



**OUTDOOR  
SAMOA**



---

### Booking Process:

To begin your booking, we require a non-refundable deposit of NZD \$100.00 per person. This fee will be applied toward your deposit.

Once your accommodation is confirmed, we will send you a Booking Form. At that point, the remainder of the 30% deposit will be due. Your trip will be officially confirmed upon receipt of the full deposit.

Many guests choose to book their flights at this stage, as airfares can fluctuate. We also recommend purchasing comprehensive travel insurance at this time.

The balance of the trip is due 60 days before departure. You will receive a reminder email as the due date approaches.

---

### Payments:

Payments can be made via the following methods:

- **Direct Bank Transfer (New Zealand accounts):** Please use the details provided on your Booking Form.
- **Credit Card (Visa and Mastercard):** A 2.6% surcharge applies for credit card payments. If you wish to pay by credit card for your deposit or final balance, please contact us directly.
- **International Payments:** Many clients use Wise Transfer Services for secure and cost-effective international payments. This service provides low exchange rates, fast processing, and clear visibility, ensuring we receive the correct amount. Please reference your trip code and surname when making international payments.

Full payment is required 60 days before the trip departure.

---

## Cancellations:

**Amendments to Existing Bookings:** Small changes, such as a name change, will incur a NZD\$50.00 per person admin fee.

**Trip Cancellation – 61 days or more:** The deposit, which is 30% of the total booking cost, is non-refundable.

**Please Note:** If one member of a group cancels their booking, it may result in additional costs for the remaining group members. For example, if the group no longer shares a room, the individual may be required to pay a single supplement fee.

**Trip Cancellation -Within 60 days:**

The total booking price will be forfeited. We will provide documentation for you to take to your travel insurer, to claim back this way (if applicable)

---

## Travel Insurance:

We strongly recommend that you purchase comprehensive travel insurance as soon as you make your booking. While we will make every effort to ensure your trip goes smoothly, unforeseen circumstances such as flight changes or health issues can occur. Travel insurance will help mitigate the costs of these unexpected changes.

Please note that once a booking is confirmed, we are unable to adjust trip dates nor offer refunds if your flight is delayed or cancelled.

Travel insurance will cover many situations, including flight cancellations and personal or family health issues that may impact your trip. We advise securing this insurance at the time of booking for maximum coverage.

---