

Tasman Peninsula Airport Transfers Cancellation Policy

- Bookings must be made before 10pm.
- Transfers between the hours 10pm and 7am are at the discretion of the driver.

Tasman Peninsula Airport Transfers

- May Alter your transfers if necessary

Tasman Peninsula Airport Transfers reserves the right to alter transfers at any time to ensure the satisfactory operation of trips. Reasons could include but are not limited to weather, walking track or national park closures, road conditions, change of suppliers, availability of meals, fuel, other transport etc that are necessary for the trip to operate.

- If Tasman Peninsula Airport Transfers has to cancel your trip due to Force Majeure

a) If we have to cancel a self or group guided trip, we will advise you at least 7 days before departure where possible.

b) If we have to cancel a trip before it has commenced, for any reason other than Force Majeure, we will offer you the choice of either:

i) transferring to a different date , or

ii) accepting a full refund and refund monies paid.

Force Majeure: If Tasman Peninsula Airport Transfers determines, in its sole discretion, it must CHANGE OR CANCEL before or during a Tour because of an Act of God or other political, social, environmental events like, natural or man-made disasters, bushfires, earthquakes, pandemics, floods, terrorism, civil or political upheaval, wars, strikes, riots, weather events, etc or any other or other condition beyond its control (force majeure), Tasman Peninsula Airport Transfers may suspend its performance, the Tasman Peninsula Airport Transfers Refund/Cancellation Policy does not apply and no refunds or credits will be granted (unless as determined, in Tasman Peninsula Airport Transfers sole discretion). As in the COVID event, credits will be applied minus costs incurred and will be held by Tasman Peninsula Airport Transfers for 3 years so walkers can apply their credit to a walk when the force majeure event is over.

Additional Costs or Damages: In any case, if we alter a Tour, or, cancel before or during a Tour – regardless of whether we issue any refund, Tasman Peninsula Airport Transfers is not responsible for any costs (such as, but not limited to any indirect, consequential, incidental or other costs/damages) incurred by you or others in your booking party, including non-refundable airline tickets or change fees.

- If you want to alter or cancel your transfer.

a) You may change your transfer starting date or transfer to another trip, provided that:

i) you advise us in writing more than 30 days prior to departure

ii) all other monies held by us will be applied to the new date/transfer

iii) your new date/transfer is within 12 months from the date you advised us of the change

iv) we have a vehicle available for your new dates

b) If you wish to cancel your transfer and **are not able to transfer to another transfer** as outlined above, we will charge the following amounts per person for estimated losses from the date we receive your written cancellation:

i) 60 days and more before departure, No Charge

ii) between 59-21 days before departure, 10% of transfer price

iii) between 20-15 days before departure, 20% of transfer price

v) 1-14 days or less before departure, 50% of transfer price

vi) Less than 24hrs before departure, 100% of transfer price

c) No refunds will be given for unused services after the transfer starts. If payments are not received by the due dates we reserve the right to cancel your booking.