

Terms & Conditions for TIME Unlimited Ltd

1. "You" or "your" refers to the customer. "We", "us" and "our" refers to TIME Unlimited Ltd, T/A TIME Unlimited Tours. This agreement refers to these Terms & Conditions and any other conditions specified by us, for example on a Booking Form provided by us, or by any other means.
2. Once a booking is received via www.newzealandtours.travel, via email, by telephone or by any other means, your booking is confirmed subject to availability. Bookings are non-transferable.
3. All prices are quoted in NZ Dollars and have 15% Goods and Services Tax included. In some cases we may quote you in a currency more familiar to you, such as US\$ or Euros.
4. Full payment is required at the time of booking – no spaces on our tours can be reserved until payment is received.
5. **Cancellation Fees for Auckland Small Group Tours:** After booking has been confirmed and 30 or more days: No charge. From 8 to 29 days: 20%. From 48 hours to 7 days: 50%. Less than 48 hours or no-shows: 100%.
6. **Cancellation Fees for Private Day Tours:** After booking has been confirmed and 60 or more days: FOC. From 30 to 59 days: 50%. Less than 30 days: 100%.
7. **Cancellation Fees for Private Multi-Day Tours:** After booking has been confirmed: 20%. From 30 to 59 days: 50%. Less than 30 days: 100%.
8. Although we will endeavour to adhere to the advertised tour details, you accept that we have the right to alter elements of any tour at our sole discretion due to operational requirements.
9. TIME Unlimited Ltd, its owners, directors and employees assume no responsibility howsoever caused for injury, loss or damage to person or property in connection with any service resulting directly or indirectly from: Acts of God, natural disasters, detention, annoyance, delays, and expenses arising from quarantine, strikes, thefts, pilferage, civil disturbances, government restrictions or regulations, discrepancies or change in transit or hotel services, over which it has no control.
10. You acknowledge that TIME Unlimited Ltd will not be responsible for any loss or damage to property (including personal property such as bags, money or personal items) brought on a tour organised by TIME Unlimited Ltd. You will be liable for any loss or damage of person or property caused by you on a tour organised by TIME Unlimited Ltd. **We highly recommend that you leave valuables at home or if you must take them, that you carry them on your person at all times.**
11. We reserve the right to cancel or postpone a tour for any reason, including but not limited to if the tour does not meet minimum attendance levels or if, in our opinion, the weather makes it difficult to guarantee your safety. If we cancel a tour, we will provide you with a full refund.

12. While we make every effort to give you the best available vehicle and guide possible, due to operational requirements we cannot guarantee a specific vehicle or guide for any tour. In the operation of a tour business, many unforeseen things (such as maintenance, mechanical issues or guide illness) can happen. Thanks for your understanding.
13. Please ensure that you and those in your care act in an orderly manner when going on a tour organised by TIME Unlimited Ltd. We may refuse entry or evict you if you or anyone in your care is behaving in a drunken, disorderly or inappropriate manner. This also includes not following instructions given by the tour guide, which may lead to unnecessarily disturbing or harming wildlife, littering or placing yourself and/or others in possible or actual danger.
14. When booking a tour with us, you accept that there are inherent dangers involved in the pursuit of any outdoor activity. We accept no responsibility howsoever caused for injury, loss or damage to person or property in connection with the provision of these or other services offered by TIME Unlimited Ltd.
15. **We highly recommend that you cover yourself against loss or injury by taking out comprehensive travel insurance.** You never know what may happen and it may come in handy if the unexpected happens.
16. We again wish to stress our commitment to you, our valued guests. If the unexpected happens and you need to cancel your booked tour, please let us know as soon as possible. Also, we wish to stress that your safety and wellbeing is of the utmost importance to us. We endeavour to send you home as friends with great memories of the time you spent with us.