



LAYOVER HOTEL (STPC)

Terms and Conditions

STPC (at selected hotels): (a) Overnight stay (ie, 2D/1N). Extra night is NOT permitted.
(b) Day use stay.

Hotel accommodation is subject to R.O.H availability on Single, Share Twin room basis and room only basis. Should the accommodation requested not be available, an equal or lower alternative standard/value will be offered at the time of request (for which NIL compensation/credit will be given to guest).

Check-in time for Overnight stays most hotels is 14:00hrs HK time (2 p.m.) and check-out time is 12:00hrs (noon). Requests for early check-in and late check-out, should be made direct with the hotel upon arrival and granting of such request will be at the sole discretion of the hotel.

The roundtrip seat in coach transfer between HKIA – Hotel – HKIA may be included on selected hotel, subject to availability and is offered on a first-come-first-serve basis. Should the transfer not be available, NIL compensation/credit will be given to guest.

In compliance to legal requirements in Hong Kong, passengers under 18 years old must be accompanied by and stay with parents (or guardian) to check-in at hotel; otherwise, the hotel offer will be forfeited.

Passengers MUST check-in at the service provider with pre-paid voucher(s) issued by Cathay Pacific Auckland.

NO change or cancellation request will be accepted within **5 WORKING DAYS** (ie, NZ &/or HK working days) prior to the departure date from New Zealand.

Mileage accrual for hotel/transfer is NOT applicable. Mileage accrual for flights is subject to airfare terms & conditions.

CANCELLATION POLICY

Cancellation of the STPC (non-air element) must be made with the Travel Agent where the original reservation was made, who MUST contact Cathay Pacific Auckland **AT LEAST 5 WORKING DAYS** (ie, NZ &/or HK working days) prior to the departure date from New Zealand, an **ADDITIONAL CANCELLATION FEE NETT NZD200 PER ROOM / PER BOOKING** will be charged.

Cancellation/refund of the air ticket (if any) will be subject to the term and conditions of the airfare.

GENERAL

Use of the hotel room, (and transfer if applicable), is subject to further terms and conditions of the respective service provider. Any passenger who does not use, no show or forfeits or loss of any part of applicable hotel stay (and/or transfer if applicable) is NOT entitled to any payment, refund, credit or compensation from Cathay Pacific, Dragonair or any other parties including any third parties in any circumstances.

Hotels may require a bond payment upon check-in. This may be in the form of a creditcard or cash payment, which is reimbursed upon check-out providing there are no outstanding accounts or incidentals to be paid by guests.

The offers cannot be transferred, redeemed, exchanged for cash, credit or any other item with Cathay Pacific or Dragonair or any other parties including any third parties.

No meals are included. Cathay Pacific Airways will not be responsible for any individual food & beverage costs charged to room stays. These remain the expense of guests at all times.

Passengers are urged to obtain a comprehensive travel insurance policy immediately upon booking airfares and/or package.

For lost accommodation, transfer vouchers, **'Lost Voucher Fee' NZD100 per booking, per transaction** applies.

Passengers are NOT eligible for STPC when transfer in HKG is longer than 24hours. Should tickets & bookings be amended to allow a longer stay in HKG (ie, after booking made and/or STPC voucher is issued), **ADDITIONAL FEE NETT NZD200 PER ROOM / PER BOOKING** will be charged/ADM to ticketing agent.

Liabilities Exemption and Disclaimer:

It is expressly declared that Cathay Pacific Airways, Travel Agent and/or the Hotel/Tour/Ground Operator act as agents for the owners or contractors providing the means of transportation or other services used during the course of the stay.

All tickets issued for such means of transportation or other services are subject to the terms & conditions under which such services are offered or provided. The guest/tour participants shall be deemed to have consented to such terms & conditions upon acceptance of the voucher.

Cathay Pacific Airways, Cathay Pacific Holidays, the Travel Agent and Hotel/Tour/Ground Operator shall not be or become liable or responsible in any way for loss, damage, injury, accident, delay, changes in schedule, hotel overbooking or other inconveniences to the guest/tour participant or the property or personal effects of such guest/tour participant, unless caused by the negligence of Cathay Pacific, Cathay Pacific Holidays, the Travel Agent and/or the Tour/Ground Operator.

Although every effort has been made to ensure all information on this page is correct, unforeseen changes may occur without prior notice.

Force Majeure:

Cathay Pacific has the sole and absolute discretion to cancel or shorten the duration of any hotel/ground operator in the event of an act of God, war, riot, civil commotion, acts of terrorism, compliance with any law or government order, rule, regulation or direction, accident, flood or storm, strikes, hostilities or other circumstances beyond the control of Cathay Pacific which render it necessary in its reasonable opinion that such steps be taken.

Cathay Pacific shall be relieved of all liabilities and obligations resulting from force majeure events mentioned above and shall not be obliged to refund any amount paid by the guest for any unused portions of the transfer/accommodation to guest in such circumstances.