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Multi-day tour booking Terms & Conditions

Payments

- A fully refundable 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**
- 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 limited seat availability. Any such surcharge will be advised before your reservation is confirmed.

Cancellations

- If a tour is cancelled at least 45 days before the date of travel, then you will receive a 100% refund.
- 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.

Please note that the above Terms and Conditions are the most client friendly in the business. Our competitors request significant non-refundable deposits and require full payment well in advance of the departure date, and then apply punitive cancellation penalties. Hinterland Tours understands that our clients situations may change so we offer you the best and most flexible terms we can. We are happy to supply our company comparison T&C tables to confirm this.

Day trip booking Terms & Conditions for Groups

Payments

- A deposit of \$100 is payable to reserve your group day trip.
- The final balance must be received by us at least 14 days prior to the date of the trip.

Cancellations/Changes

- If a trip is cancelled at least 14 days before the date of travel, then the \$100 deposit will be refunded.
- If a trip is cancelled within 14 days of the date of travel, the \$100 deposit will be lost, plus any non-refundable charges made by suppliers will also be lost.
- If you wish to change the date for a booked trip then we allow one change free of charge. Additional changes will be charged a \$100 change fee.
- If the trip is cancelled for reasons outside of your control then there is no charge to change the trip date.
- Where a trip involves the purchase of non-refundable items, such as concert tickets, then the cost of the tickets will not be refundable to you, regardless of the date of cancellation, unless we are able to allocate such tickets to other clients.

Day trip booking Terms & Conditions for Individuals

Payments

- Payment for individuals on day trips is not required until the minimum numbers have been met.
- Confirmation of a tour proceeding will be made 14 days prior to the scheduled date.
- Once we have advised you the tour is to go ahead, then payment must be made within 7 days.

Cancellations/Changes

- No refund will be given should you cancel within 7 days of the trip date.
- Where a trip involves the purchase of non-refundable items, such as concert tickets, then the cost of the tickets will not be refundable to you, regardless of the date of cancellation, unless we are able to allocate such tickets to other clients.
- If the trip is cancelled due to a Government requested COVID travel restriction, a full refund will be given.

General Conditions for all tours

COVID-19 vaccinations

- For the health and safety of all passengers and staff on all our tours, we now require all traveler's to be fully vaccinated for Covid-19 or hold a medical exemption. Proof of this is required at the time of booking.
- If you have an exemption from mask wearing proof of this is also required.
- If your tour was booked prior to the 2nd October 2021 then you may still travel with us but we do encourage you to have your vaccination completed before the date of the tour.

COVID-19 travel restrictions

- 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. See our Health & Safety policy [here](#)

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 day 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 1st April 2022 until otherwise advised.

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