

Terms & Conditions:

1. Equipment Hire

- a. The hirer agrees that equipment hired remains the property of Great Cycle Ride New Zealand.
- b. The hirer accepts full responsibility for the security of the equipment hired and to return the equipment by the due date and time.
- c. The hirer shall be charged for any damages which may occur to equipment during rental.
- d. The hirer shall be charged the single day rate for up to two days the equipment is not returned after due date shown and then the full cost of equipment will be billed, unless prior arrangements have been made. Total Liability will not exceed \$1000 per bike hired. If the equipment is not billed and returned within 2 days after the due date, the equipment will be reported as stolen to the New Zealand Police.
- e. The hirer acknowledges that under no circumstances whatsoever will Great Cycle Rides New Zealand and its employees and representatives be responsible for any injury, accident, loss or damage to any person or property arising out of the hire or use by the hirer.
- f. A credit card imprint or record may be required as security for all equipment hired.
- g. If I am providing My/group security deposit with my credit card, I hereby authorize Hauraki Rail Trail Limited to debit my card for the repair or replacement charges for any equipment damaged, lost, stolen or destroyed for each day the equipment is not returned after the due date as per condition 4 above.

2. Accommodation Bookings

- a. Accommodation is not booked until such time as the relevant payment has been received.

3. Baggage Transfers

- a. Whilst all care is taken to ensure that no damage occurs to your baggage, staff and Hauraki Rail Trail Limited will not be held responsible for any luggage damaged or lost whilst not in its possession.
- b. The maximum weight per bag is 12Kg. Overweight baggage will be charged.

4. Sherpa Shuttle Transfers

- a. Whilst all attempts are made to ensure that buses depart on time, Great Cycle Rides New Zealand cannot be held responsible for delays. All reasonable attempts will be made to contact you in the event of a delay.
- b. Great Cycle Rides New Zealand cannot be held responsible for damage or loss to private bikes carried on trailers.
- c. Great Cycle Rides New Zealand may refuse to carry you if you are under the influence of drugs or alcohol, or you are behaving in a manner that is or may be dangerous, unlawful, offensive, abusive, intimidating or annoying to a driver, other passengers or luggage.

5. General

- a. I authorize Great Cycle Rides New Zealand and Rail Trails NZ Ltd to use my details for future promotions and event invitations under the Privacy Act.

These terms are subject to rights and remedies you have under the Consumer Guarantees Act 2003.

Day Hire Pre-Booking

1. Cancellation

- a. If a booking is cancelled within 3 days of your departure date, no refund will be offered. A credit, valid for 1 month, may be considered at the discretion of management.
- b. All other cancellations will incur a \$50.00 cancellation surcharge.
- c. For Sherpa Shuttle cancellations within 72hrs of departure, no refund or credit can be offered.

2. Change your booking

- a. A \$25.00 surcharge **MAY** be applicable to changes to any confirmed booking.

Multi-Day Hire

1. Cancellation

- a. If a booking is cancelled within 8 working days (weekdays 9am to 3pm) of your departure date, no refund will be offered, a credit (valid up to 6 months) may be considered at the discretion of management.
- b. All other cancellations will incur a \$100.00 cancellation surcharge.
- c. For Sherpa Shuttle cancellations within 72hrs of departure, no refund or credit can be offered.
- d. Any penalty for cancellation of Accommodation bookings (made by Hauraki Cycle Trail) is set by the accommodation provider and vary according to the season. We will charge accordingly.

2. Change your booking

- a. A \$25.00 surcharge may be applicable to changes to any confirmed booking.