

Guided Walks New Zealand

Terms and Conditions

We, Hollyford Valley Walk Limited (Trading as Guided Walks New Zealand) ("the Operator") appreciate your custom and aspire to provide a friendly and safe experience. In participating in this activity, you, the customer ("you"), agree to the following terms and conditions:

1. Participation in all adventure activities carries a degree of inherent risk and by participating in the activity provided by the Operator you are expressly assuming those risks personally and are, to the maximum extent permitted by law, waiving and releasing the Operator and its officers and employees and any subsidiary or related company from any liability, claims, losses, damages or expenses caused by any event including, but not limited to:
 - Personal injury or death
 - Property loss or damage
 - Acts which may be construed as negligent or accidental
 - Any other loss, damage, suffering, emotional or nervous disorder
 2. You agree not to commence any litigation or proceedings in any country in relation to the risks and perils set out in clause 1 above and to indemnify the Operator against any such claims.
 3. You confirm that you are physically fit and suffer no medical conditions, which may be aggravated by this activity or that might impede your ability to complete it.
 4. You consent to receive medical treatment in the case of injury, accident or illness during the activity and to indemnify the Operator against any claims in respect of this treatment.
 5. You agree that any films, sound, video or other recordings taken of or during the activity will not be used in any promotion or advertising without the prior consent of the Operator, however the Operator may use such recordings itself at its complete discretion without any prior approval.
 6. You agree to listen to your driver/guide/host, follow their instructions and make sure any children in your care do the same.
 7. Your ticket purchased for this activity is non-transferable.
 8. The Operator accepts no responsibility for any loss or additional expenses arising from changes, delays or cancellations of the services and activities of the Operator
 9. The Operator reserves the right to cancel any service or alter the itinerary as a result of weather conditions, insufficient participants or any other event or circumstances.
 11. Any decision regarding an exception to the stated policy will be made entirely at the discretion of the Operator.
 12. The Operator recommends all customers have personal travel and medical insurance that provides adequate cover in the case of customer-initiated cancellations.
-

13. where a customer wishes to cancel the booking, the Operator's policy is as follow:

Cancellation Policy

For cancellations initiated by the customer prior to departure of the walk, the following cancellation fees apply:

- Within 1 wk (168hrs) = 75% of trip price will be refunded
- Within 2 days (48hrs) = 50% of trip price will be refunded
- Within 24 hrs = no refund will be provided, 100% of trip price
- Once the walk has commenced no refund applies in any circumstance

14. Any decision regarding an exception to the stated policy will be made entirely at our discretion.

All information is on our websites - www.nzwalks.com

If you have any questions, please do not hesitate to contact us.