

## **Terms & Conditions**

Your acceptance of the terms and conditions outlined are required to process your reservation.

### **Cancellations:**

By accepting these terms and conditions you are also accepting the rules that apply to individual facilities/services.

### **General**

- A booking is required for each adult, school age child (5-18), and under 5 free intending to use the facility/service.
- All bookings require a primary guest who must supply first and family names, home town and country and a valid email address and phone number at the time of booking.
- The given and family names of all party members and the ages of anyone 18 years and under are required at the time of booking.

Facilities/services provided by other organisations, e.g. transport operators, may use other age ranges. Please check the particular facilities/services you require.

### **Prices**

- All prices are in New Zealand dollars and include GST (Goods and Services Tax).
- No bookings will be accepted without payment at the time of booking.
- Bookings made online will automatically be charged to your credit card through the DPS secure payment network at the time the booking is made.
- Accepted credit cards are Mastercard and Visa.
- Prices, transport timetables and other details may change without notice.

### **General**

- Booking refunds will only be made to the person/ agent who made the original booking.
- Refunds will be made with the payment type used to pay for the booking.

### **Alterations and transfer of booking dates**

- Alterations and date transfers can be made by contacting [bookings@deepcovehostel.co.nz](mailto:bookings@deepcovehostel.co.nz) as per the booking confirmation.
- Alterations to online booking details require cancellation and re-booking.

### **Cancellations due to weather, transport or road closure**

- Booking can be cancelled, and standard NO cancellation fees would apply, or
- Dates can be transferred once, free of charge, and must be used within the same season originally booked for
- Those visitors who have already started their trip/ booking may be required to leave before their trip/ booking is completed. In this case a full refund for unused facilities will be given.

<b>Cancellation fees are based on the earliest start date Applies to all booked services</b>	<b>Cancellation fee</b>
More than 21 days before the first date service/s will be used.	\$0
More than 7 days, but fewer than 21 days before the first date facility/service/s will be used.	10% or \$15 whichever is greater
6 days or less before the first date facility/service/s will be used	100% or \$15 whichever is greater

**Liability disclaimer**

The Deep Cove Outdoor Education Trust will not be liable for injury, damage, delays or any costs incurred by visitors.