

Explorer Tours NZ Ltd - Booking Terms & Conditions:

Quotes:

These are made based on information provided by the customer at the time. Should your itinerary change either prior to travel or during the travel, the costs will increase accordingly. If no specific routing is provided at quoting, the route shall be on the fastest / least distance route suitable. Any variation from the shortest route or indicated time-frame is chargeable to the organiser.

Driving Hours:

The law states the maximum daily driving allowance is 13h in a 14 hour period start to finish followed by a continuous 10 hour rest break. A continuous 30 minute meal/rest break must be available at least every 5 ½ hours.

Quoted driver hours:

Where a tour itinerary is provided by clients without actual start / finish times stated, any days quoted are based on a maximum of 11 hours from start to finish during any given day allowing for 30minutes of repositioning time before pickup and at the completion of the days travel, clients will have access to the coach and driver a maximum of 10 hours on those days. Any additional hours are at an additional cost and will be charged to the organiser.

Road Conditions:

Explorer tours reserve the right to alter routing for safe travel especially during winter. For your safety, we will not travel roads if there is a snow-chain restriction in place or surface flooding.

Farm Visits:

Un-like stock trucks and milk tankers etc, our coaches have low suspension and require large turning circles; we cannot travel beyond the curb in most circumstances on these technical visits.

Food & Drinks on Coaches:

Any food and drinks except bottled water are strictly forbidden on our coaches. Any spillage occurring resulting in cleaning will be charged to the organiser of your trip. The coach is expected to be available in a reasonable standard for another hire immediately after your excursion.

Soiling of Buses/coaches:

Where coaches are soiled from spillages, vomit, marker pens, soiled clothing from sports activities etc., Then the cost of cleaning is chargeable to the organiser, the cost of cleaning with upholstery machines is not less than \$200.

Driver meals and accommodation:

For every night away from Auckland, the customer is required to provide quiet motel standard accommodation with own bathroom/ toilet facilities. All breakfasts and dinners are also to be provided by organisers. In some cases customers may decide with prior arrangement to opt out so Explorer arrange these for our drivers, in these cases, a payment of \$200 will normally be required per night away from Auckland on top of any coach hire fees payable.

Payments:

Cash customers require a 50% deposit at time of booking. This is non-refundable 7 days out from travel. Payment can be made by cash, direct bank transfer or cheque. The balance is payable as cleared funds by the first day of travel. We accept cash, bank transfers and credit cards (with bank charges added) for payment.

Refunds and Cancellations:

- 8 days or more from travel, full refund of all money paid.
- 7 days or less from travel: 50% cancellation charges may apply if the coach cannot be re-booked over the same time.
- 24 hours or less: Full loss of booking, 100% of the travel fee is payable.

On account customers are required to pay cancellation charges where applicable. All bookings are taken in accordance of these terms.

School Bus Charters:

If your travel is weather dependant, subject to minimum numbers of people etc, then tell us in advance. Bus charters cancelled 48 hours prior or on the day will require 50% payment.

Break down or delay:

In the unlikely event of a breakdown or accident occurring, Explorer Tours endeavour to arrange suitable transport as soon as possible. The transport may or may not be the same standard but it will be a quick solution to an unpleasant situation. A breakdown would be considered total immobility; this excludes tyre repairs which can be done often in less than an hour, wind screen breakage or air-conditioning failure or minor mechanical problems which can be fixed rapidly. Such matters are beyond our reasonable control so take no responsibility for delays or missed appointments.

Party Bus bookings: See your Party Bus hire contract