



UNIQUELY SOUTH AFRICAN

DISCOVER FOOD, WINE AND WILDLIFE
WITH JUILE BIUSO

10 October - 23 October 2025

 **TRAVEL
ENCOUNTERS**

africaencounters.co.nz



Table Mountain



Game Drive



Game Drive



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FOOD, WINE AND WILDLIFE WITH JULIE BIUSO

Situated on the southwestern tip of Africa, Cape Town and the Western Cape is recognised as one of the most beautiful places on earth. Offering a range of attractions, breathtaking sights and endless activities, it is a year-round holiday destination with friendly people, a mild climate and a rich cultural heritage. Starting on the windswept shores of Cape Town, known internationally as one of the most picturesque cities in the world, with the iconic Table Mountain as its backdrop and a vibrant cosmopolitan vibe, Cape Town needs no introduction as a stunning city. The delights you will discover will leave you with treasured memories for years. Sample memorable wines, fine food, and exquisite scenery and create friendships in a safe and organised environment.

Our tour specialises in the wine and gastronomic extravaganza of the Western Cape / Garden Route and takes in the hallmarks of these areas expressed in the foods, vistas, and people we will meet. Over the days we are together, we will taste and savour some of the best that the areas have to offer. Award-winning wines bestowed with John Platter's stamp of 4 and 5-star approval and fine restaurants that exude comfort and culinary delights, from the foothills of Franschhoek to the wave-swept shores of the Garden Route, will tantalise your taste buds. Tastings, wine matches and insight into South Africa's wine industry are staples and are guaranteed to be wondrous. Add in some amazing food offerings, both in the form of interactive cooking classes hosted by legendary food personality Julie Biuso and other culinary occasions simply as guests, and you are set for some real fun!

The tour promises a relaxed approach to discovering and enjoying wine and food. We don't do the snob route; we do the lovers of life route! We use Sommeliers and local Estate specialists to add depth and differing perspectives to the wine and food tastings and the events we take part in. You will come away with a deep understanding of the unique styles and flavours that set South Africa apart.

PACKAGE INCLUDES

14 DAYS / 13 NIGHTS | PRICE GUIDE FROM NZ\$16,995pp

Our package is thoughtfully curated, providing our guests a hassle-free experience alongside incredible views, unique experiences and unforgettable adventures.

- **Four Game Drives at a private game park**
- **Wine Tasting in Franschhoek**
- **Time to explore Cape Town and Table Mountain**
- **Tour of the infamous Robben Island**
- **Unique Vin de Constance Tasting and Cellar Tour**
- **Whale Watching in Hermanus**
- **Three Interactive Cooking Experiences**
- **Kirstenbosch Botanical Gardens**
- **Cape Castle**
- **Huguenot Memorial and Franschhoek Town Visit**
- **VOC Company Gardens, Green Market Square, Parliament**
- **13 nights 4-star+ hotel accommodation**
- **All breakfasts, five lunches and eight dinners included**
- **Options to extend your tour**

JULIE BIUSO

We are thrilled to have Julie Biuso, a renowned, award-winning food personality, join us on this tour to enrich your culinary experience.

Julie Biuso is one of New Zealand's best-known and most respected culinary personalities. She trained and taught at Le Cordon Bleu in London and has been an ambassador for Le Cordon Bleu Institute NZ. She has cooked for dignitaries worldwide and was Maestro Luciano Pavarotti's personal chef during his visits to New Zealand. Julie has also been a magazine food editor and radio and television broadcaster for over four decades. In 2015, she launched the successful blog site www.sharedkitchen.co.nz.

She's the author of 17 food books, many of them award-winners, and has contributed to dozens more. Julie is a newly minted Master of Creative Writing (Auckland University 2024). She lives on Waiheke Island and is currently writing her first work of fiction.



"It's my first visit to South Africa, a country with a fine wine and food heritage that I have always admired, so I look forward to sharing this journey of discovery with you.

I'll be right in there amongst it, enjoying the hands-on cooking classes with you and asking the questions and offering my own insights to ensure you take away not just a stash of great recipes to show off to friends on your return, but that we make fabulous, lasting memories together.

We'll taste some incredible wines, enjoy top-notch restaurant meals and marvel at awe-inspiring sights and wildlife. It's going to be brilliant fun, and I hope my presence will add another dimension to an unforgettable experience."

