



## **Cancellation Policy**

### *Terms and Conditions*

*If for any reason your travel plans change, and you are not going to be able to take a trip with us on the day booked, please be sure to contact us immediately on: +64 215 19730 or email [info@wanahaka.co.nz](mailto:info@wanahaka.co.nz)*

The following cancellation policy applies to all bookings:

- For bookings cancelled more than 1 month prior to the departure time or Pōwhiri booking there will be a 15% charge of total booking or Pōwhiri, less the booking fees and/or credit card charges.
- For bookings cancelled from 14 days and up to 1 month prior to the departure time or Pōwhiri booking there will be a 50% charge of total booking, less the booking fees and/or credit charges.
- For bookings cancelled from 7 days and up to 14 days prior to the departure time or Pōwhiri time there will be a 75% charge of total booking, less the booking fees and/or credit card charges.
- For bookings cancelled within 7 days prior to departure time or in the case of a 'no show', you will be charged the full cost of the trip.
- WanaHaka® Ltd reserves the right to apply discretion in special circumstances.
- In the case of bad weather and/or safety considerations, the duration and the content of some activities may be altered. In such circumstances WanaHaka® Ltd will ensure that the clients receive their best possible service.
- Cancelled trips on our behalf (due to weather etc.) will be eligible for a refund and/or offered an alternative day a partial refund less booking fees or charges may be given in some circumstances.