

Terms and Conditions

Full payment of your tour is required at time of booking. Upon payment, you agree to and accept Earth & Sky Ltd.'s Terms and Conditions and Cancellation Policy, as outlined below.

Earth & Sky Ltd. asks you to consider this statement prior to payment. *Tour participants must accept we are unable to guarantee full clarity, ideal skies, or visibility of certain objects.* Tours operate in an alpine environment where the weather can change rapidly.

Periodically, tours may be subject to partial or full cloud cover for some or all of the tour. In this event we will, however, continue the tour using the sky which is visible and/or available. Tours conducted on Mt. John may also make use of a multi-media presentation and/or visit the research facilities (*where access is permitted*).

Please be aware your tour is not subject to partial refunds or discounts for any reason, including the weather (*see Cancellation Policy below*).

Earth & Sky Ltd. reserves the right to cancel or change the duration and/or location of the tour in response to weather or environmental conditions.

If you have any questions regarding the likely tour format and/or weather please ask our receptionists prior to the tour's departure.

We exercise a no drinking or smoking policy on all of our tours and we reserve the right to refuse those who present themselves at check-in intoxicated.

Due to safety reasons, children under the age of eight cannot join the "Twilight and Mt. John Observatory Tour". This will be strictly adhered to.

Any photography taken from Mt. John or at Cowan's Observatory is for personal use only, no pictures or imagery can be used for any commercial purposes. Customers are informed that participation in group photos (available on tours to Mt. John) is purely voluntary, as these images are made publicly available through Earth & Sky Ltd.'s Flickr and Facebook media.

Cancellation Policy

In the event of snow and/or ice, rain or extreme wind speeds, tours may be cancelled, due to safety. A full refund will be issued.

In addition, Earth & Sky Ltd. reserves the right to cancel the "Cowan's Observatory Tour" or any promotional tours at the discretion of Earth & Sky Ltd. staff, due to the weather conditions. In these instances a full refund will be issued.

If you cancel your booking between 4 to 48 hours prior to your tour's departure, you will be reimbursed the tour fee, minus an administration fee of NZ\$20 per booking, (*equating to at least an 85% refund.*)

No administration fee payable if:

- You cancel your booking more than 48 hours (two days) before your tour, or you cancel or reschedule your booking via e-mail with more than three days' notice.
- Earth & Sky Ltd. is able to reschedule your booking for another date.
- Earth & Sky Ltd. cancels the tour before it departs.

If you do not check-in 20 minutes prior to the tour's departure, are a no-show, or cancel your tour less than 4 hours before the tour departs, we cannot issue a refund.

Refunds will be processed within ten working days. Reimbursement is to be made in the same form as payment was taken.

If you made the booking through a booking/travel agent or any other third party for your tour, the cancellation policy will follow the agent's regulation. It is then your responsibility to approach them directly for a refund.

Should you wish to forego the tour due to weather, we will endeavour to book you on a suitable alternative tour within 6 months.

Gift vouchers are valid for 6 months; they cannot be redeemed for cash, are non-refundable and non-transferable.

Kindly Take Note...

1. We **cannot guarantee weather conditions**; not all objects may be visible on any given night.
2. You are advised to **use the restroom/toilet before joining**. Facilities are available at Mt. John University Observatory, but not at Cowan's Observatory.
3. **White lights are prohibited** on our tours (LCD screens, flash photography, illuminated mobile phones, flashlights, torches, etc...).
4. Objects viewed through telescopes will generally appear only **black and white**.
5. We exercise a **no drinking policy** on our tours and reserve the right to refuse those who arrive in an intoxicated state.
6. All our tour locations are **smoke free environments**.
7. Strong, sturdy footwear advisable as there is minimal lighting and terrain is uneven. Please exercise caution.
8. **Warm clothing is essential** on all our tours regardless of the season. Tours are primarily conducted outside & *some walking is required*.
9. Please ensure your children do not use the telescopes as a jungle-gym. Telescopes are not toys and are to be exclusively handled by guides.
10. Photos you may take on the tours are for personal use only – not commercial use.
11. **To qualify for discounts you must present a valid card or suitable proof of age**, either at the time of booking or check in for your tour. Further discounts do not apply to family specials or any other sale offers (including purchases of retail items and Day Tours)

At Mt John University Observatory

12. Participation in group photos, (available on tours to Mt. John) is voluntary as these images will be posted on public websites such as Flickr.com and Facebook.
13. Mt. John Night-Time Observatory Tours offer complimentary hot chocolates as refreshment (other options are unavailable).
14. On the "**Mt. John Night Tour**," our **complimentary astrophotography service** is available, most nights; if you have a camera with bulb settings you may be able to capture some beautiful star photos.
15. NZ's largest research telescopes are purely reserved for University staff. At Mt. John University Observatory Earth & Sky Ltd. guests use 9.25 Inch and 16 Inch telescopes, **when available**.
16. A child is considered to be school aged- between the age of 5 and 17, however because of safety reasons; **children under the age of 8 cannot join the "Twilight or Mt. John Observatory Tour"**. This will be strictly adhered to. If you have children, under eight years, other tour options are available.