

Terms and Conditions

(Please read carefully)

CHANGES AND TRANSFERS

Requests for transferring a booking to another trip must be submitted in writing no later than 60 days prior to the original departure date, and are valid for a maximum of 12 months. A transfer fee of NZ\$100 applies plus the difference, where applicable, between trip costs. Trip transfer requests submitted within 60 days of the original departure are subject to our normal cancellation fees.

CANCELLATIONS AND REFUNDS

Should it become necessary for you to cancel your adventure, please notify us in writing. Cancellation will take effect on the date that we receive your written advice. As we incur some trip costs well in advance of departure, and may have turned people away if the trip is full, the following cancellation fee schedule applies*:

- 60 days or more prior to departure: full refund less your non-refundable deposit;
- 31-59 days prior to departure: 50% refund;
- 0-30 days prior to departure: no refund;
- In the event that you fail to arrive in time for a trip departure or leave a trip early, no refund will be available.

Friendly Islands Kayak Company will not be liable for cancelling a trip due to inclement weather; acts of God (e.g. cyclone, earthquake, tsunami etc.); delayed land, sea or air transfers; political or cultural considerations; government restrictions; or any other cause beyond our control, other than insufficient participant numbers. In which event(s) no refund will be available.

* Deposit not applicable to day tours.

MINIMUM GROUP SIZE

Our minimum group size is two participants for all Vava'u trips (except the Resort Kayak tour which requires a minimum of four participants) and four for the Ha'apai trips. In the unlikely event that Friendly Islands Kayak Company has to cancel a trip due to insufficient numbers, we would give you as much notice as possible. In which event, you would have the option of either joining another departure with the same package components (no transfer fee) or receiving a refund in full.

ITINERARY CHANGES AND DELAYS

It is possible that route or itinerary changes and/or delays may become necessary for reasons of safety or enhancing the quality of the trip. These changes and/or delays could be due to inclement weather, acts of God, delayed land, sea or air transfers, political or cultural considerations, government restrictions, participants' limitations, unavailability of contracted services or any other cause. In the event that a scheduled activity is cancelled for any reason Friendly Islands Kayak Company will, where possible, arrange and alternative activity. Any changes and/or delays to the route or trip itinerary is at the discretion of the guides and Friendly Islands Kayak Company. In which event no refund will be available. Any additional

expenses incurred by a trip participant such as prepaid airline tickets, fees for visas, etc. in connection with changes and/or delays to a route or itinerary shall be borne by the trip participant.

INSURANCE

Personal travel insurance is not included in the trip cost and is a pre-requisite for trip participation. We recommend you purchase a policy that includes airfare, trip cancellation (in particular cancellation owing to severe weather), and medical coverage.

SINGLE SUPPLEMENT FEE

A single supplement fee may apply where single participants prefer private accommodation or where there is no other single participant with whom to share. There is no single supplement fee for the Vava'u 5-day package as accommodation is not included.

TRIP COSTS

We reserve the right to amend our trip costs to allow for significant fluctuations in exchange rates or significant increases in accommodation, airport transfer, food charges or any other ground costs beyond our control. However, once we receive a trip deposit, the trip cost will not alter.

NON-INCLUSIVE SERVICES

- Air fares
- Visa and passport fees
- Personal travel insurance
- Airport departure taxes
- Excess baggage charges
- Airport transfers not included in the itinerary
- Accommodation not included in the itinerary
- Single supplement fee
- Beverages and meals not included in the itinerary
- Clothing, liquor, laundry, postage, medical expenses and any other expenses of a personal nature
- Expenses incurred as a result of delays due to inclement weather, delays of scheduled aircraft, logistical delays, and resultant changes to the itinerary
- Emergency evacuation charges
- Gratuities to guides

Friendly Islands Kayak Company Ltd.

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