

Address: 181c Greenhithe Rd Greenhithe Greenhithe Auckland 0632
Phone: +64 09 4136278 Fax: +64 9 2146540
Flight Centre (NZ) Limited t/a Flight Centre
GST NO:39-450-950
19/12/2017 9:41 AM (TZ +13:00)

Invoice - Copy

Invoice No: I5668951

Issue date: 1/12/2017 10:01 AM (TZ +13:00)

Ref Booking: Q2009068

Mrs Deborah Rubin
PO BOX 33903 TAKAPUNA
AUCKLAND

Name(s) as per valid passport(s)

Traveller(s):	Title	First name	Middle name	Surname
	Ms	Rhithu		Shrestha

Details

Date of travel: 13/01/2018
No. of travellers: 1
Origin: Munich International Airport Germany (MUC)
Destination: Auckland Apt New Zealand (AKL)

✈ Air

Airline	Flight No.	Departing on	Arriving on	Origin	Destination	Status
Singapore Airlines	SQ0327 359	Saturday 13/01/2018 12:20 PM Cabin Class: Economy	Sunday 14/01/2018 7:00 AM	Munich International Airport	Singapore Changi Apt	Confirmed
Singapore Airlines Operated By: Air New Zealand	SQ4281 789	Sunday 14/01/2018 8:55 AM Cabin Class: Economy	Sunday 14/01/2018 11:45 PM	Singapore Changi Apt	Auckland Apt	Confirmed
Singapore Airlines Operated By: Air New Zealand	SQ4282 789	Sunday 18/02/2018 1:15 AM Cabin Class: Economy	Sunday 18/02/2018 6:40 AM	Auckland Apt	Singapore Changi Apt	Confirmed
Singapore Airlines	SQ0328 359	Saturday 24/02/2018 12:25 AM Cabin Class: Economy	Saturday 24/02/2018 6:30 AM	Singapore Changi Apt	Munich International Airport	Confirmed

Travellers: 1 adult on booking
MS RHITHU SHRESTHA
Airfare: \$3,027.00pp. plus taxes & surcharges of \$238.00pp. Total \$3,265.00pp.

Taxes are subject to change until paid in full.
All quotes are subject to availability at time of booking.
Non-refundable prior to departure.
Non-refundable after departure.

Airfare rules per person:

Date/time changes: From \$318pp

This is not an E-ticket. Please check your flight plan for flight details.

Total flight price: \$3,265.00

Air

Airline	Flight No.	Departing on	Arriving on	Origin	Destination	Status
Lufthansa	LH1931 32A	Saturday 13/01/2018 6:10 AM Cabin Class: Economy	Saturday 13/01/2018 7:50 AM	Naples Capodichino Apt	Munich International Airport	Confirmed
Lufthansa	LH1926 Airbus A319	Saturday 24/02/2018 10:10 AM Cabin Class: Economy	Saturday 24/02/2018 11:45 AM	Munich International Airport	Naples Capodichino Apt	Confirmed

Travellers: 1 adult on booking
MS RHITU SHRESTHA

Airfare: \$201.00pp. plus taxes & surcharges of \$159.00pp. Total \$360.00pp.
Taxes are subject to change until paid in full.
All quotes are subject to availability at time of booking.
Non-refundable prior to departure.
Non-refundable after departure.

Airfare rules per person:

Date/time changes: From \$171pp

This is not an E-ticket. Please check your flight plan for flight details.

Total flight price: \$360.00

Insurance: Cover-More

We have noticed that you have not included Travel Insurance in your travel plans. Travel insurance is strongly recommended by your travel agent and the Department of Foreign Affairs. Please ask your travel consultant for an insurance quote.

Passports & Visas

It is your responsibility when travelling or transiting on your journey to ensure that you have valid passports, visas, ESTA (USA), eTA (Canada) and re-entry permits which meet the requirement of immigration and other government authorities. If you need information regarding visa and other travel document requirements (i.e. ESTA or eTA) for your trip please let us know.

Thank You

Thank you for allowing me the opportunity to assist with your travel plans. If you have any questions do not hesitate to contact me.

