



Abel Tasman Kayaks Freedom Rentals 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 Freedom Rentals in advance of departure. Please note that payment from credit cards will be processed upon booking.
  
- Please note that clients will be required to sign a Liability Waiver & leave a damage deposit of \$500 per group, this will be taken by method of a manual swipe on a credit card on the day. If any extra equipment is needed for hire, a damage deposit of \$300 per group will be taken by method of manual swipe on a credit card on the day.

#### **Client Cancellation:**

- 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.

#### **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](http://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 Freedom Rentals**

Our policy is not to launch overnight rentals 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.

#### **Freedom Rentals**

From time to time we need to cancel a client's Sea Kayak Rental where it is evident during the briefing process that they do not possess the skills required to ensure a safe time in the park. Where this situation arises, the client is fully refunded except for a \$50 per person charge to cover administration and safety instruction.

#### **Note:**

1. Abel Tasman Kayaks Freedom Rentals reserves the right to cancel a client's tour in the event of non-compliance with the terms and conditions of Abel Tasman Freedom Rentals 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 Freedom Rentals 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. Under all circumstances, the client is solely responsible for their personal equipment.