

The SEA KAYAK COMPANY

BOOKING TERMS & CONDITIONS

Confirmation Details:

- To confirm a booking we require either Visa or MasterCard details or prepayment of your tour. At the time of booking a 10% fee will be required to confirm the reservation. You can pay by either ; Visa, MasterCard, travellers cheques, Eftpos or cash.
- Multi day tours must be paid 21 days in advance of the departure date, single day tours balance is payable on morning of departure.
- All clients must reconfirm 2 days prior to departure date, either by free phone 0508 25 29 25 or in person to our office base at 506 High St, Motueka. Please let us know where you intend staying the night before departure. This is particularly important if transport is required or if weather dictates that we amend the tour departure.
- Check in time at our base at 506 High St, Motueka is 8.00am on morning of departure. We are situated 50 metres past the roundabout at the southern entrance to Motueka when arriving on State highway 60 from Nelson.
- To avoid delays on the day of departure, we ask that all food requirements need to be purchased before arriving at our base and packed into small plastic bags, ready to load into your kayaks along with all clothing packed into suitable bags.

Cancellation/Refunds:

- Invariably travel plans may change, or group numbers change due to illness or people having changed their minds. We respect these facts but we ask that you appreciate we may have declined many peoples requests for similar kayaking trips due to no availability.
- Cancellation of a one day trip within 48 hours of departure will incur a 50% cancellation fee unless we can fill your place on that tour.
- Cancellation within 24 hour or less – no refund.
- In the event of a “no show” full payment is required
- All other cancellations incur a 10% administration fee of the tour price.
- Cancellation of a multi day tour with in 21 days of your departure will incur full payment unless we can fill your place on that tour.
- Cancellation of rental kayaks within 21 days of departure will incur full payment unless we can rebook your kayaks.
- If The Sea Kayak Company decides not to launch a guided tour or freedom rental, due to adverse wind and sea conditions being unsafe for the trip/ tour to proceed, then we ask that you respect this decision.

- In this situation we offer a delayed start, weather permitting or a shorter trip option- departing the next day.
- If your schedule does not allow for any of the above options, then a full refund is offered.
- Once a rental period or a guided trip has begun, there will be no refunds for days lost due to weather conditions or clients returning earlier than the agreed rental period.

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