



## PlaceMakers Plus Vietnam 2025: Terms & Conditions

**Apply to us: PlaceMakers. Other terms of use or service or supply may apply by other suppliers. We'll let you know who these suppliers are.**

### CANCELLATIONS

All cancellations must be advised in writing to [plus@placemakers.co.nz](mailto:plus@placemakers.co.nz)

Once the booking has been confirmed, a cancellation made within 30 days prior to departure date of 20 August 2025 will incur a fee of 100% of the total booking value.

CANCELLATION FEES	30 Days prior	3 months prior	6 months prior	From booking confirmation to 181 days
Dates	21/07/2025	20/05/2025	20/02/2025	date of confirmation to 19/02/2025
Cost per person to cancel double room - NZD	NZD 7,500	NZD 6,000	NZD 3,750	NZD 1,250
Cost per person to cancel double room - Plus points	833,325	666,660	416,663	138,888
Cost per person to cancel single room - NZD	NZD 10,000	NZD 8,000	NZD 5,000	NZD 1,250
Cost per person to cancel single room - Plus points	1,111,100	888,880	555,550	138,888

Cancellations made before the 30 days prior to departure will incur fees as outlined in the table below.

These change fees reflect the administrative costs our suppliers charge us to make such amendments and unfortunately cannot be waived.

### AMENDMENTS

Once the booking has been confirmed:

- Up until 30 days prior to departure, each amendment will incur a change fee of \$200 per amendment per person, plus any fees charged by airlines and/or other suppliers.
- Within 30 days prior to departure date of 20 August 2025, each amendment will incur an amendment fee of \$300 per amendment per person in addition to any airline and/or vendor change fees.

These change fees reflect the administrative costs our suppliers charge us to make such amendments and unfortunately cannot be waived.

Please note that any changes requests are subject to availability and cannot be guaranteed. PlaceMakers reserves the right to suspend, cancel or modify any of the trip details including date of departure and return.

#### NAME CHANGES

If you are unable to travel, it may be possible for you to arrange a replacement traveller on the same flight itinerary. These changes will be treated as an amendment and the above conditions apply. Name changes within 48 hours prior to departure are not possible, and cancellation conditions are applicable.

#### PRIVACY

You agree to your personal information being shared to third parties by PlaceMakers and its designated travel partner. If you are viewing these terms on behalf of someone else, you agree that you have the consent of that person to provide their personal information to PlaceMakers, and for PlaceMakers to pass this information to third party suppliers as necessary for the purpose of delivering the trip.

We will use, hold, and store your information per the Privacy Act 2020 and our Privacy Statement (see <https://fletcherbuilding.com/privacy-statement/>).

Where your information is provided to third parties, their Privacy Policies will apply. In the case of overseas merchants, different privacy laws may apply. If you are concerned about how your information may be used, please let us know.

#### LIABILITY

PlaceMakers will not be held liable for any loss or damage arising from acts or defaults outside the control of PlaceMakers and its employees and agents, including (but not limited to) the acts or defaults of actual travel, accommodation, and other suppliers. The Consumer Guarantees Act 1993 applies to services supplied by us or those supplied in New Zealand, except where they are (or held out as being) acquired, for business purposes.

Note that trip inclusions are those specifically referred to in the trip brochure. Additional costs outside of these inclusions (for example, spending money, immunisations, visas, upgrades, additional travel insurances etc) are your responsibility. If you are unsure of trip inclusions, please let us know.

It is also your responsibility to assess your visa status, ability to gain entry into the destination or any transit destinations, and health and fitness to participate on the trip.

#### FORCE MAJEURE

If by means of any event of force majeure (which shall include terrorism, pandemic or any cause or event outside our control) we shall be delayed in or prevented from performing our obligations, then such delay or non-performance shall not be deemed a breach or entitle you to damages claim. Our obligations shall be suspended whilst such event of force majeure continues.

#### FLYERS / BROCHURES

All reasonable care will be taken to ensure the accuracy of promotional documentation, but services offered, package availability, prices and any event details may be subject to change from time to time.

#### PRICES

All prices are shown in NZ dollars and/or PlaceMakers plus points. Prices shown include any airport tax, departure tax, fuel surcharges, security and airline levies. Please note that all airport, fuel, and airline charges are subject to change by the airline. Any increase in these will be on charged to you.

#### PAYMENT DETAILS

Package 100% PlaceMakers Plus points. Should your PlaceMakers Plus account fall short of points for full payment, an invoice will be raised and sent to your billing address. Additional travel arrangements outside of the base package, not included with your PlaceMakers Plus points deduction, requires full payment to the PlaceMakers Travel Provider at time of booking or immediately on invoice, some components may be non-refundable. To be discussed directly with travel coordinator.

#### ADDITIONAL TERMS

Further additional terms may apply as specified by our suppliers, agents or any relevant third parties.

#### PHOTOGRAPHY & VIDEO

Photo & video may be taken during the event, and you may appear in these, if you prefer these images are not used please advise the travel team. We may use these images or video for promotional purposes in the future; you agree that our use of these does not entitle you to any payment by PlaceMakers for such use.

We may update these terms and conditions from time to time. If the changes are substantive, we will advise you of these changes.

