



COMPANY TERMS & CONDITIONS

TRIPS & TRANSFERS ~ NELSON LAKES and BEYOND

- 'We' & 'the company' refer to : CountryLife Retreats Ltd t/a Trips & Transfers. Registered at the NZ Companies office.
- 'The Client' refers to the person noted on the booking form responsible for the booking and payment of the services and their travelling companions.
- The standard deposit is \$50.00 to cover time spent on the booking and potential effects on the business operations.
- Full payment refers to the total sum on the invoice less the deposit.

The terms and conditions below are what we think are the most important things that you should know. If you have any questions please feel free to ask.

- At the time of booking we will invoice you for a deposit of \$50.00. The transfer is only secured once the deposit of \$50.00 is received. The deposit is non refundable if cancellation (for any reason) is received within 15 days prior to departure.
- If your transfer date is more than 30 days in advance of the requested transfer Trips & Transfers will issue you with an invoice for the deposit only.
- The balance will be invoiced approx. 30 days prior to the first transfer with full payment to be made no later than 7 days prior to the first transfer date.
- Bookings made within 7 days of the first transfer date will be invoiced in full.

Payment of the deposit is an acknowledgement of our full Terms and Conditions.

Payment Options.

The following payment options are available;

- Bank Transfer.
- Cash payment is subject to advanced notification. There is no ATM in St Arnaud.

Cancellations

We are a small business and take bookings to suit your wishes and our availability so cancellations can affect us. We understand too that life doesn't always go to plan.

The following conditions apply;

Cancellations from the time of booking *up to and including 16 days prior to the first Transfer date:*

1. Full refund less \$50.00 administration fee (less any 3rd party booking costs if applicable)

Or

2. The client is willing to accept a credit for the full value of their payments. The credit will be valid for 365 days from the cancellation date. Rates are subject to change and may mean that an additional fee will have to be paid at the time of re-booking.



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Cancellations *within 15 days of the first Transfer date:*

NO REFUND of the deposit will be given for cancellations to itineraries made less than 15 days prior to departure date.

- We will not charge a further cancellation fee if the cancellation is between 15 and 8 days prior to the first transfer date. If you have opted for RideShare and you have been invoiced accordingly your cancellation may effect others, in which case the refund will be at our discretion.
- We will charge 50 % cancellation fee if the cancellation is between 7 and 1 days prior to the first transfer. If you have opted for RideShare and have been invoiced accordingly your cancellation may effect others, in which case the refund will be at our discretion.
- We will charge 100% cancellation fee if the cancellation takes place on the day of the transfer. This is referred to as a 'no show'.

However if one of the following occurs the client may cancel / postpone their booking and receive a FULL refund less the deposit (and 3rd party booking fees where applicable) which is held as a credit for 365 days from the date of the first transfer. Thereafter it is non refundable.

1. Under COVID NZ Government health board directive is a cause of the cancellation or change of date. If travel is affected by CoVid-19 Government Regulations under the current (as of 03 Dec 2021) CoVid Protection Framework.

We reserve the right to amend this policy following changes to Govt policies.

2. The Department of Conservation is forced to close the track which you intend to tramp on for safety reasons / due to inclement weather.

3. A medical certificate is provided for a health condition implicating your or your group's reason not to be able to travel.

4. The client opts to have the deposit and /or full payment held as a credit. This does not apply to no shows.

Changes and additional charges to bookings in General.

- The client may request to change the date(s).
- The client may request to change the pick up and drop-off destinations.
- All itinerary changes are subject to availability.

In this case we reserve the right to charge a supplementary administration fee up to \$50.00 for amendments and any additional charges that may arise due to a change in pick up and drop off points/ dates/ numbers of guests especially if changes are not due to changes in flight / ferry schedules.



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Trips & Transfers endeavours to charge a fair rate for their services. If our variable costs such as fuel and compliance costs are increased during the season from the start of the season we will be forced to pass these costs on to the clients. The client understands that, as a small business offering a flexible service, Trips & Transfers cannot absorb all these costs. If the costs are increased by more than 15% of the sum of the transfer(s) the client has the right to cancel the booking at no cost. Clients will be notified of the changes if applicable.

We will confirm pick up times which will be as close as possible to your reserved time in advance. We understand that a lot of tracks do not have cell phone coverage, so where possible we will advise you of a local (relative to your track end) contact point.

- Pick-Up Times are approximate as we cannot know at the time your reservation is confirmed what other pick-ups may be reserved before or after your booking. Please be ready to go at the scheduled Pick-Up place 10 minutes prior to your scheduled Pick-Up Time and do not be surprised if the van does not arrive for 15 minutes after your Pick-Up Time.
- The client agrees to request pick up times from track ends that are reasonable and suited to their walking times. We reserve the right to charge a waiting fee of \$15.00 per 15 mins wait time if the driver has not been notified of the change 1 hr in advance.
- When being picked up from an airport clients are required to send a text to the driver, min 1 hour prior to departure, to confirm their flight is arriving at the scheduled time. We generally require 1.15mins to get to the Nelson & Motueka airports.
- When picking up from towns, the driver will only wait for clients at the scheduled Pick Up Place for 5 minutes. After that, if clients are not on board, the driver reserves the right to leave will leave without the clients who will be considered a NO SHOW, and the client will NOT receive a refund.

Rates include one standard piece of luggage and one carry-on. Extra luggage must be reserved with Trips & Transfers in advance. To know the fees for extra/oversized/odd luggage please request at time of booking. Luggage not approved can be refused at pick up time at our sole discretion, and no refund will be given.

OUR GUARANTEE TO YOU.

We have a CoVid Clean status.



We will operate our services according to NZ Government health directives for COVID meaning at least that hand sanitiser will be available in our vehicle and the touch points will be cleaned after each trip. We will also carry a QR barcode for the business in the vehicle for all guests to scan. Clients are permitted to wear a mask however due to the size of our vehicle we cannot guarantee social distancing. This is why our preference will always be for



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private groups.

We offer ride share only to fully vaccinated guests. Ride Sharing is subject to demand and cannot be guaranteed. Guests booking ride share must provide proof of vaccination.

Non vaccinated guests are required to book a private transfer.

Trips & Transfers is a limited liability company and has an up-to-date liability insurance covering accidental damage and death as a result of accidents or incidents beyond their control taking place during the clients transfer.

Furthermore vehicles have motors, brakes and other moving parts. Despite regular checks and COF's, vehicles can break down! In the event that the vehicle is not available for your booked transfer we will arrange at our own cost a replacement vehicle. In some instances this may also mean another company and/or driver. Our guarantee is that we will do all that is humanly possible to ensure you get to or from your destination!

COMPLAINTS

It is our policy to take complaints seriously. The company will endeavour to resolve these complaints together with the client. The client must give written notice to the company first. If the clients feels that the complaint is not resolved the client has every right to take further action by lodging a complaint at the Disputes Tribunal. <https://www.justice.govt.nz/courts/civil/claims-you-can-take-to-civil-court/>