

HIKE & BIKE COROMANDEL

HIKING MINIVAN TOURS & SHUTTLE Terms and Conditions (21-10-21)

Booking Confirmation

All booking inquiries must receive written or verbal confirmation from Hike & Bike Coromandel.

Fares must be paid in full prior to tour departure. All payments are to be made in New Zealand dollars and include GST of 15%.

Prices are subject to change without notice.

Payment can be made by VISA or Mastercard.

If you have made payment by Credit Card, the name that will appear on your statement will be Hike & Bike Coromandel.

The following age determinations apply to our fare structure. However the full fare is payable for unaccompanied children.

0-15 years	Child
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16 yrs & Over	Adult
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Children

Adults are responsible for the behaviour of accompanying children in their care or under their supervision including the use of seatbelts and or use of any child restraint/car-seat available as required by law. Non-compliance may result in transport being refused.

Travel Disruptions

The weather in our location can at times be very extreme. This may cause unexpected flooding and road closures at short notice. All tours are subject to change or cancellation at the discretion of Hike & Bike Coromandel for reasons of weather conditions, road conditions, breakdowns and/or operational requirements.

Any bookings that are cancelled by Hike & Bike Coromandel are cancelled due to weather, road conditions, breakdown or operational requirements will be rescheduled to a mutually agreed date or a full refund will be given.

Hike & Bike Coromandel will not be liable for any consequential losses or additional costs incurred as a result of such cancellation. However, Hike & Bike Coromandel will use its best endeavours to find a replacement travel service or accommodation facility to ensure the comfort and safety of its passengers during this disrupted period, if available.

Minimum Numbers Policy

Those travelling alone will always be notified as soon as possible should other passengers cancel and tour numbers fall below the minimum number of two. In this instance Hike & Bike Coromandel will not be liable to the single traveller for any additional costs they incur due to the cancellation of the tour.

Refund Policy

Prepaid bookings cancelled 24 hours or more from the departure time will be refunded in full less an administration fee of \$25.00 and less any payments made to third party operators who have been engaged as part of the service offered.

No refunds will be given for cancellations for prepaid bookings within 24 hours of the departure time. Any unpaid reservations that are cancelled within 24 hours of departure time will be invoiced at the rate agreed between the parties at the time of booking.

Dates may be transferred at the customer's request no less than 24 hours prior to the departure time, however any replacement date is subject to availability and agreement by Hike & Bike Coromandel.

A 25% deposit may be requested to confirm the reservation or booking for a charter or large group in which case it will be a non-refundable payment. Payment of a deposit forms part of the final payment and means you have read and accepted these Terms and Conditions.

Exceptions: Due and fair consideration will be given to cancellations due to bereavement, weather or health issues.

Transfer of Service

Hike & Bike Coromandel may sell services of other operators who are not connected with the Company and whose operations are outside the control of the Company. We do our best to recommend operators who we consider to be reliable and offering a consistent level of service. However, Hike & Bike Coromandel accepts no responsibility or liability for the service provided by those operators except as required by law.

Right of Refusal

Hike & Bike Coromandel Management and Drivers reserve the right to refuse any person access on any trip for any reason including any person who is unruly in behaviour, unfit to travel, is likely to cause distress or discomfort to other passengers or has previously engaged in any unlawful activities affecting the Company. The driver may also require any person to leave the vehicle to ensure the safety and comfort of the driver, the van, other passengers, members of the public, or the environment.

Department of Conservation Land

Hike & Bike Coromandel management or their staff has the right to refuse access on any vehicle to any passenger carrying any noxious plant or accompanied by any

animal. Our team has the right to inspect the contents of any passenger's luggage for any noxious plant or animal on any trip where the destination is part of the Department of Conservation Estate.

All passengers participating in any tours where the destination includes part of the Department of Conservation Estate are subject to any regulations and procedures in place to protect and preserve the flora or fauna of that location. This clause includes our utmost commitment to contribute to the prevent of Kauri Dieback Disease.

Smoking Policy

Smoking is not permitted on or directly outside any of Hike & Bike Coromandel premises, vehicles or any vehicles under the control of Hike & Bike Coromandel.

Smoking is prohibited on a number of our sensitive sightseeing destinations. A smoking ban can also be imposed due to drought or high fire risk at certain times of the year. We ask that our passengers respect these bans and restrictions or risk being removed from the tour or charter.

Public Holidays

Hike & Bike Coromandel operates every day except Christmas Day and Boxing Day. Services are available on Public Holidays by arrangement. Please contact Hike & Bike Coromandel for details.

Covid 19

Should Covid lockdowns return at Level 3 or above, a full refund will be given for any prepaid tours or an alternative date arranged. The only instance where a full refund cannot be guaranteed is when third party operators have been engaged for a service. In this instance that third party operator's cancellation policy will apply.