

Terms & Conditions

(bookings & cancellations)

1. Bookings are acceptable upon client/s details provided for booking requirements correspondence either by email, telephone, messenger, or in person. More notice the better for essential bookings to be confirmed available for your convenience. Booking minimum is per 2 or more persons only. (At Managements discretion).
2. Direct Credit, Credit Card via STRIPE, Voucher & Cash are acceptable methods of payments welcomed.
3. All direct pre-bookings require credit card details to be held for booking security. Only charged as agreed accordingly with the client to complete the booking of service including if/any refunds, cancellations or fees. Therefore no further correspondence will be deemed necessary.
4. Large group bookings can be arranged with prior notice with payment details required. (At Managements discretion).
5. Third party bookings are confirmed only with Management approval where is requiring invoice processing and/or is commissionable. Business details are required.
6. Either party may terminate an agreed document both signed upon providing at least 30 days of written notice.
7. Credit Card or Foreign Currency payments made through STRIPE are subject to STRIPE terms & conditions. Fees may be applicable.
8. Once the client has started their confirmed booking and if change of mind during this booking time will forfeit any refund; this also includes using any other operator than us booked with. Weather permitting not applicable.
9. Travel times are estimated only and set for your Convenience, Enjoyment and Safety First. Late Fee more than 10minutes or more may incur a fee of \$20.00 per person, minimum fee \$40.00 applicable. Together preventing further travel delays, woes & worries.
10. Pick-ups & Departure times can be strict. Clients 'please' be ready 15 minutes before departure from pick-up destination or as prior arranged with Management - PLEASE be waiting outside road front. Together preventing to avoid further travel delays.
11. If there are major delays informed notification will be provided or MUST BE GIVEN. Contact details are relevant.
12. Part bookings cannot be transferred to another day. (Or at Managements discretion).
13. At any one time rescheduling of bookings for operational feasibility is common. Please be aware. You will be notified for confirmation.
14. Unforeseen circumstances out of our control may affect bookings to be cancelled or delayed i.e.; a natural disaster; weather conditions, landslips, volcanic activity, floods, road works/closures, accidents, list of some but not to be exhausted, therefore bookings cannot be guaranteed.
15. Regular 'No Shows' will not be tolerated and you may be refused any future service with us the Operator.
16. Children 13 years & under must be accompanied with an adult (without an adult, please ask management for arrangements). Age restriction is for awareness and safety first.
17. Any Departure from a place of pick up, or otherwise 'stated' at the time of the booking please inform us the Operator for booking confirmation prior. Any Vehicle Parking is at the owners' full responsibility. No further liability is to the Operator. Travellers' insurance is recommended.
18. Backyard Tours Limited, National Park Shuttles Limited and Active Outdoor Activities Limited may at any one time operate a transport shuttle & transfer.
19. Clients booking confirmation on payment accepts our *FREE Access to Worldwide Savings and Media photography for publication via "the Operators" social or media applications. If you **DO NOT** wish to participate please inform us. Photos are displayed and deleted periodically as new ones appear.
20. Operator's adhere to the New Zealand Transport Association with the *Operator License Rules and Work Place Safety guidelines. Your safety first. We are environmentally friendly in support of the "Tiaki Promise" where recycling is practical, and vehicle maintenance and fuel conscience for the efficiency and environmental awareness for preservation.

21. All Terms and Conditions are subject to change and be updated at any one time without notice. Online is current and applicable.
22. All Pricing are subject to change and be updated at any one time without notice. Agent booking fees' may be applicable.
23. If any medical concerns please seek advice from a legal Practitioner before attempting any 'outdoor' activities. Outdoor activities of participation are at your own risk and therefore no further liability will be made towards the Transport Operator.
24. All bookings apply to the Terms' set by the Operator. Please contact us the Transport Operator if you have any further concerns.

Cancellations & Refunds

1. Bookings requesting cancellation must be received by the Operator within 48 hrs or more with written notice (email, letter, text, messenger or phone) acceptable for 100% refundable. Notice less than 48 hrs and before 24 hrs notice will incur a 50% refund. Notice less than 24 hrs will forfeit any refunds.
2. Cancellations & refunds is applicable with prepaid bookings where credit card details are held for security and will be charged accordingly. Avoid your loss of booking cancellation by simply asking us to Exchange your booking for a Gift voucher that can be redeemable to reschedule at a later date no further costs applicable. Gift voucher is valid till the end of the Season year that was issued. Only one promotional offer at any one time. Therefore no further correspondence will be deemed necessary.
3. Once the client has started their confirmed booking and if change of mind during this booking time will forfeit any refund; this also includes using any other operator than us booked with. Weather permitting not applicable.
4. At any one time rescheduling of bookings for operational feasibility is common. Please be aware. You will be notified for confirmation.
5. Inquiries of bookings confirmed paying with STRIPE will be issued with correspondence through STRIPE via Email.
6. Credit Card or Foreign Currency payments through STRIPE are subject to STRIPE terms & conditions. Fees may be applicable. May be a surcharge cost where user pays regarding any cancellations or refunds. (Or at Managements discretion).
7. If a client has booked & prepaid and is then *refused transport, the client will forfeit any payment for any refund.
8. Unforeseen circumstances out of our control may affect bookings to be cancelled i.e.; a natural disaster; weather conditions, landslips, volcanic activity, floods, road works/closures, accidents, list of some but not to be exhausted, bookings affected will be notified and informed. Arrangements can be made for change of dates or a full refund is applicable.
9. Any cancellations made at the discretion of "the Operator" affecting any bookings, the client will be notified and informed of arrangements for a future date or a full refund is applicable.