



RAPU ADVENTURES LIMITED TERMS AND CONDITIONS

1. WAIVERS

1.1. Please note that an indemnity waiver will apply.

2. AGE RESTRICTIONS

2.1. All guests aged 17 years old and younger must have a parent or guardian co-sign their indemnity waiver.

2.2. The minimum age to be eligible for one of our tours is 13 years of age.

3. MEDICAL RESTRICTIONS

3.1. We recommend that you consult us if you have any of the following conditions**:

- Heart Conditions
- High Blood Pressure
- Pregnancy
- Dislocations
- Epilepsy
- Neurological Disorders
- Physical impairment

*** This does not exclude a person from surfing, skiing, snowboarding or pursuing most other activities.*

3.2. It is important for all customers to declare any of the above medical conditions at the time of booking.

4. PAYMENTS & PRICING

4.1. All prices are in New Zealand Dollars, include GST and are subject to change

4.2. Exchange rates (if applicable)

4.2.1. The price advertised may not be the same price charged to the credit card account due to exchange rate fluctuations. Your purchase will be converted from the New Zealand dollar price to your local currency equivalent at the bank exchange rate on the day it is processed.

4.3. All payments are payable at the time of booking. No booking is deemed to be confirmed unless full payment is made.

4.4. Direct deposit:

4.4.1. Within NZ: Westpac 03 0228 0360061 000 (New Zealand Surf and Snow Tour). Please email us when the deposit is made, use your name as a reference and the date of the trip as a code.

4.4.2. Payments outside NZ: Westpac Bank - Swift Code # wpacnz2w, Account # 03 0228 0360061 000 (New Zealand Surf and Snow Tour)

4.5. A 2% Credit card fee may also be charged by our partner operators

5. SURF TOURS



Rapu reserves the right to cancel any trip if we are unable to operate due to weather/safety conditions. In this circumstance we will give you the opportunity to re-book or a full refund will be given.

5.1. 1 & 2 Day Surf Tour Refund Policy:

- 5.1.1. Cancellation prior to 1 week before the tour departure date will result in a 25% cancellation fee
- 5.1.2. Cancellation within 1 week from the tour departure date up until 48 hours before will result in a 50% cancellation fee
- 5.1.3. Cancellation less than 48 hours in advance of your tour departure or failure to show up at the allocated pick up location and time will result in a 100% cancellation fee

5.2. 7 & 14 Day Surf Tour Refund Policy:

- 5.2.1. Cancellation of your tour will result in a 25% cancellation fee
- 5.2.2. Cancellation less than 2 weeks in advance of your tour departure will result in a 100% cancellation fee

6. SNOW TOURS

Rapu reserves the right to cancel any trip if we are unable to operate due to weather/safety conditions. In this circumstance we will give you the opportunity to re-book or a full refund will be given.

6.1. Weekend Snow Tour, All Inclusive & Transport Only Packages Refund Policy:

- 6.1.1. Cancellation prior to 1 week before the tour departure date will result in a 25% cancellation fee
- 6.1.2. Cancellation within 1 week from the tour departure date up until 48 hours before will result in a 50% cancellation fee
- 6.1.3. Cancellation less than 48 hours in advance of your tour departure or failure to show up at the allocated pick up location and time will result in a 100% cancellation fee

6.2. All-Inclusive Package Tours:

- 6.2.1. By booking these tours you agree to all the terms and conditions of our activities provider

6.3. 7 Day South Island Snow Safari:

- 6.3.1. By booking this tour you agree to all the terms and conditions of South Island tour partner operator and activities providers

7. RUGBY TOURS & CUSTOM TRIPS

Rapu reserves the right to cancel any trip if we are unable to operate due to weather/ safety conditions. In this circumstance we will give you the opportunity to re-book or a full refund will be given.

7.1. Rugby Tour & Custom Trip Refund Policy:

- 7.1.1. Cancellation prior to 1 week before the tour departure date will result in a 50% cancellation fee



7.1.2. Cancellation within 1 week from the tour departure date up until 48 hours before will result in a 75% cancellation fee

7.1.3. Cancellation less than 48 hours in advance of your tour departure or failure to show up at the allocated pick up location and time will result in a 100% cancellation fee

8. OTHER TERMS & CONDITIONS

8.1. Rapu reserves the right to change the accommodation from that advertised.

8.2. Rapu reserves the right to change the transportation from that advertised. In the event of a breakdown or other unforeseen circumstances, the operator reserves the right to substitute vehicles other than those specified to ensure the operation of a tour.

8.3. Rapu its agents and employees bear no responsibility or liability for any loss of or damage to the property of the customer during the tour. Whilst Rapu will endeavour to provide safe keeping of the customer's property during the tour, any property left with Rapu is done so at the customer's risk and no duties of bailment arise on the part of Rapu its agents and employees. Rapu recommend that all persons take out personal travel insurance.

8.4. Travel Insurance

8.4.1. We strongly recommend passengers to take out travel insurance to cover any unforeseen circumstances that may arise (including cancellation fees, medical and curtailment expenses, loss of luggage, early departure from tour due to death or illness etc). Your insurance should provide cover against personal accident, medical expenses, emergency repatriation and personal liability as well as any adventure activities that are not covered under a standard insurance policy. We recommend it also covers any unforeseen circumstances which may arise (including cancellation fees, curtailment expenses, loss of luggage, early departure from tour due to death or illness etc). We strongly recommend that you take our travel insurance before entering New Zealand. Rapu are not liable for any lack of insurance on your behalf.

8.5. Minimum Numbers

8.5.1. As is normally the case with group tours, a minimum number of bookings are required in order for a tour to be financially viable and to have a pleasant group atmosphere. In the event that adequate numbers cannot be achieved, it may be necessary to cancel a scheduled departure and to offer the nearest possible alternative date (or a full refund of monies paid). The date on which the decision is made whether a tour will operate is usually four weeks before the scheduled departure date.

8.6. The provision of the services and this agreement are governed by New Zealand law and any dispute arising will be subject to the New Zealand Courts.