Julie Biuso



DAY 1 - ARRIVE IN CAPE TOWN

10
Oct

We will be met at Cape Town International Airport by our guide who will take us to The Commodore Hotel at the Waterfront. We will have a pre-departure meeting with our guide to discuss the details of the tour and answer any questions you may have. Please ensure you have a copy of your passport and travel insurance details on hand.

Cape Town is a modern, cosmopolitan port city on South Africa's southwest coast. Surrounded by nature, it is on a peninsula beneath the imposing Table Mountain, which gives sweeping views of the city and harbour. Cape Town is home to beautiful beaches and award-winning food & wine.

DAY 2 - TABLE MOUNTAIN & WINE TASTING

11
Oct

This morning, we will make our way up Table Mountain, which offers panoramic views of the Twelve Apostles, Robben Island, and the bowl of Cape Town City cradled in its shadow. We will learn about the geological importance of Table Mountain and the associated legends and myths of this iconic mountain.

We go back down the mountain and onward toward Klein Constantia for our first tasting and immerse ourselves in the Vin De Constance Experience. We will discover Klein Constantia's iconic wine and learn about its rich history, the unique terroir, farming and harvesting practices. Thereafter, enjoy a guided tour through the Vin de Constance cellar to learn more about the art of making this legendary wine.

From wine tasting to La Colombe for lunch. As you ascend the winding road on Silvermist Estate, time seems to slow down. As the city tilts away beneath us at each bend, we rise to new heights of quiet anticipation.

To finish off the day we head to the beautiful Kirstenbosch Gardens. The gardens are a celebration of South African flora – showcasing only indigenous South African plants. Fynbos, proteas, cycads and rolling lawns are intermingled with streams, ponds and well-laid-out pathways for easy walking. A great variety of birds inhabit the gardens, and the sweeping views from the upper slopes are spectacular. Whether for a casual stroll, a more strenuous walk or a lazy picnic, the gardens are a must-see when visiting Cape Town.



The Company Gardens



Djembe Drumming Circle



Robben Island Entrance

DAY 3 - CAPE MALAY COOKING COURSE

12
Oct

We head to the city centre and take a guided orientation of this area including The Company Gardens, Parliament and Green Market Square.

Spend a few hours browsing the shops or taking a heli flight over the peninsula before regrouping. Then, we'll make our way toward the home of Cape Malay Cooking courses at Stircrazy, situated just a stroll away from our hotel. With Julie Biuso on hand to enrich your experience, you'll learn how to make your own Masala blends and balance delicate flavours of Cape Malay curries. An onsite bar ensures tipples of your choice are available.

We take a journey to the ancient spice routes of old and gain an insight into this wonderfully exotic and aromatic world of Cape flavours inherited from the East. Be indulged with a touch of history and stories of the old Cape and how the unique Cape flavours brought life to Cape Town's culinary scene. Learn the origins of some well-known words like blatjang and atchar and how they have become part of the South African lexicon.

DAY 4 - FREE DAY

13
Oct

Today, you have a free day. Your guide will be available to assist you with organising any activities you would like to do.

We have an optional Chocolatier Course at Afrikoa in the trendy V and A Waterfront area; focus will be on the art of truffles and the (not so sinful) sinful pleasures of the cocoa bean. (Note: The course must be booked when booking the tour.)

DAY 5 - ROBBEN ISLAND

14
Oct

Today we take the ferry to Robben Island. The notorious prison that once held Nelson Mandela is now a living museum.

We visit Cape Town's oldest building, The Cape Castle, also known as the Castle of Good Hope.

We then make our way to Gold to participate in a 30-minute guided Djembe Drumming Circle, followed by an eating and performance extravaganza. Gold Restaurant features authentic African Flavours and styling mixed with high-end finishes and service. Combined with an outstanding wine list, this is a fitting end to our day.



La Motte Vineyards



Nicola Spilsbury



Franschhoek

DAY 6 - FRANSCHHOEK 15 Oct

We make our way toward Franschhoek, stopping first at La Motte vineyards for a private tasting of La Motte's varital wines. La Motte is one of the top wineries in South Africa. Its Syrah is particularly sought after. A Rupert family-owned estate, this premier experience includes access to the museum and the art gallery featuring Pierneef linocuts and sculptures.

In the early afternoon, we head toward our accommodation. With an on-site spa and pool and beautifully manicured surroundings cradled in the Franschhoek Mountains, whiling away the afternoon is no hardship.

We dine at the prestigious Sauvage restaurant, which services sustainably produced, innovative, fresh, seasonal, and local food.

