

Guided Walks New Zealand (also operating as Snowshoeing NZ)

Terms and Conditions

“Our” or “Us” means Guided Walks New Zealand Limited

“You”, “Your”, “I” , “My” is a reference to You the customer or other participant in Our guided walks.

- A. We appreciate your custom and aspire to provide a friendly and safe experience.
- B. Our guided walks do carry a degree of risk and by participating in Our guide walks You are expressly assuming those risks personally and are, to the maximum extent permitted by law, releasing the Us and Our officers and employees 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
1. In participating in the activity I agree to these Guided Walks New Zealand Terms and Conditions.
 - a. I agree not to commence any litigation or proceedings in any country in relation to the risks and perils referred to in B above and to indemnify Guided Walks New Zealand against any such claims.
 - b. I confirm that I am physically fit and suffer no medical conditions which may be aggravated by participating in this guided walk. .
 - c. I consent to receive medical treatment in the case of injury, accident or illness during the guided walk and to indemnify Guided Walks New Zealand against any claims in respect of this treatment.
 - d. I agree that any films, sound, video or other recordings I take during the guided walk will not be used for any commercial purpose without the prior consent of Guided Walks New Zealand ,
 - e. I agree to follow the instructions of My guide and make sure any children in My care do the same.
 2. Any ticket, receipt or similar issued for one of Our guided walks is personal to the recipient and is non-transferable.
 3. A 2% booking fee applies to all credit card payments.
 4. Guided Walks New Zealand accepts no responsibility for any loss or additional expenses arising from changes, delays or cancellations of any guided walk.
 5. Guided Walks New Zealand reserves the absolute right to cancel any guided walk as a result of weather conditions, insufficient reservations or any unforeseen event or circumstances. When a guided walk is cancelled due to the minimum requirement of 2 participants not being met a refund will be given.
 6. Guided Walks New Zealand will assess cancellations on a case by case basis but following refund criteria generally applies:
 - Within 1 wk (168hrs) = 25% of trip price
 - Within 2 days (48hrs) = 50% of trip price
 - Within 24 hrs = no refund, 100% of trip price Once the walk has commenced no refund applies due to any circumstance.

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

IMPORTANT NOTES

- All rates are \$NZ GST inclusive. Guided Walks since 1868 Hollyford Valley Walks Ltd= trading as Guided Walks NZ PO Box 360, Queenstown, New Zealand | info@nzwalks.com | Ph 03 442 3000
- F.O.C. is at our discretion but generally tour guides and anyone qualified to bring us= business.
- Child price is 8-14 years and under.
- The maximum number of participants per guide is ten (10) persons with a minimum of two (2) (or equivalent price paid) for group trips;
- 'Privately Guided' means You have a guide to yourselves – an exclusive walk and You will= be provided with a special Kiwi style picnic lunch on day walks.
- A set price for 1-4 guests applies for all Privately Guided walks. _Note: this is 1 to 5 guests for Heli Snowshoeing).
- *Minimum of two adult or equivalent price also applies for all Privately Guided walks.

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

TRADE appendum

For booking and accounting/payment requests (and to help us achieve our environmental targets, we prefer bookings to be made and confirmed by email info@nzwalks.com whenever possible and to send out invoices by email - your voucher/ref. number will be confirmed by email also.

Our preferred method of payment is directly into our bank account; ANZ Christchurch NZ, Cnr Colombo & Hereford Sts Account number 01 0797 0467870 000 / Hollyford Valley Walk Ltd / Swift code 'ANZBNZ22' by the 20th of the month following the date of our invoice.

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

Thank you,