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SCHEDULE OF SERVICE FEES

Based on Recommended Retail Prices. Domestic travel within New Zealand attracts GST. Please add 15% to the amounts below. All supplier fees are in addition to the Bespoke Travel fees. Effective: 07Jun16

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
Travel Insurance refunds processing	Bespoke Travel charge a minimum \$40 per person administration fee in conjunction with processing refunds associated with travel insurance claims and cancellations or amendments of travel plans.	\$40.00

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 payments incur an additional merchant charge MasterCard & Visa 1.5%, Diners 2.5% & Amex 3.0% . Merchant fees are non-refundable.	
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	



