



## **New World travel designers General Conditions**

### **Proposals**

To provide a suitable proposal the following details are required:

- Passengers name or passport number
- Number of passengers
- Nationality

Validation: tailor made proposals have a validation of 14 days since it is issued.

### **Reservation data**

For reservations the following details of each passenger are required:

- Last name according to passport
- First names according to passport
- Date of birth
- Nationality
- Passport number
- Preference for matrimonial or twin bed
- Any health remarks or other preferences
- Emergency Email or/ and mobile number

### **Accommodation**

Please take into account that South-American hotel stars might not be of the same category as the classification in your home country. Hotels named in the itinerary are subject to change due to availability. At arrival hotels can ask for a valid credit card.

### **Car rental**

New World travel designers cannot be held responsible for any problems concerning the size of the rental car. Rental car categories can be revised on the website of Hertz (<http://www.milrentacar.com.ar/2/fleet.asp>) (only applicable for rental cars in Argentina). In case the pick-up or drop off of the rental car is done either outside office hours or at hotels/airports, credit card details and a copy of the driving license are required by booking. At pick-up of the rental car a valid credit card has to be provided by the passenger.

### **Excursions**

All (optional) excursions are excluding lunch, snacks and (National Park) entrance fees, unless this is otherwise mentioned in the proposal. Regular (optional) excursions are offered with an English speaking guide (bilingual guide) or with Spanish speaking guide. Private (optional) excursions are always accompanied with Spanish speaking guide and have an extra charge for English speaking (or other languages) guide (bilingual guide). In case booked excursions cannot be executed or need program changes due to climatic reasons a refund is not applicable. There is no guarantee at any time that wild animals are spotted at the destination. In case no excursions are booked beforehand, passengers can book excursions at the destination by contacting the local provider (contact details are provided in the travel vouchers).

### **Flights**

Domestic flights can most probably be cheaper arranged via an Air pass of the destination. Please check your own flight/IATA contact. Flights stated in the proposal are example flights; therefore flight times and prices are subject to change. Not before New World travel designers has received the full payment of the booked flights on their account, the flights can be printed. Up until that moment flight prices, times and availability is subject to change.



### **General conditions**

- Travel itineraries are on base of availability of the locations by booking. Hotels/providers can still implement price changes; therefore prices are subject to change in case no reservation and down payment is made. Travel itineraries are excluding (National Park) entrance fees, unless this is otherwise mentioned in the proposal.
- Prices are expressed in US Dollars and are net prices.
- 24 hour per day accessible by emergencies. The emergency phone will be forwarded in case for any reason the emergency phone is not instantly answered. In this case we ask you for your patience, as the forwarding takes a few minutes.
- Drinks are not standard included in the meals.
- At arrival in Buenos Aires the passenger obtains an information package with travel information, map of Buenos Aires, vouchers and if applicable a route description and bus tickets.
- In case the passenger wants to make alterations to the travel itinerary while already being in South-America, any extra costs will have to be paid by the passenger himself.
- A good covering health & travel insurance is obligatory.

### **Payment**

The down payment of 30% of the total invoice amount has to be made fourteen days after confirmation and the rest payment has to be made six weeks before departure. Exceptions are made by the management directly with the organisation. A minimum of four working days will be needed by the international banking system to transfer the payment to the bank of New World travel designers.

### **Cancellation**

In case of cancellation made by the client/passenger the following costs will be charged:

- In case of cancellation one week till one day before arrival: 100% of the total accommodation amount.
- In case of cancellation one day before arrival: 100% of the total invoice amount.
- In case of cancellation of domestic flights, bus- and/or ferry tickets 100% costs are charged, regardless of the moment of cancellation.
- With special incentive programs, different cancellation conditions can apply; these will be stated in the proposal of the special incentive.

### **Liability**

Under no circumstances New World travel designers can be held responsible for damages caused by passengers, neither for changes in the travel program due to force majeure. New World travel designers are not responsible for any needed visa, vaccinations or other legal (travel) documents. Any costs made, due to the lack of the right documentation, are charged to the passenger. New World travel designers shall not be liable for loss or damages (including expenses) which is wholly or partially the fault of the guest, hotel, flight or rental car company or other third party.

### **Complaints**

New World travel designers guarantees to make the utmost effort to execute the booked travel itinerary as requested and with the promised quality. In case the passenger has any complaint concerning the services provided by New World travel designers, the latter has to be informed by the passenger at location. In case a complaint is made by the passenger after returning home, this has to be notified to New World travel designers in writing (by e-mail) after which an investigation will be started. The outcome will be reported within seven work days.

### **Brand**

New World travel designers is a brand name of Causaland SA Montevideo RUT 216253510014 Uruguay.