



Meet The Makers Tours - Terms & Conditions

- All prices are quoted in New Zealand dollars and inclusive of GST at 15%
- Tour commentary is in English unless a private tour with other language guide is specifically booked
- All tours have minimum numbers
- All rates are subject to availability and must be pre-booked
- No children under the age of 12 years (except for Taste of Asian Flavours Tour)
- Dietary, allergies and other special requirements to be pre-advised 72 hours prior to the tour
- All participants must wear covered shoes, bring a refillable drink bottle, sun hat and sun block.

COVID-19

For customers, whose travel plans are affected by changes to the New Zealand Government Alert Levels, we can provide a 100% refund or transfer the booking to another date.

To protect the health and safety of our staff and guests, Meet The Makers tours staff reserve the right to deny entry to our tour experiences to any persons and groups exhibiting any potential COVID-19 symptoms (including but not exclusive to fever, cough and shortness of breath).

Payment

Must be paid in full prior to travel.

We have committed costs to accommodation and other suppliers who rely on us for pre-payment prior to the tour.

Amendments of Travel

Bookings may be changed up until 24 hours prior to travel.

Cancellations

24 hours or more before the start of the tour – 100% refund

Less than 24 hours before the start of the tour – no refund.

All cancellations must be made in writing and emailed to info@meetthemakers.nz. If you do not receive a reply from us to confirm receipt of your cancellation, please telephone us on +64 274 823 707.

Terms & Conditions:

Both the Operator and any Agent (including their respective employees, agents, officers and directors) exclude, to the fullest extent possible under law, all and any liability for any loss, damage or injury (whether direct or indirect or consequential, however arising) suffered by the Guest or any person associated with the Guest in relation to the booked activity. All Activities have elements of risk and all guests undertaking any Activity do so voluntarily and at their own risk. To the extent permitted by applicable laws, all warranties, representations, and implied terms are also excluded.

Meet The Makers reserves all rights to cancel any activity at its discretion for (but not limited to) any of the following reasons: a) waterway, road or weather conditions; b) lack of numbers participating in the Activity; c) unsuitability of Guest(s) due to reasons such as age, ill health, poor fitness, intoxication or any other reasons rendering a Guest unsuitable or unfit to participate in the Activity;



d) any other circumstances which are beyond the reasonable control of the Operator. All Guests agree to always adhere to any instructions in relation to the Activity from the Operator.

Please Note

If a supplier is not available, a suitable alternative will be sourced which may affect the tour and price. Our tours are to working businesses and are subject to availability, we reserve the right to make changes if required.

Minimum Numbers

In the event that Meet The Makers cancels the tour due to not achieving minimum numbers. A full refund is offered, or the booking may be transferred to another date.

Use of Images

Meet The Makers Ltd reserves the right to use any photographic images or video of guests for promotional purposes. This may include but is not limited to images used online and in printed material.

Other Suppliers

Where companies other than Meet The Makers run portions of the tour the Terms & Conditions of those companies also apply.

These terms are subject to rights and remedies you have under the Consumer Guarantees Act 2003.