

ACCEPTANCE OF TERMS AND CONDITIONS

When you reserve a group trip with us and pay your deposit, you're agreeing to these terms. You'll need to fill out our booking form and sign the terms and conditions on it to confirm you accept everything. Simple as that!

THE BOOKING CONTRACT

This agreement is between Tischler Enterprises Pty Ltd (that's 'us' or 'we') and the traveler's, which means anyone traveling or planning to travel on a trip we provide. The contract kicks in when we get your completed booking form and deposit. Everything in this contract, and the agreement itself, is governed by New Zealand law and falls under the exclusive jurisdiction of the New Zealand courts.

ELIGIBILITY AND PARTICIPATION

To join our group trips, you need to be at least 18 years old and in good health. We aim to provide a transformative travel experience, and we trust that by joining our trips, you're eager to positively contribute to the group. Additionally, you'll need to respect the local laws and customs in New Zealand. Our top priority is ensuring that everyone feels comfortable being themselves. If any participant's behaviour negatively impacts the safety or enjoyment of others, our trip guide may ask them to leave the trip. In such cases, no refund for unused services will be given.

HEALTH AND FITNESS

You'll need to honestly tell us any relevant medical info, and confirm you're fit to travel and not going against any medical advice. By confirming your health and fitness, you're protecting us from any claims related to health issues. We reserve the right to deny or remove you from a trip if we believe your health could seriously risk your or others' safety. You agree that we're not liable for any loss, damage, or costs resulting from health problems you might face during your trip.

HEALTH AND SAFETY INFORMATION INCLUDING COVID-19

For everyone's health and safety, any traveler showing signs of illness (like fever, coughing, or trouble breathing) must notify their trip guide immediately and seek medical attention. To rejoin the trip, you'll need written medical clearance stating you are fit and healthy.

INSURANCE

It's highly recommended that you get travel insurance for your trip to protect yourself financially from any unexpected surprises that could disrupt your travel plans.

SMOKING

Just a heads-up: smoking isn't allowed in any place that sells alcohol in New Zealand (like bars, restaurants, cafes, casinos, etc.). You also can't smoke in your lodging rooms or in any of our vehicles.

BOOKING

Fill out our booking form and send it back with your NZD\$2500 deposit to lock in your reservation.

PRICES AND PAYMENT

Prices are in New Zealand dollars (NZD) and include the 15% New Zealand Goods and Services Tax (GST). Prices may change if GST rates fluctuate or suppliers raise their prices. You can make payments by:

- Direct Deposit: Our bank account details will be on the booking form for a direct deposit.
- We require NZD\$2500 deposit to secure your booking and the remaining amount will be due 3 months prior to your tour commencing.

COVID-19 CANCELLATION POLICY

We know Covid-19 has added a lot of uncertainty, so we've worked out some special cancellation terms with our suppliers to help. If the New Zealand Government sets travel restrictions before your trip that affect:

- Our ability to run your group trip: You'll get a full credit, minus any airline cancellation fees. This credit will be with Tischler Enterprises for 12 months and can be easily transferred to another trip or person at no extra cost. If travel restrictions come into play while you're on tour, we'll seek credits for any unused parts of the trip from our suppliers. These credits will first cover any extra costs we incur on your behalf, like alternate accommodation or transportation to get you home or to the nearest airport. Any leftover funds will be credited back to you or your booking agent. If you test positive for Covid-19 before your trip or are a close contact and can't travel, we'll request credits on your behalf with the right documentation (like a positive Covid-19 test or government paperwork). If you test positive for Covid-19 while on tour, we'll seek credits for any unused trip portions with the appropriate documentation. These credits will first cover any additional costs we incur for you, such as alternate accommodation or transportation. Any remaining funds will be credited back to you or your booking agent.

CANCELLATION

Cancellation notice must be made in writing and emailed to rachel.tischler.art@gmail.com

- If you cancel your full payment is due, your booking can be changed at no cost to another person and we will do our best to find someone to cover your spot. If your spot can't be transferred, then your deposit won't be returned.
- If you cancel and you have paid in full, and we can't get someone to take your place, then you will be charged 70% of the full ticket price.

