

Terms and conditions

Please read the terms and conditions for New Zealand Adventures Limited, trading as Wild Adventures New Zealand, and don't hesitate to contact us if you have any queries at office@wildadventuresnz.co.nz.

Prices

All prices displayed on our website refer to New Zealand Dollars and are inclusive of tax. Unless otherwise specified the prices for group and private tours do not include food and accommodation costs. Private tours are available at displayed prices and can be booked for groups of ten or less people. Wild Adventures New Zealand reserves the right to change any prices displayed on our website or marketing at any time. The prices published on hard-copy marketing such as brochures are valid on the date of printing. To ensure the price is still that which was published, see our website www.wildadventuresnz.co.nz for current pricing. Child pricing applies to children 0-16 years inclusive.

Eligibility

At Wild Adventures New Zealand we have no age or weight restrictions, however some of our business partners do. We take no responsibility for restrictions that our business partners hold and responsibility for being informed on these restrictions rests with the client. Any money lost due to lack of compliance with these restrictions is not the responsibility of Wild Adventures New Zealand and no refund will be issued. Wild Adventures New Zealand requires that its clients be a good level of fitness to partake on our tours. As walking is our core activity we require clients to be able to walk comfortably for 3-hours to consider themselves fit to partake on our tours.

Tour timing

Tour times are approximated on our website and we will do the best we can to make these times. In order to keep to our timeframes we depart pick-up locations 10-minutes after the scheduled pick-up time, whether clients are there or not. Should we be running late in our pick-ups and drop-offs, we apologise for the inconvenience but take no responsibility for any missed arrangements, travel or otherwise. We will do our best to let you know with some advance so alternative arrangements can be made but ask that you give yourself plenty of leeway when booking adjoining activities. We take no responsibility for the delay that traffic causes in our tours however will do our best to factor this into our tours.

In our *'Be Your Own Guide'* service we ask that you pay close attention to the check-in times for your activities. Wild Adventures New Zealand takes no responsibility in missed activities should clients be unfit for or arrive late at these activities.

Cancellation Policy

Cancellations less than 48-hours prior to tour starting will incur full tour price charge. Cancellations made outside this timeframe are free of charge minus any booking fees and any fees or charges from business partners involved in the trade. Changes to bookings within

48-hours of tours starting will incur a \$50 admin fee and the approval of such changes will be subject to availability.

A cancellation charge of the total booking value applies to clients who fail to arrive at the pick-up location 10-minutes after the scheduled time.

Wild Adventures New Zealand reserves the right to cancel or postpone any tour due to weather conditions, road conditions, hazards identified, or any events beyond our control that may interfere with safe operating of our tours. Clients affected will be offered a full refund or the opportunity to rebook the tour.

Our tours run with a minimum of three persons per tour. Should your tour not reach this minimum number, we will do all we can to reschedule your tour or offer you place on an alternative tour. If these options should not appeal to you, we will offer a full refund minus any fees/charges incurred by our booking partners according to their refund policies.

Cancellations to activities booked with the '*Be Your Own Guide*' service will be subject to the cancellation policies of our business partners with whom the activity is booked with. Should you require us to cancel or postpone this service for you, we must be given 24-hours notice in addition to the notice required from the organisation running the activity to be able to provide a full refund.

Medical Considerations

Before we embark on our tours we ask you to disclose any medical conditions or disabilities you may have. While we will do all that we can to accommodate you, it is up to the discretion of the tour guide as to whether such conditions will affect the safety and running of the tour. If you have concerns at the time of booking, please do not hesitate to contact us on office@wildadventuresnz.co.nz. All of our staff are first aid trained and carry a first aid kit. Unfortunately, we do not take anyone who is more than 20-weeks pregnant on our tours.

Waiver

Participation in activities during our tours is at customers own risk. All customers will be required to sign a waiver at the start of each tour. Should you be taking part in an activity with one of our business partners during a tour or with the '*Be Your Own Guide*' service, Wild Adventures New Zealand takes no responsibility for risks taken or injuries incurred during these activities.

Photos & Videos

Wild Adventures New Zealand reserves the right to use any recording or images taken on tours for promotional purposes without reward.

Child equipment

Should you be bringing your child or infant on a tour, we ask that customers provide appropriate car seating to accommodate your child safely. Tours may take place on rugged and steep terrain and may be unsuitable for small children and pushchairs. If you have queries about individual tours please contact us for further clarification.