

Guided Tour Terms & Conditions

1. All prices are in NZD\$ and include GST.
2. Payment is by Bank Transfer or Visa/Mastercard - +2.5% CC transaction fee.
3. Full payment is required to secure booking; written cancellation by the person who made the booking 15 days prior incurs a 50% cancellation fee, written cancellation 30 days prior a full refund will be made minus any bank charges.
4. All customers must be 16+ years of age and any medical conditions must be notified prior to any payment made and it is at our discretion if the customer can participate in the tour.
5. Appropriate clothes to wear include shorts/form fitting leggings, sturdy sports shoes, sunglasses or safety glasses, t-shirt/polo, bike gloves, jersey, showerproof rain top and sunscreen.
6. Safety of all customers is paramount and all customers agree to follow the instructions of the Guide. We reserve the right to stop the tour at any stage if a customer is in our opinion, acting in a reckless manner. No refunds shall be given for whatever reason once the tour has begun.
7. Travel Insurance is essential for all visitors who are not New Zealand citizens.
8. Tour bookings are accepted on the understanding that customers appreciate the possible inherent risks in adventure travel such as, but not limited to, illness, uneven terrain, inclement weather, other cyclists, mechanical failure. Customers warrant they have cycled in the past and at least once in the last 6 months.
9. Customers have a responsibility to care for and safe keeping of all hire equipment and if damage is deemed to be beyond general wear and tear and customer neglect or misuse; you agree to pay any such fair and reasonable costs to reinstate the equipment to its original condition.
10. If the customer has a complaint they must immediately notify the tour guide and if unable to resolve the customer must immediately contact Eco Cycle Tours Ltd management who will endeavour to rectify the matter.
11. Disclaimer: We reserve the right to cancel or amend any tour for any reason beyond our control. Whilst all care and attention to detail is given, Eco Cycle Tours and its agents will not assume or accept any liability or responsibility for any claim, loss, damage, personal injury, loss or damage to any personal equipment, inconvenience, costs and expenses, delays or irregularities of any nature occasioned by any circumstances.