

a.t.s. Pacific

INBOUND TRAVEL MANAGEMENT

We reserve the right to review the rates should there be changes brought about by the increase in government tax, fuel prices and currency devaluation or other factors beyond our control.

General Booking Terms & Conditions:

Please read these important booking conditions as they form the basis upon which F.I.T bookings are accepted by ATS Pacific, Fiji.

Arrival & Departure Details:

Full arrival and departure details are required with the first booking request to allow us to accurately cost and prepare your clients itineraries.

Voucher Procedure:

We ask that you provide your clients with your company voucher addressed to ATS Pacific. Our staff will meet your clients at the arrival concourse and will provide them with ATS Pacific vouchers for each service they are to receive in Fiji.

Payment Conditions:

- We require full payment for bookings to be received 45 days prior to your client's arrival. All bookings made within 45 days of travel must be paid immediately. Bookings cannot be guaranteed without full prepayment unless you have approved credit facilities with our organization.
- When payments are made, please email ATS Pacific advising details: Client's name, arrival date into Fiji or other South Pacific country, reference number and amount:
- Attention: Accounts Department: atsfjar@atspacific.com.fj
- Exchange shortfalls will be your responsibility and will be debited to your account.
- Products that Require Pre-Payment;
 - Blue Lagoon Cruises (Groups bookings and charters)
 - Fiji Deluxe Boutique Resorts
 - South Pacific Island Bookings
- These products require a deposit within 7 days of confirmation to secure the booking with full payment 45 days prior to arrival. Please refer to the individual rates sheets for all details. These products do not extend any credit facilities and they impose very strict payment and cancellation procedures. If payments are delayed, bookings may be cancelled with cancellation charges levied or money collected direct from clients on check-in. Regular users of these products may find a prepaid floating deposit more efficient. Please ask us for details.
- Late payments will attract a penalty charge of 2% per month to cover bank or finance charges.

.O. Box 9172, Nadi Airport, Fiji Islands

Phone: (+679) 6722 811 Fax: (679) 6720 389

Web: <http://www2.atspacific.com.fj> E-mail: southpacificreservations@atspacific.com

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Bank Account Details:

Payments by telegraphic transfer are to be made directly to our Fiji Account as per below details.

Company Name: ATS Pacific Limited
Account No: 9801048092
Bank Address: Westpac Banking Corporation
Nadi, Fiji
Swift Code: WPACFJFX
Bank Branch No: 039004

Credit Card Payments:

We accept payments by VISA, Mastercard, and American Express. The applicable Credit Card fee surcharge will apply.

Cancellation Conditions:

Cancellation policies and conditions vary from property to property and we ask that you study the individual hotels rates and conditions in order to be aware of the various cancellation policies. Cancellation fees are charged and enforced and we will pass on any cancellation fees which are charged to us by the hotels and these fees, sadly, are beyond our control. It is therefore your responsibility to collect sufficient funds at the time of booking to cover these fees. To safeguard clients from cancellation penalties, we would strongly recommend clients purchase comprehensive cancellation cover as part of their travel insurance.

Note:

Your cancellation notices must be acknowledged by ATS Pacific. If you do not receive notification that we have acknowledged the cancellation, your booking is still valid and you will be charged for any cancellation fees that may occur.

Refund Policy:

Unused service vouchers are not transferrable and must be submitted to ATS Pacific, Fiji for refund within 60 days of the date on the voucher. Refunds of amounts under F\$100.00 will not be processed, due to high administrative costs. Refunds returned will be processed less any bank charges. No refunds will be made to clients directly.

Rate Changes:

All rates quoted have been negotiated and are correct at time of printing/issue; however, we reserve the right to pass on any rate increases, air fare increases, Government tax increases or other related increases forced upon us during the rate period.

Other Information:

ATS Pacific will not accept responsibility for any delay, additional expense or inconvenience that may be caused directly or indirectly by events outside its control. Such events include the late arrival of international flights, civil disturbance, fire, floods, unusually severe weather or equipment failure.

It is recommended that clients take comprehensive travel insurance as offered by their Travel Agent or Wholesaler to cover contingencies e.g. flight delays, travel interruptions etc.

Honeymoon couples may be required to present their wedding certificate at time of booking or at the property in question; honeymoon couples should travel with a copy of their wedding certificate where possible.