



LANGUAGE SPEAKING GUIDES – AFTER HOURS CLARIFIED

13th April 2018

Kia Orana to our valued partners,

Please be advised that we have included an important note regarding **After Hours** for all Language Interpreter services in your 2018 – 2019 tariffs.

Our normal business hours is from Monday to Friday from 8.00am to 4.00pm. Therefore After Hours is any time outside of this including Saturday and Sunday.

LANGUAGE SPEAKING GUIDES		*IMPORTANT NOTE ADDED*	
We have employed at Turama Pacific Travel Group, our own language interpreters who are available, and can offer assistance when required.			
Should you require interpreter assistance on any tours, please add the below rates to the tour price where applicable.			
**Please note: Below you will find two separate rates for each interpreter service provided below NET A and NET B . If you are booking full services including accommodation through Turama Pacific Travel Group NET A will be applied to your booking. If you are booking accommodation directly with the Hotel, or you are only booking transfers through Turama then NET B will apply to your booking. NB: Normal Business Days and Hours is from Monday to Friday from 8:00am to 4.00pm. After Hours is considered as any day or time outside of this including Saturday and Sunday.			

ITALIAN SPEAKING - TURAMA STAFF MEMBER	NET A	NET B	** IMPORTANT INFORMATION
MEET & GREET / ASSISTANCE ON ARRIVAL - FEE APPLIES WHEN BOOKING TRANSFERS WITH RARO TOURS	35	40	*IF BOOKING FULL SERVICES INCLUDING ACCOMMODATION THROUGH TURAMA
MEET & GREET / ASSISTANCE ON ARRIVAL - FEE APPLIES WHEN NOT BOOKING TRANSFERS	70	95	
MEET & GREET / ASSISTANCE ON ARRIVAL + BRIEFING AT RAROTONGA HOTEL	70	95	PLEASE APPLY NET A TO YOUR BOOKING
BRIEFING AT HOTEL (RAROTONGA ONLY)	65	75	*IF BOOKING ACCOMMODATION DIRECTLY WITH THE HOTEL, OR IF YOU ARE BOOKING TRANSFERS ONLY THEN PLEASE APPLY NET B TO YOUR BOOKING.
BRIEFING OR MEET & GREET - AFTER HOURS OR PUBLIC HOLIDAYS	110	130	
PERSONAL ASSISTANCE - TO ACCOMPANY TOURS excluding ADT, WEDDINGS, DOCTOR 4 HOURS	110	130	
PERSONAL ASSISTANCE - ADDITIONAL HOUR PER HOUR RATE	25	30	
PERSONAL ASSISTANCE - AFTER HOURS PER CALL OUT	85	100	
HOTEL CHECK-OUT & AIRPORT CHECK-IN FOR DEPARTURE ASSISTANCE	70	95	

We apologise for any inconvenience this may have caused and we humbly ask that you pass this on to your staff and respective departments accordingly.

Kia Manuia

The Product Team
Turama Pacific Travel Group