Regards,
Melissa Hill

Total Price including surcharges, taxes and fees.

Cash		\$3,625.00
American Express	2.00%	\$3,625.00
Diners Club	2.00%	\$3,625.00
MasterCard	2.00%	\$3,625.00
Visa	2.00%	\$3,625.00

Please note: Credit card and Debit card fees have been waived.

Important Notes:

- Direct Deposit payments **MUST** include a name reference to assist in processing your payment.



Your invoice will be updated once payment has appeared in our bank account.

BSB: 03-1786

A/C Number: 001180500

A/C Name: FC Travel Broker Ryder and Hil

Reference: 2009068 RUBIN

If you choose to make payment into our bank account, please advise your travel consultant first.
Please use your surname as your payment reference.
Tickets will only be issued once payment reflects in our account.
Please send remittances via email.

BANK DETAILS for payments via direct bank deposit through your bank

BSB: 03-1786

A/C NUMBER: 001180500

A/C NAME: FC Travel Broker Ryder and Hil

Please note this is not a Tax Invoice. A Tax invoice can be provided upon request. All prices are inclusive of GST where applicable. The total of the invoice is determined by the method of payment used.

Statement of Account - Booking 2009068

Date	Details	Received From	Payment Type	Debit	Credit	Balance Outstanding (Cash)
1/12/2017	ANUOLA		Tax Invoice [I5668952]	\$3,625.00		\$3,625.00
4/12/2017	Rhithu Shrestha Alan Rubin		American Express [R1707676]		\$3,697.50	
	Merchant Fee		2.00%	\$72.50		\$0.00
19/12/2017	Rhithu Shrestha Alan Rubin		American Express [R1719583]	\$69.51	-\$1.39	
	Merchant Fee		2.00%	-\$1.39		\$69.51

Balance Outstanding - Booking 2009068

Cash \$69.51

American Express 2.00% **\$69.51**
Diners Club 2.00% **\$69.51**
MasterCard 2.00% **\$69.51**
Visa 2.00% **\$69.51**

Please note: Credit card and Debit card fees have been waived.

Please read the following terms and conditions carefully. You must not make any booking unless you understand and agree with the following terms and conditions. References to "us", "we" and/or "our" in these booking terms and conditions shall mean Flight Centre (NZ) Limited. Where bookings of travel products are made on your behalf through Infinity Holidays, references to "us", "we" and/or "our" in these booking terms and conditions shall also mean and include Flight Centre (NZ) Limited trading as Infinity Holidays.

These terms and conditions apply to bookings you make with our consultants (in-store, over the phone or by email) as well as online bookings you make on our website.

We will rely on the authority of the person making the booking to act on behalf of any other traveller on the booking and that person will bind all such travellers to these terms and conditions.

Passports & Visas:

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. When assisting with an international travel booking, we will assume that all travellers on the booking have a valid New Zealand passport. If this is not the case, you must let us know. 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. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility (except to the extent caused by fault on our part). If you need information regarding visas, passports and other travel document requirements for your trip, please let your consultant know. We can provide you with general information on visa and passport requirements that apply to international travel bookings you make with us. Our consultants can also obtain more specific information from an external visa advisory service provider on your behalf (if you wish, we can assist you to obtain visas through this external service and fees will apply). We do not warrant the accuracy of information provided by any external service and accept no liability for any loss or damage which you may suffer in reliance on it (except to the extent caused by fault on our part).

If you are travelling to the United States please see <https://esta.cbp.dhs.gov/esta/> for important information regarding compulsory pre-registration for their visa waiver program ("ESTA"). New Zealand passport holders will not be able to enter the United States without a valid ESTA (or visa). Please note, you may not meet the eligibility requirements of ESTA and may be required to obtain a visa.

Travel Insurance:

We strongly recommend that you take out appropriate travel insurance to cover your travel arrangements. Travel insurance is also strongly recommended by the Ministry of Foreign Affairs and Trade for all overseas travel.

