



## Booking Terms & Conditions

### Payments

- A deposit of 25% of the tour cost is payable to reserve your place on any 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, the owners of Hinterland Tours.
- Payment by credit card will incur a 3% surcharge, please call us if you wish to pay by credit card.

### Cancellations

- If a tour is cancelled at least 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. We maintain a wait list for our tours to cater for such situations.

### 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.
- We reserve the right to pass on any charges levied by a supplier where a cancellation penalty is being applied to us by the supplier beyond the standard cancellation rates noted above.

**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.
- 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 accommodation or meal costs then these will be charged to the customer.
- 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.