



Booking Terms and Conditions

Confirmation of Bookings

Bookings must be made through our main office in Mt Hagen. Bookings are confirmed upon receipt of a deposit of PGK700 per person non-refundable.

Payment Options:

We have two payment options for you to choose from:

1. You can pay by Credit (Debit) Cards including Visa, Master, Amex, JCB and Diners Club.
2. We also accept payment through Telegraphic Transfer Payment (TT). Our bank details are as follows for the TT:

PNG Bank Account Details

Account Name: Niugini Eco Tourism Services Ltd

Bank Name: Westpac Bank (PNG) Limited

Account Number: 6001903332

BSB Number: 038038

SWIFT Code: WPACPGPM

Bank Address: Corner Musgrave and Douglas Street, PORT MORESBY, Papua New Guinea

Tour Availability

All tours are subject to natural forces and conditions beyond the control of Niugini Eco Tourism Services Ltd. Our company reserves the right to change tour itinerary at short notice to accommodate any changes. The company also reserves the right to cancel any tour for whatever reason in which case notification by the Company will be given 30 days prior to the selected commencement date of the tour booked.

Payment

Final payment of the tour cost for all the standard packages apart from the Mt Hagen Cultural Show and Goroka Cultural Show packages must be made at least 30 days before arrival date in PNG. Final payment for the tour cost for the Mt Hagen Cultural Show and Goroka Cultural Show packages must be made at least 60 days before arrival date in PNG. The payment must be made in our local currency (PG Kina) as quoted or its equivalent in US Dollars according to the daily exchange rates specified on the day of payment. Otherwise bookings will be canceled automatically and deposit forfeited.

Credit Card Terms and Conditions Apply

The following credit card payment terms and conditions apply for people who want to pay by credit cards:

- The Credit Card must bear the name of the person who will be doing the selected tour or who is a member of a group who will be doing the selected tour.
- A 3.5% credit card processing fee is incurred for every credit card transaction. This fee is charged by our bank and it is in turn passed on to our clients who intend to pay by credit cards.

We cater for all travel and holiday needs for budget conscious tourists offering products throughout Papua New Guinea such as trekking, canoeing, birding, cultural festivals, village studies, dive, fishing and more. Book with us for an adventure of a lifetime.

Cancellations and Refunds

All cancellations are subject to PGK500 administration fee per person. Cancellations requests must be made in writing and we strongly recommend the use of registered mail, fax or email.

Cancellations received inside 30 days of touring will be subject to cancellation charges at the following rates

- Within 15-29 days; 50% of total tour cost
- 14 days or less including no shows; 100% of total tour cost
- Cancellation fees, less the administration fee, may be applied to another tour if completed within 12 months of original booking
- Special cancellation and payment policies apply to groups of 10 or more
- No refunds are allowed on unused portions of the tour if not taken due to circumstances beyond our control such as flight delays and cancellations, weather, sickness or ill-health, death which may prevent the tour operations.

Travel Insurance

It is strongly recommended that tour clients take out cancellation and travel insurance from the time of deposit

Cost Inclusions

All tour costs quoted include:

- Accommodation and meals as specified in the itinerary,
- Transfers
- Tours and Activities
- Cultural sing-sing and village entry fees
- Guides/Porters
- Other costs as specified in the itinerary.

Cost Exclusions

The cost DOES NOT include:

- Passports and Visa fees
- International Airline tickets
- All Domestic Air Niugini tickets
- Arrival and departure tax or any other government tax
- Excess luggage
- Laundry Services
- Beverages including both soft and alcohol
- Souvenir items
- Telephone/fax and email
- Optional tours

Passports and Visas

The tour client must possess a current passport with validity up to 3 months. A tourist visa can be obtained on arrival at Port Moresby's Jacksons Airport but it is highly recommended that you obtain your visa at your point of origin to avoid delays to your connecting flight out of Port Moresby.

Medical Insurance

It is highly recommended that you purchase medical insurance before arrival in PNG. You must also report any medical condition to the management of the tour before commencement of the tour.

We cater for all travel and holiday needs for budget conscious tourists offering products throughout Papua New Guinea such as trekking, canoeing, birding, cultural festivals, village studies, dive, fishing and more. Book with us for an adventure of a lifetime.