DAY 7 - INTERACTIVE COOKING EXPERIENCE 16 Oct

We drive into town today, where you can wander the beautiful town of Franshhoek, see the Huguenot Memorial and do so much more. The town is a shoppers' delight with unique and high end wares on offer, and an abundance of fine restaurants and coffee shops.

In the afternoon, we return to the hotel for a refresh before heading to Nicola Spilsbury's kitchen. This four-hour interactive cooking experience with Nicola Spilsburg is rooted in traditional South African cuisine and will introduce you to the rich culinary history of the region. Once the meal is ready, we will relax and feast together and enjoy exquisite local wines paired with the dishes. Julie will be on hand to help maximise the experience.



Benguela Cove



Hermanus Whale Watching



Hermanus

DAY 8 - HERMANUS

17
Oct

Our journey takes us to the coastline and Hermanus, renowned as the best land-based whale-watching mecca in the world. En route, we will stop at the multi-award-winning winery Benguela Cove for a wine tasting and lunch pairing. In 2022, the esteemed Tim Atkin MW, declared Benguela Cove his 'Top Cellar Door' choice in all of South Africa. The world has noticed – in 2023, Benguela Cove proudly stood as the 53rd Best Vineyard on the global stage.

After our leisurely lunch, we will have time to enjoy the indoor art exhibition and the outdoor garden art before heading to our accommodation.

DAY 9 - CEST CA COOKING

18
Oct

It's a free day. Explore the town, visit the myriad art galleries, catch a glimpse of the whales, go hiking in Fernkloof Reserve or enjoy fresh seafood overlooking the water and mountains. There are a host of options available in this quaint seaside town.

Mid-afternoon, we load up into our trusty steed and make the short 10km journey to the little town of Onrus to meet the outstanding Lindi and Renee. The sisters deliver a novel, fun and unforgettable cooking experience in their purpose-built kitchen in their home at C'est Ca. We will focus on Weber cooking techniques with indoor ovens and fresh produce accompaniments and end our evening at the communal table to engage and enjoy! Again, Julie Biuso will host the experience and be cooking alongside you to ensure a fabulous and fun evening.



Gondwana



Knysna

DAY 10 - GONDWANA PRIVATE RESERVE19
Oct

Today, we will travel to Gondwana Lodge Luxury Reserve, where we will spend two nights in this stunning lodge.

The 11,000-hectare (26,000-acre) Private Game Park offers a distinctive and luxurious malaria-free Safari Holiday destination with free-roaming Big 5 Safari Animals (lion, buffalo, elephant, rhino, and leopard). Herds of wildlife, including eland, giraffe, hippo, cheetah and zebra can be seen in the majestic landscape that offers awe-inspiring views of the Langeberg and Outeniqua Mountains.

DAY 11 - GONDWANA PRIVATE RESERVE20
Oct

Enjoy a morning and afternoon game drive, then relax by the pool or find a secluded place to while away time in the surroundings of this incredible and sophisticated lodge.

DAY 12 - KNYSNA21
Oct

We depart the lodge and drive to Groot Brakrivier, where we will enjoy a uniquely West Coast-inspired seafood extravaganza. Words do not do this establishment justice. The experience is unforgettable. Fine dining, no, but forever memories, yes!

After lunch, we load up and go to the 5-star Hunter Country House located between Knysna and Plettenberg Bay.

DAY 13 - FREE DAY22
Oct

Free day. There are numerous optional activities offsite, although if you're feeling active today, we highly recommend the Knysna Elephant Park, Monkeyland or Birds of Eden. Depending on the weather, enjoying one of the beaches in Plettenberg Bay or the town itself is also a viable option. Alternatively, enjoy the last day of your vacation taking it easy and lounging around!

DAY 14 - HOMEWARD BOUND23
Oct

Today, we will transfer to the George Airport for your onward travel home.

PACKAGE DETAILS

Uniquely South African Tour includes:

Sightseeing:

- Tour hosted by one of NZ's best known culinary personalities, Julie Biuso
- Four Game Drives at a private game park
- Wine tasting in Franschhoek
- Tour of the Infamous Robben Island
- Unique Vin De Constance Tasting and Cellar Tour

Accommodation:

- Five nights with breakfast at the 4-star Commodore Hotel (or similar)
- Two nights with breakfast at the 4-star La Franschhoek Hotel (or similar)
- Two nights with breakfast at the 5-star Marine Hotel (or similar)
- Two nights with breakfast at the 4-star Gondwana Safari Lodge (or similar)
- Two nights with breakfast at the 5-star Hunter Country House (or similar)

