



TERMS AND CONDITIONS

Booking conditions

Updated for 2023/2024

A non-refundable 25% deposit is required to secure a booking. Balance payment is payable 10 days before service.

A credit card number may be required for bookings. Credit card may be charged after the event in situations where (but not limited to) time change with late notice, extra transport, extra passengers transported, soiling fees.

Payment Options

Credit card: please provide credit card number and expiry date via our secure online portal \$4 surcharge applies <https://www.waiheketransport.co.nz/make-a-payment/>

Online bank transfer

Waiheke Executive Transport ASB 12-3031-0252968-00 SWIFT code ASBBNZ2A

GST number

120-238-485

Cancellations

- If transport is cancelled the deposit paid is non-refundable.
- If transport is cancelled after full payment has been received and prior to 10 days before the date of transport 75% will be refunded.
- If transport is cancelled after full payment has been received and between 10 days and 48 hours before the date of travel 50 % will be refunded.
- If transport is cancelled after full payment has been received and 48 hours or less before the date of transport no refund will be given.

Account Holders

- If transport is cancelled prior to 48 hours before the date of transport no charges will apply. Exceptions may apply during peak periods or events.
- If transport is cancelled less than 48 hours before the date of transport full charges may apply at the discretion of Waiheke Transport.
- If the group miss the ferry or arrive on a different day an additional fee may be due.

Soiling Fees

A charge of \$250 minimum (up to \$1,000 maximum) will apply if any vehicle is soiled by a passenger.

Alcohol/Cigarettes

- If a passenger is intoxicated, the driver is entitled to refuse transit.
- Alcohol is not permitted on any vehicle as per NZ Transport regulations.
- If a passenger consumes alcohol, smokes or uses a vaping device in transit, the transfer will be immediately terminated.

Waiheke Executive Transport

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