



Abel Tasman Kayaks understands that travel plans vary due to illness, accident and people simply changing their minds. In turn, we ask our clients to understand that we may have turned away a number of keen people for those reserved places. We may also have committed expenses for food, staff, transport or accommodation. We will have incurred expense in processing the enquiry and bookings. Finally, we have learned to respect the sea and the New Zealand weather, and not to take unnecessary risks.

PAYMENT

- **To confirm your reservation, full payment or voucher detail must be received by Abel Tasman Kayaks in advance of departure. Please note that payment from credit cards will be processed on booking.**

Client Cancellation:

GUIDED DAY TRIPS

- Client Cancellation – within 48 hours of day of departure will incur a 50% cancellation fee. Within 24 hours of day of departure – No refund will be made.
- There will be NO refund on any portion or part of a guided trip once the trip has departed.
- Please note that in the event of a no-show full payment will be charged.
- All other cancellations prior to 48hrs incur a 10% administration/cancellation fee.

MULTIDAY GUIDED TRIPS:

- Cancellation of any two or three day guided trips within 5 days of departure day will incur a 50% cancellation fee.
- Cancellation within 48 hours of day of departure-No refund will be made. There will be NO refund on any portion or part of a guided trip once the trip has departed.
- Please note that in the event of a no-show full payment will be charged.
- All other cancellations prior to 5 days of departure will incur a 10% administration/cancellation fee.

Accommodation

Please note: Any accommodation booked by us on your behalf will be subject to the usual terms & conditions of the accommodation provider and if applicable any cancellation charges incurred by us will be oncharged to you.

For the Department of Conservation cancellation policy terms & conditions please visit their website www.doc.govt.nz

For all other accommodation please ask us - we would be happy to provide you this information.

Cancellation by Abel Tasman Kayaks

Our policy is not to launch a Guided Trip on safety grounds if we consider that the wind and sea conditions are unsafe for that group. This is our decision. In this situation we give a refund in full.

Guided day trips

Once your trip has commenced there are no refunds. There may be times when the weather changes during the day and the group is unable to return by kayak to Marahau or, very occasionally, must be cancelled at some stage during the day. In this situation we will cover the cost of water taxiing clients' kayaks back to Marahau, and cover their passenger fare where there is no practical walk out option. Where a practical walk out option does exist, and clients seek to return via water taxi, their passenger fare is their own cost.

Multi day trips

If the forecast is for improving weather we will ask our clients if they can accept a delayed start, or reschedule onto another trip. If a guided trip starts and the weather deteriorates to the point where

safety is compromised Abel Tasman Kayaks will bring the group out by launch. In this case there is a partial refund based on a pro rata per day refund for each full day not spent in the national park less the cost of the launch trip.

Note:

1. Abel Tasman Kayaks reserves the right to cancel a client's tour in the event of non-compliance with the terms and conditions of Abel Tasman Kayaks sea kayak rental briefing, or relevant rules and regulations governing the Abel Tasman National Park, its foreshore and adjoining waterways. In this situation, there is no refund.
2. Abel Tasman Kayaks reserves the right to change the direction of a trip due to such things as kayaking conditions and kayak availability. Such a change will not allow the customer to cancel a trip without application of the cancellation policy.

TRAVEL INSURANCE:

We advise all clients to consider arranging appropriate travel insurance that covers Adventure Tourism. On guided trips, Abel Tasman Kayaks is responsible for all company equipment on that trip (e.g. kayaks, tents etc). Under all circumstances, the client is solely responsible for their personal equipment.