

# GENERAL TERMS & CONDITIONS OF SALE AND TRAVEL

## GENERAL

1. All vessels, sailings and itineraries are subject to change at Pine Harbour's discretion for reasons of weather conditions, sea states and/or for operational requirements. Pine Harbour will not be liable for any consequential losses or additional costs incurred as a result of cancellation.
2. Unused portions of concession tickets are non-refundable.
3. Every passenger must have a valid ticket to travel. If a ticket is lost, stolen, defaced or mutilated, a replacement ticket must be purchased before the passenger can travel.
4. Passengers may be subject to ticket audits at any time, and all tickets and passes for travel remain the property of Pine Harbour.
5. All payments are to be made in New Zealand dollars and must include payment for any bank charges. All prices are in NZ\$ and include GST (15%).
6. All tickets must be used in accordance with these and any other applicable terms and conditions.
7. Reservations are required for any special Pine Harbour services.
8. A non-refundable deposit will be requested to confirm your booking for a charter. Payment of a deposit forms part of the final payment and means you have read and accepted these Terms and Conditions of Sale and Travel. A separate Charter Booking form must be completed.
9. The Master of the vessel reserves the right to refuse any person access on any sailing for any reason including any person who is unruly in behaviour, unfit to travel, is likely to cause distress or discomfort to other passengers or has previously engaged in any unlawful activities affecting Pine Harbour. The Master may also require any person to leave the vessel.
10. Adults are responsible for the behaviour of accompanying children in their care or under their supervision. Travel for unaccompanied children (under the age of 14) must be confirmed with the Master of the vessel.
11. No smoking is permitted on any of Pine Harbour's vessels or areas under the control of Pine Harbour.
12. Pine Harbour accepts no responsibility for a passenger's personal luggage which is under their care and control, and for which no fee has been charged. Two pieces of carry-on luggage per passenger may be carried free of charge.
13. No petrol or gas cylinders may be carried in personal luggage. Items with a fuel tank must be declared and the tank must be empty. Small LPG bottles, paint, batteries and other dangerous substances must be declared and stowed safely under the direction of the vessel crew. If in doubt declare the item to the Master of the vessel.
14. Neither the operator nor Auckland Transport is liable if any person misses their scheduled service for any reason whatsoever.
15. Copies of the Terms and Conditions of Sale and Travel are available from the Pine Harbour Office.
16. These Terms and Conditions of Sale and Travel are subject to New Zealand Law.

## AGE ENTITLEMENT

Age	Fare to be Paid
Under 5	Infant / Pre-school (No charge)
5 - 15 years inclusive	Child
16 - 64 years inclusive	Adult* <sup>3</sup>
65 years and over	Senior – special conditions apply* <sup>1</sup>

1. Pine Harbour provides subsidised travel for disabled persons and senior citizens at the applicable discounted rates upon presentation of an authorised Disability or Senior Citizens ID Card or the SuperGold Card.

2. For some charters and services, child and senior citizen discounts will not apply and a full adult fare will need to be paid. This will be advised at the time of booking.
3. Special fares are available for School and Tertiary Student students on provision of an approved Student or Tertiary Current ID. Secondary school students travelling in school uniform or with a valid Maxx student ID card are able to travel on a child fare. Tertiary Student discounts are only available on multi-ride tickets. Single fare rides will be at the Adult rate.

## **PUBLIC HOLIDAYS**

Pine Harbour does not offer services to Auckland on weekends or Public Holidays.

## **CLIPPING ALLOWANCES – MULTI-RIDE FARES**

Auckland Adult 10 Trip	Maximum 3 clips for any one sailing
Auckland Child 10 Trip	Maximum 3 clips for any one sailing
Auckland Tertiary 10 Trip	Maximum 3 clips for any one sailing
Auckland Adult 40 Trip	Maximum 3 clips for any one sailing

## **BICYCLES**

1. Bicycles are transported free of charge.

## **DOGS**

1. Dogs may travel free of charge on all Pine Harbour services.
2. The Master of the vessel has the right to insist that an owner muzzle their dog if it has shown aggressive behaviour either in the wharf area or on board the vessel.
3. Pine Harbour's staff may refuse to allow a dog to travel if the dog's owner fails to comply with the staff member's instructions.
4. Dogs must be kept on a lead and under the control of the owner at all times. Owners will be required to clean up any mess that their dog may have caused.
5. Dogs are not permitted to travel inside the cabins.