



BOOKING CONDITIONS

Thank you for choosing MDA Experiences as your guide through some of the most magically isolated and favourite destinations available in Aotearoa, Land of the Long, White Cloud. The following document outlines important conditions to note upon booking. By paying a deposit and confirming your tour with MDA Experiences, you are verifying that you have read and understood these details and how they pertain to you. Please read each item carefully before continuing with the booking process.

General Conditions:

- Payment may be made by cash, cheque, direct deposit, International Money Transfer or credit card (Visa, MasterCard, American Express or Diners)
- For Credit Card payments we prefer, in line with the International Account Information Security (AIS) program, to receive all credit card information via fax or standard mail as e-mail connections are not secure. To also meet the AIS program policies, we require your name, physical address, copy of your credit card and card signature if you are paying and not present.
- All prices are quoted and must be paid in New Zealand dollars unless otherwise stated.
- If airfares are included in tour package, any payment required to cover those airfare costs is required when tickets are issued, and are subject to rules, regulations and taxes imposed by airline policy.
- Partial refunds are not given in the event of unused accommodation, activity or transport for any reason. Tour costs are quoted as a package fare and refunds are not given for services that are not used.
- **MDA Experiences reserves the right to change itinerary route or activity in the event of bad weather, track or road conditions, river levels, transportation delays, sickness or any other contingency that prevents our guides from safely or professionally leading the tour, or in the case of events outside our control.** We regret we are unable to provide reimbursement or refund for any costs incurred or activity missed in this situation, but we do endeavour to maintain a quality experience for our clients in the event of these alterations.

Travel Insurance:

New Zealanders joining a MDA Experiences are covered by ACC and our own policies in the event of an accident or theft while on tour with us. **International travelers only receive limited cover while in New Zealand** for these events, and we highly recommend the purchase of travel insurance through your agent, at the time of placing your booking. Please check with your agent or insurance broker to ensure your tour arrangements and activities are fully covered.

Health Conditions:

It is mandatory for all participating guests to notify MDA Experiences of any medical conditions, either on the day as per our *Casual Booking Sheet*, or as outlined in our *Client Questionnaire* completed before your arrival. We also ask guests to update us should a medical condition arise after the completion of this form, prior to joining a Multi-Day Adventures' activity.

Guests further acknowledge their understanding that we are often in remote locations where immediate rescue assistance is not possible, and that it is important to supply MDA Experiences with their medical history. This information is essential in ensuring in our trip preparations are as thorough as they may be, allowing us to properly assist in the event of a possible incident. Trip Leaders are fully authorized to prevent the participation of any individual should they appear physically or mentally unfit for the activity, or if their participation may endanger themselves or the rest of the group. In these circumstances, refunds are not given. MDA Experiences accepts no responsibility for medical costs incurred while traveling in New Zealand, and urges guests to obtain comprehensive travel or medical insurance.

Complaints Procedure

We strive to make your adventure in New Zealand as easy and fun-filled as possible, and pride ourselves on exceptional service and a quality experience. If, for any reason, you have been unhappy with any facet of a MDA Experience's product, we encourage you to let us know as soon as possible. We shall do all that we can to remedy the inconvenience immediately, however, we also welcome written complaints within 28 days of your visit, should you prefer a more formalized procedure. We will gladly investigate all such incidents informing you of any outcome, and value any improvements that we may make as a result.

Please continue reading the next few pages to understand more specific Booking Conditions on certain products.

BOOKING CONDITIONS FOR CASUAL BOOKINGS, BIKE HIRE & DAY ADVENTURES

Deposit Criteria:

During busy periods, we may request a deposit to ensure bookings are confirmed. If you are asked to pay a deposit, please do so using one of the methods outlined above.

By paying a trip deposit, guests are agreeing to the criteria outlined in this document. Casual bookings who don't place a deposit will be asked to carefully read and understand the Booking Conditions prior to signing their release form and undertaking any activity with MDA Experiences.

Cancellation Policy & Refunds:

We appreciate that unforeseen circumstances may lead to a cancellation in plans, and have set out the policy below to allow for these situations in the event a deposit has been paid:

Cancellations 7 days from trip start: No refund

Cancellations between 7 days and 14 days: 50% of trip cost refunded

Cancellations prior to 2 weeks from trip start: 80% of trip cost refunded

If no deposit has been required, we kindly ask any guests who are unable to make their booking, to notify us as soon as possible.

