

TRIP REFUNDS

- 1) If a person withdraws from a trip before the payment cutoff date, (2.5 weeks for south island trips and 1.5 weeks for the north island,) then they will receive a full refund.
- 2) After the payment cutoff date refunds will only be given with the agreement of the chief guide.
- 3) Ferry bookings require 3 days' notice of cancellation. Any bookings cancelled after this time and before check-in time will incur a cancellation fee of 10% of the booking cost, which the cancelling persons are liable for. No cancellations can be made after check in time.
- 4) Hire cars/vans require 48 hours' notice of cancellation. Any bookings cancelled after this time are non-refundable and the cancelling persons are liable.
- 5) Refunds will be given if the trip leader cancels due to adverse weather or no transport being available.
- 6) The chief guide will recommend other requests for refunds at his or her discretion to the committee, by email. The committee will decide as to the refund's merit
- 7) The chief guide will not normally agree to refund fares if the cause of cancellation is short term illness. It is generally expected that refunds will be given only on compassionate grounds.
- 8) If a refund is agreed then the trip leader must collect the bank account details of all those on their trip and forward in one e mail to the treasurer with amounts to be refunded.