Transport:

- Airport Meet & Greet
- All airport, inter-hotel and sight seeing activity transfers
- All local tourism taxes & levies



Meals

Lunch

- La Colombe – 6 Course with wine pairing
- Benguela Cove – 6 course with wine pairing
- De Vette Mossel – 7 courses and licensed premises
- Two lunches at Gondwana Private Reserve

Dinner

- Stir Crazy – Interactive Cooking Course on Cape Malay Cuisine
- Spilsbury Kitchen – Interactive Cooking Experience including curated wines
- Cest Ca Kitchen – Interactive Cooking Experience
- Two luxury dinners at Gondwana Private Reserve
- Gold Restaurant – including Djembe Drumming Session
- Savage Restaurant – 5 course menu with wine pairing
- Sage Restaurant at Hunter Country House – 6 course with wine pairing

Not included in the tour price

- International flights, however we can book these for you. Premium Economy and Business class upgrades available
- Travel Insurance – it is strongly recommended that you purchase this at the time of booking
- Items of a personal nature such as laundry, phone calls etc.
- Items not described in the itinerary



REGISTRATION FORM



Uniquely South African | 10-23 October 2025

Please complete this booking form and return to Travel Encounters, PO Box 25254, St Heliers, Auckland, 1740 NZ
or scan & email to info@travelencounters.co.nz

NB: A photocopy of your passport photo page is required with this form

PRICES

Twin Share
NZ\$16,995pp

Single
NZ\$20,990pp

International airfares are not included but we can quote you all the various options for flying to and from South Africa

PERSONAL DETAILS

Traveller 1

Name(s) (as per passport) _____

Preferred name(s) _____

Postal address _____

Delivery address (courier) _____

Home phone _____ Mobile _____ Email _____

Traveller 2

Name(s) (as per passport) _____

Preferred name(s) _____

Postal address _____

Delivery address (courier) _____

Home phone _____ Mobile _____ Email _____

ACCOMMODATION

- Twin Share, King
- Twin Share, Twin single beds
- Own Room

FLIGHTS

Please quote/book my return air fares to South Africa

Airline & Frequent Flyer Number Traveller 1: _____

Airline & Frequent Flyer Number Traveller 2: _____

TRAVEL INSURANCE

Travel insurance is absolutely essential and we highly recommend that you make sure you take out appropriate travel insurance at the time of booking. We offer travel insurance through CoverMore and Kiwi Holiday Insurance at competitive rates.

Please provide a travel cover quote for me.

PAYMENT OPTIONS

A deposit of \$2,500 per person is required when booking.

Note: Full payment is required if booking within 60 days of departure.

Direct Credit Bank Account: 12-3209-0116403-16
Bank Account Name: Travel Managers Group Limited T/A Envoyage Group NZ
Ref: [Surname] Particulars: [Uniquely South African](#) Code: [Travel Encounters](#)

Credit Card (Mastercard or Visa) Please call 0800 377 479 with your card number. Data protection laws means that you must not write your card number here.

(credit card payments subject to a 1.3% surcharge)

Note: All prices are based on payment by direct credit to our Client Funds account. Tour departures are contingent on sufficient numbers participating in each tour. If a tour does not proceed, a full refund will be made.

EMERGENCY CONTACT

Traveller 1

Name _____

Email _____ Phone _____

Traveller 2

Name _____

Email _____ Phone _____

DECLARATION

Traveller 1

I agree to the booking terms and conditions. Signed _____

Traveller 2

I agree to the booking terms and conditions. Signed _____

GENERAL TOUR INFORMATION, TERMS & CONDITIONS

General Tour Information

If your flight times do not coincide with the tour group transfers, you will be required to make your own way to the accommodation at the start of the tour and to the airport at the end of the tour. Sharing - If you are travelling alone, but wish to share a room with someone else, please indicate this on your registration form. We will do everything possible to arrange quad/twin share accommodation in these instances. However if it cannot be arranged, the 'own room' supplement will apply. Our tours are contingent on sufficient numbers participating on the tour. If the tour does not go ahead due to lack of numbers, a full refund of your deposit will be made. Bookings are required at least 60 days prior to departure. Late bookings will be considered, but may be subject to surcharge costs.

This brochure

All reasonable care has been taken to ensure the accuracy of this brochure at the time of printing, but services offered, package availability and times may be subject to change from time to time. We will advise you of any changes as soon as we are made aware of them ourselves.

