



51 Abbot Street, Gonville  
Whanganui 4501  
New Zealand  
PH: +64 6 3444 918  
Mob: +64 211 304 617  
[Whanganui.tours@gmail.com](mailto:Whanganui.tours@gmail.com)  
[WhanganuiTours.co.nz](http://WhanganuiTours.co.nz)

### [Our Booking Terms and Cancellation Policy](#)

Whanganui Tours & Mail Run first priority is to ensure all our travellers have a safe experience. We operate an independently audited safety plan and we've taken the best industry and government advice to create our 2023 Safe Tour Operating Protocols.

**Tour price & Confirmation** - Tour prices are quoted in \$NZ. New Zealand GST (Goods & Services Tax) of 15% is included in tour costs.

The deposit payment of 10% of the tour cost confirms your booking and acknowledges your agreement to our terms and conditions. All bookings are subject to availability and confirmation by Whanganui Tours. A confirmed booking will be provided via email or other means of communication. Terms of business are by prepayment of all tour costs.

**Balance of Tour** - of tour price is due to Whanganui Tours 10 days before the tour starts. If the full tour price is not received by this date we reserve the right to cancel your tour and retain the deposit.

**Cancellation Policy** - Cancellation fees depend on when Whanganui Tours receives notification of a cancellation. Bookings cancelled more than 14 days before departure incur, your deposit will be fully refunded. No refunds will be made after travel has commenced.

- Cancellations made within 48 hours of the scheduled tour/activity are non-refundable.

- No-shows or late arrivals will be considered as cancellations and are non-refundable.

**Tour Alterations** - Whanganui Tours reserves the right to alter or cancel tours or activities due to unforeseen circumstances such as adverse weather conditions, safety concerns, or insufficient bookings. In such cases, customers will be offered an alternative tour or a full refund.

**Insurance** - Whanganui Tours strongly recommends that participants obtain travel insurance to cover any unforeseen circumstances such as cancellations, medical emergencies, or personal injury.

**Participant Requirement** - Participants must comply with all safety instructions provided by Whanganui Tours staff. Any participant under the age of 18 must be accompanied by a responsible adult. Participants with pre-existing medical conditions or mobility issues should inform Whanganui Tours prior to booking.

**Special Meals** - Please notify at the time of booking any special dietary requirements whilst on tour. Please note that this will be on a request basis only as Whanganui Tours cannot guarantee the availability of special meals.

**Liability** - Whanganui Tours is not liable for any loss, damage, injury, or expenses incurred during tours or activities, except where required by law.

**Code of Conduct** - Participants are expected to behave respectfully towards fellow participants, staff, and local communities. Whanganui Tours reserves the right to refuse service or remove participants who behave inappropriately.

**Privacy Policy** - Whanganui Tours respects your privacy and will only use your personal information for the purpose of fulfilling your booking. Your information will not be shared with third parties unless required by law.

**Acceptance of Terms** - By making a booking with Whanganui Tours, you agree to abide by these terms and conditions.

**Tour payment & Deposit**

Direct bank transfer: Please make your payment including all bank charges and transfer fees to

**TM & LA Ltd : ANZ - 06-0746-0673658-00**

**Prices** - All prices are based on schedules, fares and tariffs current at the time of quotation. Whanganui Tours reserves the right to vary the cost of tours if necessary for component cost increase. Tour costing will be guaranteed at the price prevailing at the date of final payment.