

## **Terms and conditions – PeopleMovers Transfers & Tours**

### **Booking**

- A valid credit card or authorised chargeback facility is required to secure reservation.
- Rates include vehicle and driver only. All refreshments, entrance fees, and accommodation are additional and to be paid direct.

### **Cancellation charges**

- Airport transfers – No cancellation charges if cancelled more than 12 hours prior to pick up. Inside 12 hours 50% of transfer cost will be charged.
- Tours – No cancellation charges if cancelled more than 7 days prior to tour date. Inside of 7 days up to 25% of tour cost will be charged.

### **No show or failure to cancel.**

- No shows or failure to cancel booking 100% of the transfer/tour cost will be charged and no refunds will be given.

### **Additional charges**

- All PeopleMovers quotes are based on information supplied at the time of quote or booking. PeopleMovers reserves the right to charge for any additional time/work required that had not previously been agreed earlier.

### **Refunds**

- Refunds will be given as per cancellation/no show policies above. No refunds will be given due to weather, flight delays or other circumstances outside of PeopleMovers control.
- No refunds after commencement of service

### **Vehicles**

- Vehicles supplied may vary from website pictures but will be of similar standard.
- Any vehicles requiring additional cleaning over and beyond our normal standards will be charged up to \$295.00.

### **Personal property or injury**

- PeopleMovers will not be held responsible for any loss of personal property or any personal injury when traveling in PeopleMovers or sub contractors vehicles. This includes all transfers and tours and in addition includes any personal items left inside any PeopleMovers vehicles when they are unattended.

### **Weather, flight or traffic delays**

- PeopleMovers will not be held responsible for any circumstances out of PeopleMovers control. This includes weather, traffic delays, route diversion or congestion, unplanned closure of activities, flight or ship delays

### **Airport meeting points**

- Auckland International, driver will meet & greet at pre-arranged transport desk located immediately outside main customs doors. The driver will be inside terminal 15 minutes after flight lands.
- Auckland Domestic, driver will meet & greet at baggage claim and be inside terminal when flight lands.