How to book

A deposit per person is required together with a completed registration form and a copy of your passport/s to secure a reservation. The final balance is due 60 days prior to departure and an invoice will be sent to you prior to this date. Some tours require a second deposit payment and details are noted on the tours' registration form. All prices are based on payment by direct credit to a Client Funds account. Our tours are contingent on sufficient numbers participating on the tour. If a tour does not proceed due to lack of numbers, a full refund of your deposit will be made.

Credit Cards

If you wish to pay by credit card, we accept Visa & MasterCard. Payments made via credit card are subject to a 1.3% surcharge. American Express, Q Card, Q Mastercard & Flight Centre Mastercard cards may also be used – please let us know if you would like to use one of these cards.

Prices

All prices are subject to availability and can be withdrawn or varied without notice. The price is only guaranteed once paid for in full by you. Please note that prices quoted are subject to change. Price changes may occur by reason of matters outside our control which increase the cost of the product or service. Such factors include adverse currency fluctuations, fuel surcharges, taxes, supplier tariff increases and airfare increases.

Taxes & other incidental costs

All airline & airport taxes are included in the tour price (when airfares are included in the package), as are tips for coach drivers, guides etc. Where applicable, tips for caddies or for other personal services received are left to your own discretion. You will be advised as to the expected level of these tips before the trip.

Flexibility

You may wish to consider departing earlier or extending your stay. As a full service bonded travel agency, we are able to assist you with flight itineraries, hotel bookings, car hire etc. If you choose not to take advantage of the flights quoted as part of the tour package, please be aware that you will be responsible for your travel to and from the tour start and finish points. Flights will be subject to availability and any applicable surcharges at the time of booking.

Travel insurance

Travel Insurance is absolutely essential and you should arrange this at the time of booking. Your insurance protection should include cover for cancellation, medical and repatriation expenses, personal injury and accident, death, loss of personal baggage and money, plus personal liability insurance. Insurance cover offered by credit card companies or reciprocal medical cover agreements are often not comprehensive. You must carry details of your Insurer with you, including contact details, in case of emergency. We offer travel insurance through CoverMore and Kiwi Holiday Insurance at competitive rates – please let us know if we can help you with this.

Travel Advice

We recommend that you contact the Ministry of Foreign Affairs and Trade or visit their website at www.safetravel.govt.nz for general travel advice, as well as specific advice (including safety alert levels) relating to the destination you wish to visit. You can also register your travel plans with SafeTravel, so that you may be more easily contacted in an emergency.

Health

It is your responsibility to ensure that you are aware of any health requirements for your travel destinations and to ensure that you carry all necessary vaccination documentation.

Documentation

Travel Documents will be distributed approximately 20 days prior to departure date. Golf Encounters cannot accept responsibility for any documents or airline tickets which are subsequently altered without our consent or authorisation. Travel documents include, without limitation, airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider. Travel documents may be subject to certain conditions and/or restrictions including, without limitation, being non-refundable, non-changeable and subject to cancellation and/or amendment fees. Travel documents cannot be transferred to another person to use. All airline tickets must be issued in the name of the passport/photo identity holder. All airline tickets must be used in segment order and cannot be used out of sequence, otherwise your onward flights may be cancelled. An incorrect name on a booking may result in an inability to use that booking and the booking being cancelled. Please review your travel documentation carefully and advise us immediately of any errors in names, dates or timings.

Visas / Passports

All travellers must have a valid passport for international travel and many countries require at least 6 months validity from the date of return and some countries require a machine-readable passport. It is important that you ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. A number of countries now require you to complete an online e-visa prior to travelling. Please contact us if you require help regarding visas. It is your responsibility to ensure you have the correct documentation allowing you to travel to the destinations you are going to.

Cancellations

If the tour does not proceed due to lack of numbers, deposits will be refunded in full. Prior to flight ticketing and confirmation of tour, refunds of deposits will be made in full. Once tours are confirmed to run, deposits become non-refundable. After flight ticketing and up to 60 days before departure, loss of deposit; Under 60 days - commencement of tour, no refund. We strongly recommend that you take out travel insurance at the time of booking in case of sickness or other problem that might prevent you travelling, as well as giving you peace of mind whilst you are traveling. Whilst your booking is paid in NZ Dollars, some of your booking may be booked and purchased in other currencies. If your booking is cancelled or amended, even in the event a full refund may be due, it may be impacted by currency changes and/or fluctuating buy/sell rates.

