

Our Cancellation Terms and Conditions

These Cancellation Terms and Conditions govern the bookings for NEW ZEALAND ULTIMATE, January 2026 'The Holiday' made through Encounter Travel ("Encounter", "we", "our", "us" and "the agent"). In submitting a booking (whether online, by phone, email, post or via a travel agent) and paying a deposit you agree to be bound by these cancellation terms and conditions and that they constitute the agreement between encounter and you. The tour is operated by a third party, Grand Pacific Tours also so referred to as GPT.

Full booking terms for [Grand Pacific Tours](#) form part of your booking terms with us. [Read their terms here.](#)

Please carefully read the Cancellation Terms and Conditions and raise any queries before payment of any monies.

Final Monies	Due by Sunday 2 November 2025. After this date higher deposit amounts may be due to confirm a booking.
Deposit	\$950 per person tour only. Tour with airfare package is this deposit plus cost of airfare.
Participant	Best suited 50 years and over at time of travel. See detailed terms for more information
Luggage Restrictions	<p>Each traveller is entitled to travel with ONE suitcase on tour measuring (length + width + depth) no more than 155cm (61"). Ultimate Small Group Touring travellers may bring up to TWO suitcases if airline ticket permits. Weight limits also apply to luggage due to Occupational Health and Safety issues. The maximum suitcase weight allowed is 23kg (50lbs). If a traveller brings more than the allocated limit of luggage, any additional arrangements made to get their luggage to the final destination, will be at their own expense. Please be aware that oversized or overweight luggage may be refused to be carried by coach companies.</p> <p>Each traveller is supplied with a GPT Travel Bag for personal and small items which can be carried on the coach when travelling. The travel bag is designed to carry a maximum of 6kg (13lbs). Due to limited space on board the coach, please ensure carry-on bags are approximately (length + width + depth) 81cm (32") with a maximum weight restriction of 6kg (13lbs). All luggage carried is entirely at the travellers' risk, GPT takes no responsibility for accidental damage or loss. In the event of lost luggage by the airline, it is the traveller's responsibility to liaise with the airline / airport to retrieve the luggage, the GPT Crew can assist in providing information on the process. For airline luggage restrictions, refer to your ticket terms.</p>

CANCELLATION

When cancellation advice has been received the next working day is considered the effective date of the cancellation. Public Holidays apply as per New South Wales, Australia Public Holidays. A cancellation must be made in writing to Encounter Travel. Cancellation penalties are on a per person basis. Once we receive your notice, cancellation will take effect subject to the below Cancellation Charges. When the airfare has already been ticketed, the penalties imposed by the airline and our airfare cancellation charges also apply, and these may be as high as 100% non-refundable.

Cancellation Charges

The cancellation penalties increase as it becomes closer to the time of departure, and up to 100% full cancellation penalties apply.

- When cancelled 181 days or more prior to date of departure of total deposit; \$200 issued as a credit, \$250 refunded, and the remainder \$500 is forfeited*
- When cancelled on or between 180 to 66 days prior to date of departure of total deposit, \$200 issued as a credit, and the remainder of deposit forfeited*
- Loss of 65% when cancelled 65-20 days or less prior to departure*
- Loss of 90% when cancelled 19-13 days or less prior to departure*
- Loss of 100% when cancelled 12 days or less, or no show, prior to date of departure*

Plus where airfare is purchase, airfare cancellation terms up to 100% of cost of airfare as advised at time of booking.

* AND any progress payment monies which may include but not limited to; tour progress payments, airfare payments, airfare upgrade surcharges, monies for additional services such as pre and/or post tour accommodation, and all or any of these amounts can be as much as 100% fully non-refundable. Future Travel Credit issued with validity date of 18 months from original departure date of The Holiday.

Use of Future Travel Credit

If you are applying a Future Travel Credit (also referred to as a Future Tour Credit or Credit Note to this Holiday and subsequently cancel this Holiday, the terms of the original Future Travel Credit will be reinstated, less the Holiday cancellation penalty that applies to this Holiday and our amendment fee.

Refer to our STANDARD BOOKING TERMS & CONDITIONS for all other terms that are binding when making a booking.