

Terms and Conditions – individuals

Individual study tour applicants and participants

General Admission Criteria

Language

Participants must have a high level of English language fluency and comprehension. A minimum of 5.5 IELTS is recommended. Should a participant not have this level they may be refused entry to some of the medium to high risk adventure and environmental activities where instructions and emergencies situations are communicated in English.

Academic entry

A minimum of one year of successful university, college or high school study is required with supporting evidence to demonstrate this. For credit earning courses there will be home or partner university requirements that must be adhered to. Please enquire directly.

Statement of support

A brief statement (no more than one page) must be supplied to support that you are a person of good character and responsibility. This must be prepared by your university or college professor or study abroad advisor.

Age

Participants must be aged 15 to 28 years unless on special tours with approved supervisors.

Behaviour

The Program Handbook available prior to commencement will describe the guidelines relating to behaviour and responsibilities of participants. Should a participant's level of behaviour fall below those described and as a consequence places other participants at risk or extreme discomfort they will be removed from the program. We have a very strict no drugs policy.

Payments, Refunds and Registration Conditions

Fees

Program fees (including New Zealand goods and services tax GST of 15%) published on the website are the most correct and current. Do not refer to a flyer or brochure as this may be out-of-date. The fees are quoted in United States dollars USD and can be paid in US dollars or NZ dollars. Information about how to pay will be in your acceptance notice and invoice.

The Institute reserves the right to alter these prices at any time. The price of your program is guaranteed when you have paid in full.

Bookings

All participants must acknowledge reading and agreement with these Terms and Conditions and Liability Release, at the time of registration. A Medical Form must be completed once final payment is made. Upon receiving the acceptance notice and invoice you have 48 hours to pay your deposit. By advancing the Institute a deposit of USD400, the depositor thereby agrees to be bound by the booking conditions and payment schedule.

Upon receiving your deposit you will be sent pre-departure information that covers clothing, climate, the local teams profile, behaviour guidelines, cultural tips, currency advice and what expenses you must cover, visa information and air travel booking advice.

If the program date you request is already full we will contact you and add your name to the waiting list or offer you a place in another program.

The final payment covering the balance of the program fee is due 90 days before program commencement unless you are making a late booking.

Bookings accepted less than 90 days prior to commencement can be

secured with a higher deposit, full payment must then reach us within a further fourteen (14) days.

If the balance is not received by the specified date, we reserve the right to cancel your booking, and your deposit may be forfeited.

Cancellations and Refunds

If you decide to cancel your program, the following fees apply at the time (prior to departure) we receive written notice of your cancellation. More than 91 days prior to departure – loss of deposit; 31 to 90 days before departure – 50 per cent of program cost; 0 to 30 days before departure – 100 per cent of program cost.

If you fail to join the program, join after its commencement or leave prior to its completion, the Institute reserves the right to set the amount of refund (if any). You are required to refer to your travel insurance policy where trip cancellation may be covered provided the reason for the cancellation falls within the terms of the policy.

If we cancel the program

The Institute reserves the right to cancel any program if sign-up is inadequate to make the program economically feasible for us to operate. If this happens, we give a full refund of program fees. However, the Institute is not responsible for additional expenses incurred by you in preparing for the trip including air fares. If a program is under-booked we will inform you before final payment is due.

Liability Release

The Institute of Global Engagement New Zealand Limited ('the Institute') is a private New Zealand company established to provide education and experiential programs to international students, visitors and business delegations. Certificate of Incorporation Number 5533290.

Medical Considerations

The Institute cannot accept any responsibility for the provision of medical advice, medications or inoculations that you or your doctor deem necessary for your safe participation. The Institute of Global Engagement assumes no liability regarding provision of medical care.

Insurance

Medical and travel insurance is compulsory for all program participants and you will be asked to supply your provider, policy type and number before arrival. This insurance must cover against personal accident, medical expenses, emergency repatriation and personal liability. We also recommend it covers cancellation, curtailment and loss of luggage and personal effects.

Responsibility

By participating in an Institute of Global Engagement program, you assume certain obligations to the Institute and the other program members. It is your responsibility to

- Select and understand a program that is suitable to your interests, abilities and ideally your major
- Prepare for the program by familiarising yourself with the itinerary and handbook sent to you
- Bring appropriate clothing as advised
- Follow considerate social behaviour with other participants and respect their habits and differences
- Act in an appropriate and courteous manner befitting the customs and culture of New Zealand

You are aware that travel within a group may involve compromise to accommodate the diverse desires and physical abilities of group members. Your Program Director will do their utmost to ensure that any problems are solved for the benefit of the group as a whole. Signing this Liability Release Form signifies your acceptance of the Directors authority to make decisions affecting the group or individuals. For instance, he/she may require an individual to leave the group if they believe that a person's health is at risk, if an illegal act is committed, or their behaviour becomes detrimental to the safety, enjoyment and well-being of the group. Should the Director take such action, that person would not be entitled to any refund. Similarly, a participant leaving a program en-route

will not be entitled to any refund. Under these circumstances, the Institute of Global Engagement reserves the right to set the amount of refund (if any).

The Institute of Global Engagement will not accept responsibility or liability for any program participant who contravenes any law or regulation of New Zealand.

You acknowledge that travel on an Institute of Global Engagement program requires a degree of flexibility, and understand that the itinerary, accommodation and modes of transport are subject to change without prior notice due to local circumstances. We reserve the right to make reasonable changes in the itinerary where deemed advisable for the comfort and well-being of program members. These changes are binding and additional expenses will be charged to you if the reason for any alteration is outside the control of the Institute.

You acknowledge that the Institute contracts with a network of companies, government agencies, tour operators, guides and individuals to assist in the running of its programs. To the best of the Institutes knowledge, these third parties are qualified, authorised, certified and accredited in accordance with New Zealand legislation to perform the duties they are contracted to perform. However, the Institute will not be held liable for any injury, damage, loss, delay or irregularity that may occur due to behaviour or actions of these third parties.

No employee, servant or agent of the Institute has authority to vary these conditions.

The terms and conditions of all agreements made with the Institute shall be subject to, and governed by, New Zealand law. You agree New Zealand will be the forum of resolution of any dispute related to your participation in this program.

If a dispute arises, you will try to resolve it directly with the Institute. If you cannot resolve the dispute you agree to go to mediation first. You will agree to the mediator with the Institute within 10 days of notification of the dispute. If a mediator is not agreed or appointed, you and the Institute agree to participate in arbitration under the Arbitration Act 1996 (NZ)

The terms of this agreement shall serve as a release and assumption of risk binding on your heirs, executor, administrator and all members of your family.

You understand that participating in a program with the Institute may involve risks above and beyond those encountered on a more conventional holiday and that you are undertaking a tourism, sightseeing and on occasions adventure tourism activity where the risks may be at medium or high levels.

You understand that you are travelling to geographical areas where, amongst other things, the accommodation, cleanliness, medical facilities, and telecommunications may not be at the standard you are used to at home. You have read and understood the itinerary and suitability for this program you are undertaking and have provided details of any pre-existing medical conditions. You accept these risks and obligations and you fully assume the risks of travel.

You release the Institute of Global Engagement Limited from any liabilities connected to these risks to the maximum extent permitted by law.

I understand that this is a release of liability and a contract between myself and the Institute of Global Engagement Limited and/or its contracted agents, operators or affiliated organisations, and I sign this agreement of my own free will. If any part of this agreement is deemed unenforceable, all other parts shall remain in full force and effect.

Please contact us with any questions.

Updated February 2016