Our Change and Cancellation Service Fees

Subject to your refund and remedy rights under the Consumer Guarantees Act, a service fee will apply in the event that you need to change or cancel your booking, regardless of whether your booking was made in person, over the phone or by email. This service fee is to cover our reasonable costs for our professional services and is in addition to any third party supplier change and cancellation fees that may apply. Service fees may range from \$50-250 per person, depending upon the tour and the complexities of the situation.

Supplier Change and Cancellation Fees

Cancelled bookings may also incur supplier fees, which can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Supplier fees may also apply where a booking is changed and/or when tickets or documents are re-issued. Where we incur any liability for a supplier cancellation fee for any booking which you change or cancel, you agree to indemnify us for the amount of that fee. Where you seek a refund for a cancelled booking for which payment has been made to the supplier, we will not provide a refund to you until we receive the funds from that supplier.

Deposit and Final Payment

You will be required to pay a deposit or deposits when booking. We advise you of how much that will be. Subject to the cancellation schedule listed above, all deposits are non-refundable for changes of mind or cancellations by you (subject to your rights under the Consumer Guarantees Act). Final payment is required no later than 60 days prior to departure unless otherwise stated. Some airfares or services must be paid in full at the time of booking. Cheques are no longer accepted as a valid form of payment now that the New Zealand banks have stopped issuing them.

Governing Law

If any dispute arises in relation to the agreement between you and us as constituted by these terms and conditions or otherwise, the laws of New Zealand will apply. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of New Zealand and waive any right that you may have to object to an action being brought in those courts.

Agency

We act as an agent for, and sell various travel related products as an agent on behalf of, numerous transport, accommodation and other service providers, such as airlines, coach, rail and cruise line operators, as well as all of our wholesalers. Any services we provide to you are collateral to that agency relationship. Our obligation to you is to (and you expressly authorise us to) make travel bookings on your behalf and to arrange relevant contracts between you and travel service providers. We exercise care in the selection of reputable service providers, but we are not ourselves a provider of travel services and have no control over, or liability for, the services provided by third parties. All bookings are made on your behalf subject to the terms and conditions, including conditions of carriage and limitations of liability, imposed by these service providers. We can provide you with copies of the relevant service provider terms and conditions on request. Your legal rights in connection with the provision of travel services are against the specific provider and, except to the extent a problem is caused by fault on our part, are not against us. Specifically, if for any reason (excluding fault on our part) any travel service provider is unable to provide the services for which you have contracted, your rights are against that provider and not against us.

Liability

To the extent permitted by law, neither Flight Centre (NZ) Limited nor any of its related bodies corporate, directors, employees, brokers (including Travel Managers Group brokers) or agents accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control, force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part. Our liability will also be limited to the extent that any relevant international conventions, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, limit the amount of compensation which can be claimed for death, injury, or delay to passengers and loss, damage and delay to luggage. Under circumstances where our liability cannot be excluded and where liability may be lawfully limited, such liability is limited to the remedies required of us under applicable law (including the Consumer Guarantees Act). This liability clause is subject to your rights under the Consumer Guarantees Act and nothing in these terms and conditions is intended to limit any rights you may have under the Consumer Guarantees Act or the Fair Trading Act.

Privacy Policy

We are committed to protecting your personal information and agree to handle your personal information in accordance with our Privacy Policy, which is available online at <https://www.travelencounters.co.nz/privacy-policy/>.

Monies Not Held On Trust

You agree and acknowledge that such monies will not be held by us on trust for and on behalf of you but will be held in a regularly audited separate client funds account. All monies paid by you to us will be a debt due and payable to the travel service provider in accordance with the payment terms agreed with that travel service provider. Payment will generally be made to the travel service provider before the services to which the money relates are provided, however in some cases, payment will be made to the travel service provider once the services to which the money relates have been provided. In respect of monies paid for flights for an IATA airline, such monies might be held on trust for that IATA airline in accordance with the payment terms agreed with that IATA airline. In the event we still hold the monies, we can only provide you with a refund once we are authorised by the travel service provider to process your refund, subject to that travel service provider's change or cancellation policy.

Terms & Conditions

These terms and conditions are also available online at <https://www.travelencounters.co.nz/terms-conditions/>

Acknowledgement

You acknowledge that you are 18 years of age or older and that you understand and agree with the above Booking Terms and Conditions and our Privacy Policy.



For more information, freephone **0800 377 479**
or visit **africaencounters.co.nz**



Accredited
Agent



A higher standard