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## Multi-day tour booking Terms & Conditions

### Payments

- A deposit of \$200 is payable to reserve your place on any multi-day tour.
- The final balance is payable 45 days prior to the date of travel.
- Our preferred method of payment is by bank transfer to **03-1720-0011538-00, Mount Classic Tours Ltd**
- If paying by cheque these should be made payable to Mount Classic Tours Ltd, owners of Hinterland Tours.
- Payment by credit card will incur a 3% surcharge, please call us if you wish to pay by credit card.

### Late Bookings

- For any bookings made after the final balance due date of 45 days prior to travel, there may be a surcharge payable for any increased flight costs due to the airlines raising prices as we get closer to departure. Any such surcharge will be advised before your reservation is confirmed.
- Availability of flights, accommodation or other components of a tour, does change closer to the departure date. For any bookings made within 45 days of the date of travel we will confirm all items before accepting your booking.

### Cancellations

- If a tour is cancelled at least 45 days before the date of travel, then only the \$200 deposit is lost.
- If a tour is cancelled at least 44 to 30 days before the date of travel, a 25% cancellation fee applies
- If a tour is cancelled 15 to 29 days before the date of travel, a 50% cancellation fee applies
- If a tour is cancelled 1 to 14 days before the date of travel, a 100% cancellation fee applies

Should a tour be sold out, then if we are able to re-sell your place to another customer we will refund 100% of your tour cost, less a \$200 administration fee. We maintain a wait list for our tours to cater for such situations.

## Day tour booking Terms & Conditions for Groups [where different to above]

### Payments

- A deposit of \$100 is payable to reserve your group tour.
- The final balance must be received by us at least 7 days prior to the date of the tour.

### Cancellations/Changes

- If a tour is cancelled at least 7 days before the date of travel, then only the \$100 deposit is lost.
- If a tour is cancelled after 7 days before the date of travel, then a 50% cancellation fee applies.
- If you wish to change the date for a booked tour then we allow one change free of charge. Additional changes will be charged a \$100 change fee.

## Day tour booking Terms & Conditions for Individuals [where different to above]

### Payments

- Reservations for day tours are required at least 7 days prior to the tour date. No deposit is needed when reserving places for individuals on day tours.
- Once minimum numbers are met you will be advised and payment will be due 7 days prior to the tour date.

### Cancellations/Changes

- Once payment has been made then no refund will be given should you cancel within 7 days of the tour date.

# General Conditions for all tours

## COVID-19

- Where a tour has to be cancelled due to government restrictions relating to COVID-19, then we will offer a 100% refund OR offer an alternative date for the tour to operate.

## Supplier Charges

- We reserve the right to pass on any charges levied by any supplier where a cancellation penalty is being applied to us by the supplier due to your cancellation. These will be in addition to the cancellation penalty fees listed above.
- These are usually limited to flight and accommodation bookings and do not apply to single day tours. If there are supplier charges for days tours that may have cancellation penalties then these will be made clear in the tour information.

**We strongly advise that you arrange travel insurance to cover the costs of any cancellation fees.**

## Limitations

- You must advise us of any physical, medical or other special needs that may require assistance or consideration, such as dietary or mobility issues. These must be included on your booking form and should include details of any medication being taken or mobility aids you require. Should we feel that the tour is not suitable for you we reserve the right to decline your booking.
- Hinterland Tours reserves the right to cancel or postpone a tour where the minimum number of persons has not been met. In such cases we will refund in full any money paid or transfer this to another tour option or date. The minimum number is 10 persons unless otherwise stated on the tour information.
- Hinterland Tours reserves the right to modify the itinerary, including activities and accommodation should the original plan not be possible due to factors beyond our control. Every effort will be made to offer a comparative level of service.
- You must use your correct and full name when booking and carry photo ID as this is required by Air NZ.
- Hinterland Tours can not be held responsible for any changes to flights or ferry schedules made by the providers but will endeavor to minimise any disruption to the tour program. Should any such changes result in additional transport, accommodation or meal costs then these will be charged to the customer.
- Should any person be unable to complete a tour due to ill health or any other reason, then Hinterland will assist in arranging transport as required but any additional charges will be at the clients own cost.
- Individual travelers can request to "Room Share" with other single travelers. Hinterland Tours will not be liable should the room sharing arrangements not prove to be 100% satisfactory for either party.

**These terms and conditions are valid from 26th March 2021 until otherwise advised.**

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