Multi-Day Adventures reserves the right to cancel any planned adventure in the event of insufficient numbers or any other reason that may prevent us from feasibly or safely conducting the activity. In this event, any deposits already paid by clients will be refunded in full, less any non-refundable agent commissions or food/activity deposits.

Aircraft Charter:

Multi-Day Adventures uses outside providers for air charter and has very strict policy with regards to booking procedures.

Private Air Charter Deposit:

A 10% non-refundable deposit is required to secure the aircraft for your confirmed booking. Full payment is expected 2 weeks prior to booking date.

Private Air Charter Cancellation:

We appreciate that unforeseen circumstances may lead to a cancellation in plans, and have set out the policy below to allow for these situations in the event a deposit has been paid:

Cancellations 7 days from trip start: No refund

Cancellations between 7 days and 14 days: 50% of trip cost refunded

Cancellations prior to 2 weeks from trip start: 80% of trip cost refunded

Preparing:

As we have many activities we undertake, we understand it can be confusing in knowing what to bring. Guests should be informed of what to bring either over the phone at the time of booking, or via email prior to their arrival. We have created a short list of our provisions and required pre-trip information for some of our more popular adventures to assist in preparing.

MOUNTAIN BIKING

We require: Height (for sizing bikes), Experience level & Medical History information

We provide: Mountain bike, Safety Helmet and Professional Guide for guided rides and Mountain bike, Safety Helmet, Forest map and tool kit for bike hire.

You need to wear/bring: Shorts (preferably padded cycle shorts), T-shirt or Cycle top, Long-sleeve thermal top, Water resistant shell (optional), water bottle or hydration pack, towel, change of clothes and any medication (ie asthma inhalers, insulin, etc.)

WHITEWATER RAFTING

We require: Wetsuit & Lifejacket sizes, Age & Medical History information

We provide: Wetsuit, Lifejacket, Helmet, Booties, Fleece & Sprayjacket for each guest, as well as rafts, paddles, satellite phone support and qualified guides. For your safety, our rafting equipment and policies are routinely checked and audited by Maritime New Zealand.

You need to wear/bring: Swimsuit, towel, change of clothes and any medication (ie asthma inhalers, insulin, etc.)

KAYAKING OR WAKA PADDLE

We require: Lifejacket size and Medical History information

We provide: Lifejacket, Fleece, Paddles and Kayaks or Waka; Wetsuits, Booties and Sprayjackets are also provided for Kayaking missions, or upon request for the waka.

You need to wear/bring: Swimsuit, Shorts (preferably water-resistant), Long-sleeve thermal top, water bottle or hydration pack, towel, change of clothes and any medication (ie asthma inhalers, insulin, etc.)

Finally, we feel it is important to understand the level of rafting or kayaking you have booked. Please find a short description for the various river classes, or grades on the last page of this document.

Notes:

Finally, while on a MDA Experiences, we readily encourage our clients to relax, unwind and enjoy their surroundings. It is mandatory to smile at every opportunity while participating, and we will be routinely checking this policy to ensure it is being followed with the utmost effort. We would appreciate clients remaining in contact after their tour, and look forward to assisting in future endeavours or communications, should they be so inclined. Kei te pai. We look forward to meeting you soon!

The International River Grading System

Where gradings are given for rivers or sections of rivers, they conform to the International River Grading System which is described below. Uses described are those commonly in practice for each grade.

Grade 1 - Very Easy - Rivers with long, flat stretches of slowly moving water and small waves. Few or no obstacles. Course is obvious.

Grade 2 - Easy - Easy rapids, usually with small waves, relaxed eddies and clear channels with an obvious route. Water may splash aboard raft, but without force. No serious obstacles

Grade 3 - Medium Difficulty – Moderate rapids numerous with high irregular waves, broken water, rocks, eddies and boils. Rapids flow clear through narrower gaps requiring expertise in maneuvering the raft around obstacles. Water may splash aboard raft with some force.

Grade 4 - Very Difficult - Long extended stretches of rapids with high irregular waves, dangerous obstacles, difficult broken water, boiling eddies and whirlpools - Challenging rapids, long lengths of whitewater, and big, breaking waves requiring a series of controlled moves in confused, fast moving water. Course often difficult to recognize with powerful and precise maneuvering required.

Grade 5 - Extremely Difficult - Water features are similar characteristics to grade 4 but they are larger, longer, more violent and less predictable. Rapids follow each other almost without interruption, the riverbed is extremely obstructed with big drops and rocks, and very swift current and steeper gradient are seen. Scouting is recommended and rapids require a series of controlled, precise “must make” moves.