

## **Earth and Sky** **Terms & Conditions**

Earth & Sky Limited Partnership, ("we" or "our") appreciates your custom and aspire to provide a friendly, exciting and safe experience. In participating in this activity, you, the customer ("you"), agree to the following terms and conditions:

### **Weather/Cancellation**

1 Tour participants accepts that 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, endeavour to continue the tour using the sky which is visible.

2 We reserve the right to cancel any tour, including in the event of snow and/or ice, rain or extreme winds. In addition, we reserve the right to change the duration and/or location of the tour at our discretion.

4 Up until **24** hours prior to the tour date, you may change (subject to availability) or cancel your booking at no charge. No cancellations may be made within **24** hours of tour time and full payment will be required in relation to any purported cancellations inside 24 hours of tour time.

6 Arrival after the check-in deadline (20 minutes prior to tour departure) may result in you losing your tour and the entire fare paid. The bus will not be held for you if you arrive late at the departure point, no matter the reason. We are not liable to you for any direct or indirect loss or damage you may suffer as a result of your late arrival at either check in or the departure point. We are not responsible for any late arrival or no show at check in time caused by flight delay, road closure, sickness etc.

7 If you made your booking through a booking/travel agent or any other third party you will need to deal with them regarding any refund.

8 Any of our gift and prize vouchers are valid for **12** months from the date of issue; they cannot be redeemed for cash and are non- refundable / non-transferable.

### **Health/Safety**

9 We have a no alcohol and / or smoking policy on all of our tours and we reserve the right to not allow intoxicated persons to participate in our tours.

10 Minimum required clothing and footwear for our tours is sturdy, warm and covered footwear, a wind proof and warm jacket. A Hat and gloves are recommended. No glowing, flashing or light up shoes or clothing are permitted on tours. Failure to comply with these compulsory clothing requirements may result in you being refused entry to the tour.

11 Mobility issues must be disclosed when booking a tour, special arrangements can be made if sufficient notice has been given; i.e.: 72 hours prior to the tour.

12 To ensure your safety and enjoyment on the tour you must follow all instructions given by our staff and ensure that any children in your care do the same. You are responsible for the safety and protection of your own personal possessions at all times.

### **Age limits**

13 Children under the age of eight years old cannot join the "Twilight and Mt John Observatory Tour". Children under the age of five years cannot join the Cowan's Observatory Tour, Church of the Good Shepherd Tour and Mt John Little Star Tour.

14 We require one adult to every two children to assist in their supervision. For example, one to two children need one adult booked, three to four children must have two adults booked, five to six children need three adults booked.

## Payments

15 The name of the business that will appear on your bank/credit card statements will be Earth and Sky Limited Partnership. Your account will be charged in New Zealand Dollars. Spaces on our tours will be only confirmed when full payment has been received.

## Other

16 We have a no 'customer to customer' -translation policy for our tours; talking over our astronomy guides is disruptive to other customers on the tour. Tours are offered in multiple languages in order to accommodate as wider range of customers as we are able.

17 Any photography taken from our tours can only be for personal., No pictures or imagery can be used for any commercial purposes. Participation in 'tour group' photos is voluntary; these images are made publicly available through Earth & Sky Limited Partnership.

18 White lights are prohibited on our tours - LCD screens, flash photography, illuminated mobile phones, flashlights, torches, light up shoes, etc.

19 Telescopes are to be exclusively handled by trained guides.

Please contact us on +64 (0)3 6806960 or [info@earthandsky.co.nz](mailto:info@earthandsky.co.nz) should you have any enquiries.

Earth & Sky Team