

# Terms and Conditions

## **Agreement between User and [www.wayfindhawaii.com](http://www.wayfindhawaii.com)**

Welcome to [www.wayfindhawaii.com](http://www.wayfindhawaii.com). The [www.wayfindhawaii.com](http://www.wayfindhawaii.com) website (the "Site") is comprised of various web pages operated by Wayfind Hawaii LLC ("Wayfind Hawaii"). [www.wayfindhawaii.com](http://www.wayfindhawaii.com) is offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein (the "Terms"). Your use of [www.wayfindhawaii.com](http://www.wayfindhawaii.com) constitutes your agreement to all such Terms. Please read these terms carefully, and keep a copy of them for your reference.

[www.wayfindhawaii.com](http://www.wayfindhawaii.com) is an E-Commerce Site.

Our website is dedicated to providing information and booking services for our tours on the Big Island of Hawaii. We offer a range of guided experiences, including the Best of Big Island Day Tour, designed to showcase the island's natural beauty and cultural heritage. Visitors can access detailed itineraries, learn about our offerings, and make reservations online. Our aim is to deliver a user-friendly platform for planning and securing memorable Hawaiian adventures.

## **Privacy**

Your use of [www.wayfindhawaii.com](http://www.wayfindhawaii.com) is subject to Wayfind Hawaii's Privacy Policy. Please review our Privacy Policy, which also governs the Site and informs users of our data collection practices.

## **Electronic Communications**

Visiting [www.wayfindhawaii.com](http://www.wayfindhawaii.com) or sending emails to Wayfind Hawaii constitutes electronic communications. You consent to receive electronic communications and you agree that all agreements, notices, disclosures and other communications that we provide to you electronically, via email and on the Site, satisfy any legal requirement that such communications be in writing.

## **Children Under Thirteen**

Wayfind Hawaii collects personally identifiable information from children under the age of thirteen. Wayfind Hawaii collects this information for the following reason(s):

We collect information about children under 13 solely to determine if a booster seat is required for their safety during our tours. This information is used exclusively for this purpose.

If you are under the age of thirteen, you must ask your parent or guardian for permission to use this website. If you are a parent and you have questions regarding our data collection practices, please contact us using the information provided at the end of this Agreement. If you are under 18, you may use [www.wayfindhawaii.com](http://www.wayfindhawaii.com) only with permission of a parent or guardian.

## **Cancellation/Refund Policy**

Cancellations made within 48 hours of the tour start time (8:00 am on the day of the tour) are non-refundable. This policy helps us manage resources effectively and ensure the quality of our tours

for all participants.

- Cancellations within 48 hours: Non-refundable
- Cancellations outside 48 hours: Eligible for a full refund

We understand that severe, once-in-a-lifetime situations can arise. In such cases, we review cancellations on a case-by-case basis. Possible exceptions include:

- Death in the immediate family
- Critical medical emergency
- Natural disasters affecting home
- Government-mandated travel ban
- Severe weather evacuations

As a small business, we strive to be fair and considerate, and we kindly ask our guests to do the same. If cancellations must be made due to personal reasons within the 48-hour window, please understand that this directly affects our company, employees, and vendors, and we may not always be able to approve a refund exception.

If you have any questions or need further assistance, please feel free to contact us.

### **Links to Third Party Sites/Third Party Services**

www.wayfindhawaii.com may contain links to other websites ("Linked Sites"). The Linked Sites are not under the control of Wayfind Hawaii and Wayfind Hawaii is not responsible for the contents of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. Wayfind Hawaii is providing these links to you only as a convenience, and the inclusion of any link does not imply endorsement by Wayfind Hawaii of the site or any association with its operators.

Certain services made available via www.wayfindhawaii.com are delivered by third party sites and organizations. By using any product, service or functionality originating from the www.wayfindhawaii.com domain, you hereby acknowledge and consent that Wayfind Hawaii may share such information and data with any third party with whom Wayfind Hawaii has a contractual relationship to provide the requested product, service or functionality on behalf of www.wayfindhawaii.com users and customers.

### **No Unlawful or Prohibited Use/Intellectual Property**

You are granted a non-exclusive, non-transferable, revocable license to access and use www.wayfindhawaii.com strictly in accordance with these terms of use. As a condition of your use of the Site, you warrant to Wayfind Hawaii that you will not use the Site for any purpose that is unlawful or prohibited by these Terms. You may not use the Site in any manner which could damage, disable, overburden, or impair the Site or interfere with any other party's use and enjoyment of the Site. You may not obtain or attempt to obtain any materials or information through any means not intentionally made available or provided for through the Site.

All content included as part of the Service, such as text, graphics, logos, images, as well as the

compilation thereof, and any software used on the Site, is the property of Wayfind Hawaii or its suppliers and protected by copyright and other laws that protect intellectual property and proprietary rights. You agree to observe and abide by all copyright and other proprietary notices, legends or other restrictions contained in any such content and will not make any changes thereto.

You will not modify, publish, transmit, reverse engineer, participate in the transfer or sale, create derivative works, or in any way exploit any of the content, in whole or in part, found on the Site. Wayfind Hawaii content is not for resale. Your use of the Site does not entitle you to make any unauthorized use of any protected content, and in particular you will not delete or alter any proprietary rights or attribution notices in any content. You will use protected content solely for your personal use, and will make no other use of the content without the express written permission of Wayfind Hawaii and the copyright owner. You agree that you do not acquire any ownership rights in any protected content. We do not grant you any licenses, express or implied, to the intellectual property of Wayfind Hawaii or our licensors except as expressly authorized by these Terms.

### **Third Party Accounts**

You will be able to connect your Wayfind Hawaii account to third party accounts. By connecting your Wayfind Hawaii account to your third party account, you acknowledge and agree that you are consenting to the continuous release of information about you to others (in accordance with your privacy settings on those third party sites). If you do not want information about you to be shared in this manner, do not use this feature.

