

Excursion Day Booking Terms & Conditions January 12, 2025

1. Booking Confirmation and Payment:

- **Reservation Process:** All reservations must be made through the official event website. This ensures access to the exclusive options provided, transparency and efficiency in handling your bookings.
- **Payment Terms:** Full payment is required at the time of booking to confirm your spot on the excursion. Payments are non-transferable and ensure your reservation is secured for the selected activity.
- **Accepted Payment Methods:** We accept all major credit cards. All payments will be completed in New Zealand dollars (NZD), inclusive of GST.
- **Credit Card Fees:** Please note that all payments made by credit card will incur a standard transaction fee

2. Excursion Operations and Adjustments:

- **Itinerary Adherence:** We endeavor to follow the planned itinerary as closely as possible. However, we reserve the right to make necessary adjustments based on operational needs or unforeseen circumstances that might include weather disruptions or logistical challenges.
- **Weather Policy:** Excursions proceed rain or shine, barring conditions deemed hazardous to safety. Participants should prepare for all weather conditions with appropriate clothing and footwear for outdoor activities.

3. Cancellation, Refunds, and No-Shows:

- **Cancellation Notice:** If you need to cancel your booking, please inform us in writing
- **Refund Policy:** Cancellations received before December 1, 2024, will incur a non-refundable administration fee. Cancellations after this date will not qualify for a refund.
- **Organizer-Initiated Cancellations:** If the excursion does not meet the minimum required participants or is cancelled due to significant reasons such as severe weather, we will provide a refund. We commit to notifying you as early as possible about any such changes.

4. Modifications by Participants:

- **Modifying Your Booking:** Changes to bookings (such as dietary needs or personal information updates) must be submitted at least 14 days before the event. We will do our best to accommodate these changes subject to availability.

5. Liability and Risk Acknowledgment:

- **Risk Acknowledgment:** By participating in the excursion, you acknowledge the inherent risks associated with outdoor activities and agree not to hold the organizers liable for any injuries or damages experienced during the event.
- **Insurance Recommendation:** We recommend that all participants carry comprehensive personal insurance that covers medical issues, travel interruptions, and personal belongings.

6. Health and Safety Requirements:

- **Health Considerations:** Please ensure you are medically and physically fit to engage in the activities planned. Any known and relevant medical conditions should be disclosed to the organizers to ensure your safety. Additionally, the specific tour or activity suppliers/operators will have their own health and safety measures and requirements that must be adhered to. It is the participant's responsibility themselves to comply with these policies to ensure safety during the event.

7. Dietary Needs and Special Accommodations:

- **Communicating Special Requirements:** We strive to accommodate dietary restrictions and special needs with advance notice. Please provide details at the time of booking to allow us to prepare adequately.

8. Participant Conduct and Tour Etiquette:

- **Expected Behavior:** We expect all participants to behave in a respectful manner and follow the instructions provided by the tour guides. This is crucial for the safety and enjoyment of all attendees.

9. Privacy and Data Protection:

- **Confidentiality Commitment:** The personal information collected during the booking process will be used solely for organizing the excursion and will not be disclosed to third parties without your explicit consent.

10. Photography and Recording Restrictions:

- **Compliance with Restrictions:** Participants must comply with any photography or recording restrictions in place at certain locations due to copyright and privacy considerations.

11. Feedback and Complaints:

- **Encouraging Feedback:** Your feedback is invaluable to us and helps improve our services. We encourage you to share your experiences and suggestions.
- **Addressing Complaints:** Should you have any complaints during the excursion, please contact us immediately to allow us to address your concerns promptly.

12. Acceptance of Terms:

- **Contractual Agreement:** By completing your booking, you agree to be legally bound by these terms and conditions, which form a binding agreement between you and the event organizers, ensuring mutual understanding and expectations.

13. Legal Compliance and Jurisdiction:

- **Regulatory Adherence:** All our excursions are operated in compliance with the laws of New Zealand. By participating, you agree to submit to the jurisdiction of New Zealand courts for any disputes.