

# MOTAIRHE MARAE TERMS AND CONDITIONS

In any adventure activity, there is an element of risk involved. In undertaking our tours/packages, you must be aware that this activity is carried out in an environment that includes numerous risks involved in being in this environment. The staff and management of Motairehe Marae take all practicable steps to identify and minimise potential dangers.

- You must follow our instructions and use the equipment provided at all times.
- Participants must have completed the Health Questionnaire and signed the declaration
- You must release or indemnify Motairehe Marae volunteers and our staff against any liability that incurs to anyone else, resulting from your failure to follow our instructions
- Motairehe Marae reserves the right to cancel or cease an encounter without prior notice in the event, they consider there to be a risk or danger to the participant or others.
- Motairehe Marae reserves the right to refuse admission to an encounter or to ask a participant to leave the encounter as a precaution or if the participant does not follow instructions given by the guide.

**WARNING:** Under New Zealand law it is extremely unlikely that you will be able to sue anyone if you are injured. In addition, New Zealand's accident compensation scheme provides only limited assistance to visitors to New Zealand who are injured. We strongly recommend that all visitors to New Zealand have full insurance covering any injury they might suffer, including medical treatment cover, before undertaking this activity.

**EXCLUSIONS:** To the extent permitted by law, all our liability for damage to your property, disruption to travel plans, or mental injury is excluded. This exclusion is subject to any rights or remedies you may have under the Consumer Guarantees Act 1993.

Whilst visiting with the Ngatiwai ki Aotea people please be respectful and mindful about the rules and regulations during this visit.

We the ahi Kaa ( people who keep the home fires burning) ask that there be also a bit of flexibility, tradition on a plate can sometimes be exhausting. We ask that the following rules be applied to your visit.

1. No consumption of alcohol is allowed.
2. No illegal drugs are allowed at any time
3. No smoking is allowed in any of the buildings on the site.

4. No dogs or other pets are allowed.
5. No use of lasers anywhere on the property
6. No physical engagement with or harm to any wildlife.
7. No damage to gardens, trees, plants, native bush, pasture or fencing
8. No littering or dumping of rubbish other than in provided rubbish containers

## Terms of Payment

- In order to be confirmed, a booking must be paid in full.
- Under circumstances out of the control of Motairehe Marae where an encounter has been cancelled or curtailed, participants are entitled to rebook the encounter
- You are entitled to access any information we hold about you or to request its correction at any time.
- Arrival later than 30 minutes after the scheduled start time will be considered a no-show and participant will not be entitled to a refund.

## Cancellation Policy

- Cancellations must be advised in writing to [Motairehemarae@xtra.co.nz](mailto:Motairehemarae@xtra.co.nz)
- Cancellations between 0 to 5 days prior will receive no refund
- Cancellations 14 days or more prior will receive a full refund.
- Date changes are not permitted 3 days or less before the booked experience
- Date changes are possible 4 or more days before the booked experience subject to availability.
- Transfers to friends/family members possible as long as friend/family member meets participation criteria.

**Please contact us if you would like more information regarding our terms and conditions.**



YES

NO

Medication:

**Declaration**

I understand that if I have answered yes to any of the above questions, I should seek medical advice before attending the tour. I agree to tell the guide if there is any change in my medical condition prior or during the tour. I agree that this information will be shared with other staff members and that I participate in the tour at my own risk.

Signed:

Date: