional accommodation nights will be subject to hotel availability at the time of the request, so we strongly encourage you to confirm your booking as soon as possible. To secure your accommodation, you will need to indicate your preference through TAG's hotel-specific booking link.
- **Credit Card Details:** Your credit card details provided in the booking link will be used as a guarantee for any hotel incidentals. Your card details are held securely and encrypted with password protection for access by the hotel only. No charges will be debited from your card without prior communication or consent.

Payment Schedules:

- **UPON ATTENDEE CONFIRMATION:** The hotel and TAG Travel Team will collect your credit card details which will be charged for any incidentals only. Your Package cost including your accommodation, flights and transfers this will be invoiced to you once your package is confirmed.
- **72hrs prior to departure** is the cut-off date to finalise accommodation changes - subject to availability and any additional fees - or update payment card details.



FLIGHT INFORMATION

Flight Overview:

- If you would like TAG to assist you with your flight booking, please specify your preferred travel dates and times in the form. Once your registration is confirmed, the TAG team will reach out with a quote and to finalise your travel arrangements.
- Your final itinerary will be sent to you approximately two weeks prior to the conference.

Flight Changes:

Please review your travel plans carefully before submitting your registration, to avoid any changes after your travel bookings have been confirmed. Please note, change fees will apply and will vary depending on the timing of your request, the type of ticket booked, and availability on your requested flight.

- Change fee after flights confirmed (i.e.: after the Travel Booking Form has been submitted and change request has been actioned):
 - \$50.00 TAG change fee per ticket
 - Any airfare difference or airline change fees. Fees are dependent on airline carriers, dates, group flight, etc.
 - Fees will be communicated during your quote, and no charges will be applied without your consent.

Flight Seat Selection:

- Depending on the airline, you may be able to select a seat preference. Whilst TAG will do their best to accommodate, seat requests are not always guaranteed by the airline and may change at any time. If additional costs apply to select a seat, TAG will communicate this to you prior to confirming any preferences.

Online Check-in Experience:

- Online check-in opens 24 hours prior to your flight. Your booking confirmation, flight booking number, and your final itinerary will be sent to you approximately 2 weeks prior to the conference.

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Airport Arrival:

- Please ensure you arrive at the airport at least 2 hours prior to your flight departure on international flights. Depending on your airport and flight times, it is recommended you allow extra time to check-in.
- Please check the recommendations with your local airport and airline for arrival times to ensure you have adequate time for baggage drop, check-in and security clearance, as they may vary by city and at peak times.

Airline Loyalty Program Points:

If you have provided your airline loyalty program number on the Travel Booking Form, it will be added to your booking.

Upgrades:

- Purchasing: If you would like to upgrade your flight from economy to business class, please advise the TAG Travel Team within your Travel Booking Form (or via email). TAG will advise you of the availability and any additional costs at the time of your request.
- Using airline loyalty program points: This can only be requested after final ticketing and directly through the airline. Unfortunately, TAG is unable to do this on your behalf. Upgrades are subject to availability and the airline's Terms and Conditions.

QUEENSTOWN AIRPORT TRANSFERS

As it is a busy season to visit Queenstown, we strongly suggest you arrange your airport transfer in advance. TAG can pre-arrange group airport transfers at your own expense to coincide with your flight arrival/departure times.

If you wish to book a group airport transfer, please let the TAG Travel Team know during the registration process.



CANCELLATIONS

You must advise the **TAG Travel Team** as soon as possible if you can no longer attend the event and have a confirmed travel itinerary. Any costs associated with cancelling your overall travel itinerary will be at your own expense.

- **Accommodation bookings are non-refundable.** We will however do our best to on-sell your allocated room to another attendee. In the event this is possible, we will contact you to arrange the booking transfer and refund (less a small change fee of \$33).
- Flight cancellations will be managed in line with the airlines cancellation policy. These terms will be communicated for agreement when finalising your booking.