

Terms and Conditions (dated 16 August 2018)

Booking Confirmation

All bookings are subject to confirmation and full payment, unless alternative payment terms have been approved by Coromandel Discovery. Confirmed reservations are required for all services.

All payments are to be made in New Zealand dollars and must include payment for any bank charges incurred.

All retail prices are in \$NZD and include GST (15%). Prices are subject to change without notice.

If you have made payment by Credit Card, the name that will appear on your statement will be Bush e Bikes t/a Coromandel Discovery.

All bookings are for a specific date and are subject to any terms and conditions notified at the time of booking/

The following age determinations apply to our fare structure however full fare is payable for unaccompanied children. Full contact details of caregiver required.

0-15 years	Child
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16 yrs & Over	Adult
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Children

Adults are responsible for the behaviour of accompanying children in their care or under their supervision including the use/compliance of seatbelts and or use of any child restraint/car-seat available as required by law. Non-compliance may result in transport being refused.

Travel Disruptions

The weather in our locality can at times be very extreme. This may cause unexpected flooding and road closures at short notice. All tours are subject to change or cancellation at the discretion of Coromandel Discovery for reasons of weather conditions, road conditions, breakdowns and/or operational requirements.

Any bookings with Coromandel Discovery that are cancelled due to weather, road conditions, breakdown or operational requirements will be rescheduled to a mutually agreed date or a full refund will be given.

Coromandel Discovery will not be liable for any consequential losses or additional costs incurred as a result of such cancellation. However, Coromandel Discovery will use its best endeavours to find a replacement travel service or accommodation facility to ensure the comfort and safety of its passengers during this disrupted period, if available.

Refund Policy

All prepaid bookings with Coromandel Discovery are refundable in the event that Coromandel Discovery cancels the service.

Reservations may be transferred or refunded up to 48 hours prior to the commencement of the planned service.

No refunds will be given for cancellations within 48 hours of the departure.

Any unpaid reservations that are cancelled within 48 hours of departure will be invoiced at the rate agreed between the parties at the time of booking.

Dates may be transferred at the customer's request up to 48 hours prior to the planned trip, however replacement date is subject to availability and agreement by Coromandel Discovery.

A deposit may be requested to confirm your reservation or booking for a charter or large group in which case it will be a non-refundable payment. Payment of a deposit forms part of the final payment and means you have read and accepted these Terms and Conditions.

Transfer of Service

Coromandel Discovery may sell services of other operators who are not connected with the Company and whose operations are outside the control of the Company. We do our best to recommend operators who we consider to be reliable and offering a consistent level of service. However, Coromandel Discovery accepts no responsibility or liability for the service provided by those operators except as required by law.

Right of Refusal

Coromandel Discovery Management and Drivers reserve the right to refuse any person access on any trip for any reason including any person who is unruly in behaviour, unfit to travel, is likely to cause distress or discomfort to other passengers or has previously engaged in any unlawful activities affecting the Company. The driver may also require any person to leave the vehicle to ensure the safety and comfort of the driver, the van, other passengers, members of the public, or the environment.

Department of Conservation Land

Coromandel Discovery management or their staff has the right to refuse access on any vehicle to any passenger carrying any noxious plant or accompanied by any animal. Our team has the right to inspect the contents of any passenger's luggage for any noxious plant or animal on any trip where the destination is part of the Department of Conservation Estate.

All passengers participating in any tours where the destination includes part of the Department of Conservation Estate are subject to any regulations and procedures in place to protect and preserve the flora or fauna of that location. This clause includes our utmost commitment to contribute to the prevent of Kauri Dieback Disease.

Smoking Policy

Smoking is not permitted on or directly outside any of Coromandel Discovery premises, vehicles or any vehicles under the control of Coromandel Discovery

Smoking is prohibited on a number of our sensitive sightseeing destinations. A smoking ban can also be imposed due to drought or high fire risk at certain times of the year. We ask that our passengers respect these bans and restrictions or risk being removed from the tour or charter.

Public Holidays

Coromandel Discovery operates every day except Christmas Day. Services are available on Public Holidays by arrangement. Please contact Coromandel Discovery for details.

Copies of the Terms and Conditions of Sale and Travel are available from Coromandel Discovery.