



TERMS & CONDITIONS

By booking an activity or accommodation stay, you confirm that you have read, understood and accept the following terms and conditions:

WEATHER/CANCELLATION

We do not guarantee that your activity/accommodation stay will take place at the scheduled time. Schedules may change without notice for a variety of reasons including, but not limited to, bad weather and technical disruptions. Scheduled times do not form part of your contract with us.

We reserve the right to cancel or change an activity/accommodation stay at any time in the interests of guests safety. Weather conditions can change quickly and this may alter the status of your activity/accommodation stay at any time.

HEALTH/SAFETY

We may refuse to carry you if we, acting reasonably, are not completely satisfied that it is practicable and safe for you to participate in the activity/accommodation stay. Before you make any booking you must tell us if you (including all participants in your booking) suffer from any illness, disease or other mobility or medical condition which may make it impracticable or unsafe for you or other guests to participate in the activity/accommodation stay.

All activities/accommodation stay's carry a degree of risk and by participating in the activity/accommodation stay provided by us you are expressly assuming those risks personally and are, to the maximum extent permitted by law, releasing 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.

To ensure maximum safety and enjoyment of the activity/accommodation stay by yourself and other guests, you must follow all reasonable instructions given by our staff before, during and after the your visit and you agree that you will ensure that any children in your care do the same. You are responsible for the safety and protection of your own personal possessions at all times.

Even if you have a booking, we may refuse you access to the lodge if we reasonably believe that carrying you may put the safety of the facilities or the safety or health of any other guest in danger or at risk, or if you have not obeyed the instructions of our staff relating to safety or security, or if you require special assistance and you have not previously made arrangements for such assistance, or if you are drunk or under the influence of alcohol or drugs, or we reasonably believe you are in unlawful possession of drugs.

CHECK-IN DEADLINE

Check-in deadlines apply and may be strictly enforced. To help us get your activity/accommodation stay started on time, ensure you are at the departure point by the time specified. You will not be able to check-in after the check-in deadline. Arrival after the check-in deadline may result in you losing your activity/accommodation stay and the entire fare paid. The activity/accommodation stay will not be held for you if you arrive late at the departure point. We are not liable to you for any direct or indirect loss or damage you may suffer as a result of your late arrival at either check in or the departure point.

SUMMARY OF FARE CONDITIONS

Direct Bookings

The name Te Mania Tourism Ltd will appear on cardholder statements for bookings made through this website.

Booking Cancellation

In the event that your activity/accommodation stay is cancelled due to adverse weather conditions, a full refund will be given. Please note when booking through a third party sellers that your refund will be processed back to that point of sale and you will need to contact them directly.

Booking Cancellation or Changes

To be effective and enforceable, a cancellation must be in writing and shall have been received by Matai Peak. Fees in the amounts hereinafter set forth shall be payable in the event of cancellation of a confirmed reservation:

- 50% if cancelled within fourteen (14) days of the booked arrival date
- 100% if cancelled within seven (7) days of the booked arrival date
- Cancellations outside of fourteen (14) days of your experience/accommodation stay are free

Some exceptions may apply. Please contact us if you or anyone in your group has COVID-19. COVID-19 related cancellations made within seven (7) days can be refunded in the form of credit to be used at a later date.

To cancel or change your booking please contact us by email: info@mataipeak.com.

Please Note:

- No booking fee is charged
- No credit card transaction fee is charged

AGREEMENT

By booking an activity/accommodation stay you are saying that you understand and accept the above terms and conditions and also that you:

- agree that your successors, executors, administrators and next of kin are bound by the terms and conditions;
- agree, to the maximum extent permitted by law, not to commence any litigation or proceedings in any country in relation to the risks and perils of the activity/accommodation stay and to indemnify us against any such claims;
- consent to receive medical treatment in the case of injury, accident or illness during the tour and to indemnify us against any claims in respect of this treatment;
- agree that any photographs, films, sound, video or other recordings taken of events or people by anyone during the activity/accommodation stay will not be used in any promotion or advertising without our consent, however, we may use such images or recordings at our complete discretion without any prior approval;
- confirm that the email address you have provided belongs to you or is authorised for your use and that you consent to us sending to you, from time to time and until such time as you unsubscribe, marketing information (including surveys) in relation to our business and your experience with us;
- agree that this Agreement is governed by New Zealand law and the exclusive jurisdiction of the New Zealand courts.