CANCELLATION BY TISCHLER ENTERPRISES PTY LTD

Tischler Enterprises Pty Ltd reserves the right to cancel any trip at any time and for any reason. We need at least 10 fully paid traveler's for the trip to go ahead. If we don't hit that number, we'll offer you an alternative trip or a full refund. This refund will be considered full and final settlement. We're not responsible for other expenses like non-refundable or non-transferable airfare or other unrecoverable travel costs. We recommend getting travel insurance to cover these possibilities.

FORCE MAJEURE

If anything unexpected happens that's beyond our control—like new laws, government orders, strikes, or even natural disasters—we might need to cancel, change, or reschedule your group trip. While we do our best to handle everything smoothly, you agree that if this happens, we won't be responsible for any direct or indirect effects from these changes.

UNUSED SERVICES

Tischler Enterprises won't be able to offer discounts or refunds for any activities, accommodation, meals, or other services you miss or don't use if it's not our fault or that of our suppliers. This also

applies if your participation in the tour is ended due to your own actions, negligence, or breaking our terms.

ITINERARY CHANGES

If we need to tweak the itinerary because of unforeseen circumstances, Tischler Enterprises Pty Ltd will do our best to stick to the original plan and provide similar high-quality accommodation and activities. These changes are up to our discretion, and any extra costs will be your responsibility. If the tour has to be cut short, we'll refund you for the missed portion. The refund amount will be based on the daily cost of the tour multiplied by the number of days missed.

ACCOMMODATION

You will be sharing an apartment with one other guest both in Queenstown and Wanaka. You will have your own king/queen room and your own bathroom throughout the tour.

PASSPORTS AND VISAS

It's up to you, the traveler, to make sure your passport is valid for at least 6 months beyond your departure date from New Zealand. Besides a valid passport, you'll need proof of onward travel (like a departing flight ticket) and enough funds to cover your stay in New Zealand. For U.S. or Canadian travellers planning to stay for three months or less, you'll get a Visitor's Visa when you arrive. British citizens might receive a Visitor's Visa for up to six months upon arrival. For travellers from other countries, check the New Zealand Immigration website for the latest visa requirements: www.immigration.govt.nz. Remember, everyone needs to complete an electronic travel authority online before traveling. Tischler Enterprises Pty Ltd can't be held responsible for any passport or visa issues.

AIRFARES Airfares are not included in our tour prices.

AIRPORT TRANSFERS Airport transfers are not included unless stated.

EXCLUSIONS

Your tour price doesn't cover the following: airfare, travel insurance, visa fees, airport transfers outside the itinerary, airport taxes, excess baggage fees, phone and email charges, laundry, drinks, meals, optional activities not listed in the itinerary, alcohol, or any souvenirs and personal purchases.

ASSUMPTION OF RISK & LIABILITY WAIVER

By joining this tour, you acknowledge that outdoor activities carry inherent risks, including but not limited to uneven terrain, changing weather conditions, sun exposure, allergic reactions, and physical exertion. Tischler Enterprises Pty Ltd will take all reasonable precautions for your safety, but cannot be held liable for any injury, loss, damage, accident, or delay beyond our control. You participate at your own risk and agree to release Tischler Enterprises Pty Ltd, its staff, and affiliates from any and all liability arising from your participation in the tour, except where such liability is imposed by New Zealand law and cannot be excluded.

MEDIA RELEASE

By participating in the tour, you grant Tischler Enterprises Pty Ltd permission to use photographs or video footage taken during the trip that may include your image, for promotional and marketing purposes, unless you explicitly request otherwise in writing before the tour begins.

NEW ZEALAND CONSUMER RIGHTS

Nothing in these terms is intended to limit your rights under the Consumer Guarantees Act 1993 or the Fair Trading Act 1986. If you are purchasing this tour for personal use (not as part of a business), these rights apply and are not overridden by this agreement.

EMERGENCIES

In the case of a medical or weather-related emergency, Tischler Enterprises Pty Ltd reserves the right to alter the itinerary or make necessary decisions for the safety of the group. You agree to follow the guidance of our trip leaders and local authorities in such situations.