



Terms & Conditions

1. Confirmation from Tamaki Hikoi must be received before the tour is deemed to be booked.
2. All prices are in New Zealand Dollars, include GST and are subject to change.
3. Tamaki Hikoi, its agents and employees bear no responsibility or liability for any loss of or damage to the property of the customer during the tour. Whilst Tamaki Hikoi will endeavour to provide safe keeping of the customer's property during the tour, any property left with Tamaki Hikoi is done so at the customer's risk and no duties of bailment arise on the part of Tamaki Hikoi, its agents and employees.
4. The provision of the services and this agreement are governed by New Zealand law and any dispute arising with be subject to the New Zealand Courts.
5. It is a client's responsibility to advise us at the time of booking of any medical condition or physical/mental disability that requires any special treatment, attention or medication. Tamaki Hikoi reserves the right to decline any clients booking on the grounds that their safety could be compromised.
6. It is the client's responsibility to carry with them any medication required for pre-existing conditions (eg. Asthma inhaler, Insulin etc).
7. Tamaki Hikoi is committed to providing safe trips, and walking tours. While the grade of the walk is very mild, there is an element of risk involved with some activities. By participating in any tours provided by Tamaki Hikoi, clients are expressly assuming those risks personally and Tamaki Hikoi and its employees cannot be held responsible for any personal injury that may occur.

Refund Policy:

Tamaki Hikoi reserves the right to cancel any trip, in which circumstances the customer's full deposit will be refunded.

Otherwise deposits will be only refunded on the following basis -

Once the tour is confirmed booked, if it is cancelled by the client our policy is:

Full refund if notification of cancellation is received 24hrs before tour begins. Notification of cancellation within 24hours of tour commencement will result in no refund.