We are an authorised representative of CoverMore Insurance Services Pty Ltd (ABN 95 003 114 145) ("Cover-More") and receive financial and non-financial benefits when you buy travel insurance products through us. We and Cover-More are authorised to provide you with general advice about, and arrange, travel insurance products on behalf of the insurer, Zurich Australian Insurance Limited (ABN 13 000 296 640, AFSL 232507).

You must read the Combined Financial Services Guide & Product Disclosure Statement before you decide to buy the travel insurance product you are considering purchasing to ensure it meets your needs and financial situation. The Combined FSG/PDS also contains information about the conditions, limits and exclusions that apply to the insurance, the 15 working day cooling off period, and how you can access Cover-More's Privacy Policy and complaints handling procedures. Please contact your consultant, visit <http://www.flightcentre.co.nz/insurance/insurance-overview> or call 0800 24 35 44 to take out travel insurance through us or if you have any questions about Cover-More's travel insurance products. If you purchase travel and decline travel insurance, you may be required to sign a disclaimer.

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.

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 and airfare increases. Please contact your consultant for up-to-date prices.

Our Change and Cancellation Fees:

Subject to your refund and remedy rights under the Consumer Guarantees Act, the following change and cancellation fees apply to all bookings (including online bookings and bookings made with a consultant):

- Each change to a Domestic/Trans-Tasman booking will incur a fee of \$50 per passenger per booking in addition to supplier fees.
- Cancellations to Domestic/Trans-Tasman bookings will incur a fee of \$75 per passenger per booking in addition to supplier fees.
- Each change to an International booking (excluding Trans-Tasman bookings) will incur a fee of \$125 per passenger per booking in addition to supplier fees.
- Cancellations to International bookings (excluding Trans-Tasman bookings) will incur a fee of \$350 per passenger per booking in addition to supplier fees.

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 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.

Deposits And Final Payment:

You will be required to pay a deposit or deposits when booking. Your consultant will advise you of how much that will be. 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 6 weeks prior to departure unless otherwise stated. Some airfares or services must be paid in full at the time of booking.

Payments by Credit Card:

Credit card surcharges of 2.00% for Amex and 2.00% for Visa and MasterCard, Diners Club and Q Card will apply when paying by credit card. When applying for Q Card Finance, establishment and merchant fees will apply. You authorise us to charge all fees incurred by you in relation to the services provided to the credit card designated by you. If payment is not received from the card issuer or its agents for any reason, you agree to pay us all amounts due immediately on demand.

Payments by Cheque:

Please note that cheque payments (excluding bank cheques) require about 5 business days to process. If you are paying by this method you will need to make the payment at least 5 business days prior to the actual due date. You agree not to stop payment of the cheque even when you cancel a booking. You agree that we may apply the proceeds of the cheque to satisfy any liability you have to us, including any liability in respect of cancellation fees, before refunding the balance to you.

Taxes:

Certain taxes are mandatory in various countries. There may also be an additional local tax charged at some airports. All taxes are subject to change without notice. Airline taxes will be confirmed at the time your airline ticket is issued.

Service guarantees:

Our booking and advisory services come with a guarantee that:

- They will be provided with reasonable care and skill;
- They will be fit for the particular purpose;
- They will be charged a reasonable price(when the price is not set); and
- They will be completed within a reasonable time.

If we fail to meet any of these guarantees, you have rights under the Consumer Guarantees Act.

Agency:

We act as an agent for, and sell various travel related products as 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 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.

Special Requirements:

Please liaise with your consultant regarding any special requirements you may have for your travel arrangements such as special meal and seating requests, room type or disabled access.

Frequent Flyer:

When booking with one of our consultants, please let them know your frequent flyer membership details (or other applicable loyalty program details) for inclusion in your booking. Please check your frequent flyer program (or other applicable loyalty program) for the specific terms of your membership. We cannot guarantee that the supplier will credit you with points for your booking. It is your responsibility to retain all boarding passes to allow verification of your travel if required.

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.