### **International Users**

The Service is controlled, operated and administered by Wayfind Hawaii from our offices within the USA. If you access the Service from a location outside the USA, you are responsible for compliance with all local laws. You agree that you will not use the Wayfind Hawaii Content accessed through [www.wayfindhawaii.com](http://www.wayfindhawaii.com) in any country or in any manner prohibited by any applicable laws, restrictions or regulations.

### **Indemnification**

You agree to indemnify, defend and hold harmless Wayfind Hawaii, its officers, directors, employees, agents and third parties, for any losses, costs, liabilities and expenses (including reasonable attorney's fees) relating to or arising out of your use of or inability to use the Site or services, any user postings made by you, your violation of any terms of this Agreement or your violation of any rights of a third party, or your violation of any applicable laws, rules or regulations. Wayfind Hawaii reserves the right, at its own cost, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, in which event you will fully cooperate with Wayfind Hawaii in asserting any available defenses.

### **Class Action Waiver**

Any arbitration under these Terms and Conditions will take place on an individual basis; class arbitrations and class/representative/collective actions are not permitted. **THE PARTIES AGREE THAT A PARTY MAY BRING CLAIMS AGAINST THE OTHER ONLY IN EACH'S INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY**

PUTATIVE CLASS, COLLECTIVE AND/ OR REPRESENTATIVE PROCEEDING, SUCH AS IN THE FORM OF A PRIVATE ATTORNEY GENERAL ACTION AGAINST THE OTHER. Further, unless both you and Wayfind Hawaii agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding.

### **Liability Disclaimer**

THE INFORMATION, SOFTWARE, PRODUCTS, AND SERVICES INCLUDED IN OR AVAILABLE THROUGH THE SITE MAY INCLUDE INACCURACIES OR TYPOGRAPHICAL ERRORS. CHANGES ARE PERIODICALLY ADDED TO THE INFORMATION HEREIN. WAYFIND HAWAII LLC AND/OR ITS SUPPLIERS MAY MAKE IMPROVEMENTS AND/OR CHANGES IN THE SITE AT ANY TIME.

WAYFIND HAWAII LLC AND/OR ITS SUPPLIERS MAKE NO REPRESENTATIONS ABOUT THE SUITABILITY, RELIABILITY, AVAILABILITY, TIMELINESS, AND ACCURACY OF THE INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS CONTAINED ON THE SITE FOR ANY PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL SUCH INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS ARE PROVIDED "AS IS" WITHOUT WARRANTY OR CONDITION OF ANY KIND. WAYFIND HAWAII LLC AND/OR ITS SUPPLIERS HEREBY DISCLAIM ALL WARRANTIES AND CONDITIONS WITH REGARD TO THIS INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS, INCLUDING ALL IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL WAYFIND HAWAII LLC AND/OR ITS SUPPLIERS BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL DAMAGES OR ANY DAMAGES WHATSOEVER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF USE, DATA OR PROFITS, ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE USE OR PERFORMANCE OF THE SITE, WITH THE DELAY OR INABILITY TO USE THE SITE OR RELATED SERVICES, THE PROVISION OF OR FAILURE TO PROVIDE SERVICES, OR FOR ANY INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS OBTAINED THROUGH THE SITE, OR OTHERWISE ARISING OUT OF THE USE OF THE SITE, WHETHER BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, EVEN IF WAYFIND HAWAII LLC OR ANY OF ITS SUPPLIERS HAS BEEN ADVISED OF THE POSSIBILITY OF DAMAGES. BECAUSE SOME STATES/JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU. IF YOU ARE DISSATISFIED WITH ANY PORTION OF THE SITE, OR WITH ANY OF THESE TERMS OF USE, YOUR SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE USING THE SITE.

**Termination/Access Restriction**

Wayfind Hawaii reserves the right, in its sole discretion, to terminate your access to the Site and the related services or any portion thereof at any time, without notice. To the maximum extent permitted by law, this agreement is governed by the laws of the State of Hawaii and you hereby consent to the exclusive jurisdiction and venue of courts in Hawaii in all disputes arising out of or relating to the use of the Site. Use of the Site is unauthorized in any jurisdiction that does not give effect to all provisions of these Terms, including, without limitation, this section.

You agree that no joint venture, partnership, employment, or agency relationship exists between you and Wayfind Hawaii as a result of this agreement or use of the Site. Wayfind Hawaii's performance of this agreement is subject to existing laws and legal process, and nothing contained in this agreement is in derogation of Wayfind Hawaii's right to comply with governmental, court and law enforcement requests or requirements relating to your use of the Site or information provided to or gathered by Wayfind Hawaii with respect to such use. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect.

Unless otherwise specified herein, this agreement constitutes the entire agreement between the user and Wayfind Hawaii with respect to the Site and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written, between the user and Wayfind Hawaii with respect to the Site. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. It is the express wish to the parties that this agreement and all related documents be written in English.

**Changes to Terms**

Wayfind Hawaii reserves the right, in its sole discretion, to change the Terms under which [www.wayfindhawaii.com](http://www.wayfindhawaii.com) is offered. The most current version of the Terms will supersede all previous versions. Wayfind Hawaii encourages you to periodically review the Terms to stay informed of our updates.

**Contact Us**

Wayfind Hawaii welcomes your questions or comments regarding the Terms:

Wayfind Hawaii LLC  
74-5577 Palani Rd #1898  
Kailua Kona, Hawaii 96745

Email Address:  
[admin@wayfindhawaii.com](mailto:admin@wayfindhawaii.com)

Telephone number:  
8083452209

Effective as of January 13, 2025