



Carly Evans
 Bespoke Travel Director –Havelock North
 p: +64 6 211 2995 | m: +64 21 287 2835
 e: carly@bespoketravel.nz
 w: www.bespoketravel.nz

Support Office:
 NZ Travel Brokers
 TSB Bank Tower, Level 7
 1-19 Fitzherbert Avenue, Palmerston North 4410
 w: www.nztravelbrokers.co.nz

SCHEDULE OF SERVICE FEES

Based on Recommended Retail Prices

Domestic travel within New Zealand attracts GST. Please add 15% to the amounts below.

Air Travel

New Booking		
Electronic Ticket	Domestic New Zealand or Domestic Australia – per one way journey per person	\$15.00
	Trans-Tasman & Pacific Islands – per one way journey per person	\$25.00
	International – per one way journey per person	\$50.00
	International – intra region (e.g. Europe or USA) per one way journey per person	\$25.00
Amendments or Cancellation		
Reservation Amendment / Cancellation	All routes – per one way journey per person	\$25.00
Ticket Revalidation	All routes – per ticket	\$15.00
Ticket Reissue	All routes – per ticket	\$25.00
Refunds and Lost Ticket Indemnity Application	All routes – per application	\$25.00
Frequent Flyer - Redemption Ticket, Upgrade or Companion Ticket	All routes – per one way journey per person	\$25.00

Accommodation and Rental Car

New Booking		
Commissionable rate	All destinations – per booking	NIL
Non-commissionable rate & internet bookings	All destinations – per booking	\$20.00
Chargeback required	All destinations – per booking	\$20.00
Amendments or Cancellation		
Reservation Amendment / Cancellation	All destinations – per booking	\$15.00

Package Holidays

New Booking		
Wholesale or Tour Operator Packages Non-Refundable Deposit	All destinations – per person per booking	\$100.00

Other Services

General		
Passport/Visa application	Pre order (Security courier fee is additional if foreign exchange is not collected by client)	\$10.00
Foreign Exchange/Bank Drafts	Trans-Tasman & Pacific Islands – per one way journey per person	\$25.00
Regular Courier Delivery	Overnight courier bag within NZ or same day bag within the same city	\$5.00
After-Hours Service	Emergency Assistance	NIL
Urgent/Security/International Couriers	Applicable courier fees charged to us by courier will be on-charged	As applicable
Quotation	All destinations (applicable to quotes which require at least one hour research). Service fee – non refundable but deductible once booking made	\$100.00
Terms & Conditions		
All prices shown in NZD	All fees are subject to change without notice	
Credit Card	Credit card payment of transaction fees will incur an additional merchant charge MasterCard & Visa 1.45%, Diners 2.5% & Amex 3.0%	
Fee application	Fees are applied on ticket issue or when service is rendered Fees are retained on cancellation	
GST	All fees are exclusive of GST where it is applicable	
Additional Cost	All supplier fees are additional to the Bespoke Travel fee	

Last Updated: 07 June 2016