Travel Documents:

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-date-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. 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. It is your responsibility to collect all travel documents from us prior to travel. As a general rule your travel documents will be available for collection 2 weeks prior to departure, however this will depend on your individual arrangements. Please contact your consultant to confirm when your travel documents are ready for collection.

Schedule Changes:

We recommend that you contact the airline to confirm your scheduled departure time 24 hours prior to your flight.

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 <http://www.flightcentre.co.nz/privacy> or in store. By providing personal information to us, you agree that our Privacy Policy will apply to how we handle your personal information and you consent to us collecting, using and disclosing your personal information as detailed in our Privacy Policy. In particular, you agree that in certain circumstances (such as where you request us to book international travel for you), we are permitted to disclose your personal information to overseas recipients. Such recipients may include the overseas travel service providers (e.g. airlines, accommodation or tour providers) with whom you make a booking. These travel service providers will in most cases receive your personal information in the country in which they will provide the services to you or in which their business is based. We may also disclose your personal information to our overseas related entities (including those in Australia, the USA, the UK, South Africa, Canada, India and Hong Kong) and to service providers who perform services for us within and outside of New Zealand. Generally, we will only disclose your personal information to these persons in connection with facilitation of your travel booking and/or to enable the performance of administrative and technical services by them on our behalf. Where we disclose your personal information to any person (including any overseas recipients), you agree that we will not be required to ensure that person's compliance with New Zealand privacy laws or otherwise be accountable for how they handle your personal information. When used above, "disclose" includes to transfer, share, send, or otherwise make available or accessible to another person or entity.

Monies Not Held On Trust:

All monies paid by you to us will be the property of Flight Centre (NZ) Limited and will be a debt due and payable to the travel service provider once the services to which the money relates have been provided (except for monies paid for flights with an IATA airline, which might be held on trust for that IATA airline). You agree and acknowledge that such monies will not be held by us on trust for and on behalf of you and we may hold such monies in any account as we see fit, including with its own and/or other customer monies.

ASSISTANCE: For all queries related to you booking, please contact your consultant directly. For urgent after hours assistance related to your booking contact Flight Centre Assist on 0800 322 774 or from overseas +61 7 3170 7850.

These terms were last updated on 24 May 2017.

Customer & Consultant Checklist

The completion of this form is a vital part of providing you with an unbeatable travel experience. If there is anything you do not understand please ask your consultant for clarification.

Customer name: _____ Departure date: _____

Passenger(s) passport nationality: _____

Please [✓] for YES or [X] for NO

Passports, visas and documents:

1. Passport valid for 6 months from return date []
2. Passport(s) is machine readable []
3. Visiting destinations: _____
(circle where visa required)
4. Transit destinations: _____
(circle where visa required)
5. Flight Centre to arrange visa(s) for: _____
(list destination(s) or nil)
6. Passenger(s) to arrange visa(s) for: _____
(list destination(s) or nil)
7. USA passengers advised of ESTA requirements []
8. Visa checker completed (if applicable) []

Additional Notes

Travel arrangements:

1. All names are correct as per passport []
2. Itinerary reviewed: travel dates & departure times correct []
3. Airline alliances & code-sharing explained (if applicable) []
4. Cancellation, date change & service fees explained []
5. Hotel/car hire: bond/credit card procedure advised []
6. Luggage restrictions - check-in & carry-on explained []
7. Frequent Flyer options discussed []
8. Seating requests advised to airlines (eg. window, aisle) []
9. Meal requests advised (eg. child, vegetarian) []
10. I/we have purchased CoverMore insurance and have been given a copy of the policy wording []

I have reviewed my itinerary, names & travel dates and agree that the above information is correct and I agree to be bound by the conditions above and of the Invoice and Itinerary.

By signing the below I/we acknowledge that I am/we are 18 years of age or older, that I/we have read, understood & agreed to Flight Centre's Booking Terms & Conditions on www.flightcentre.co.nz/bookingterms or as included by my consultant with this checklist. I/we also agree that I/we have authority to bind all passengers I/we book on behalf of under the same terms and conditions.

Customer _____
(signature) (date)

Consultant _____
(signature) (date)