



MDA EXPERIENCES
mdanz.com



BOOKING CONDITIONS

Thank you for choosing us as your host through some of the most magically isolated and favourite destinations available in Aotearoa, New Zealand. The following document outlines important conditions to note for using our services. By confirming your service with MDA Experiences (including our affiliate companies Wheelies, Mountain Bike Rotorua, Mountain Bike Rotorua Shuttles, MDA Events), you are verifying that you have read and understood these details and how they pertain to you. Please read each item carefully before continuing with the booking process.

General Conditions:

- Payment may be made by cash, direct deposit, International Money Transfer or credit card (Visa, MasterCard)
- All prices are quoted and must be paid in New Zealand dollars unless otherwise stated.
- Partial refunds are not given in the event of unused accommodation, activity or transport for any reason. Tour costs are quoted as a package fare and refunds are not given for services that are not used.
- All services are non-refundable unless in extraordinary circumstances and at the discretion of MDA Experiences management.
- **MDA Experiences reserves the right to change itinerary route or activity in the event of bad weather, track or road conditions, river levels, transportation delays, sickness or any other contingency that prevents our staff from safely or professionally providing service, or in the case of events outside our control. In this event, any deposits or payments already paid by clients will be refunded for services not delivered.**

Travel Insurance:

Visitors to New Zealand may be covered by ACC in the event of an accident however we highly recommend the purchase of travel insurance through your agent at the time of placing your booking. Please check with your agent or insurer to ensure your tour arrangements, services and activities are fully covered.

Health Conditions:

It is mandatory for all participating guests to notify MDA Experiences of any medical conditions that could impact activities prior to the start of tours and experiences.

Guests further acknowledge their understanding that we are sometimes in remote locations where immediate rescue assistance is not possible, and that it is important to supply MDA Experiences with their relevant medical history. This information is essential in ensuring in our trip preparations are as thorough as they may be, allowing us to properly assist in the event of a possible incident. Managers, Trip Leaders, Guides and/or Hosts are fully authorized to prevent the participation of any individual should they appear physically or mentally unfit for the activity, or if their participation may endanger themselves or the other participants. In these circumstances, refunds are not given. MDA Experiences accepts no responsibility (within applicable New Zealand laws) for medical costs incurred while traveling in New Zealand and urges guests to obtain comprehensive travel and/or medical insurance.

Complaints Procedure:

We strive to make your experience in New Zealand as easy and fun-filled as possible, and pride ourselves on exceptional service and a quality experience. If, for any reason, you have been unhappy with any facet of a MDA Experience's product, we encourage you to let us know as soon as possible. We shall do all that we can to remedy the inconvenience immediately, however, we also welcome written complaints within 28 days of your visit, should you prefer a more formalized procedure. We will gladly investigate all such incidents informing you of any outcome, and value any improvements that we may make as a result.

BOOKING CONDITIONS FOR CASUAL BOOKINGS, BIKE HIRE & DAY ADVENTURES

Deposit Criteria:

For direct bookings we usually require full payment to confirm your service. In some cases we may only request a deposit to ensure bookings are confirmed. If you are asked to pay a deposit, please do so using one of the approved methods.

By paying for a service with MDA Experiences, including trip deposits, guests are agreeing to the criteria outlined in this document. Casual bookings who don't make payment or place a deposit will be asked to carefully read and understand the Booking Conditions prior to confirming their service and undertaking any activity with MDA Experiences.

Cancellation Policy & Refunds:

We appreciate that unforeseen circumstances may lead to a cancellation in plans however our services are non-refundable unless in extraordinary circumstances and at the discretion of MDA Experiences management.

We kindly ask any guests who are unable to make their booking, to notify us as soon as possible.

MDA Experiences reserves the right to change itinerary route or activity in the event of bad weather, track or road conditions, river levels, transportation delays, sickness or any other contingency that prevents our staff from safely or professionally providing service, or in the case of events outside our control. In this event, any deposits or payments already paid by clients will be refunded for services not delivered.

Aircraft Charter:

MDA Experiences uses external providers for air charter and has very strict policy with regards to booking procedures.

Private Air Charter Deposit:

A 20% non-refundable deposit is required to secure the aircraft for your confirmed booking. Full payment details will be provided at time of quote.

Private Air Charter Cancellation:

We appreciate that unforeseen circumstances may lead to a cancellation in plans, and have set out the policy below to allow for these situations in the event a deposit has been paid:

Cancellations 30 days from trip start: No refund

Cancellations between 30 and 60 days: 50% of trip cost refunded

Cancellations more than 60 days from trip start: 80% of trip cost refunded

Preparing:

As we have many activities we undertake, we understand it can be confusing in knowing what to bring. Guests should be informed of what to bring either over the phone at the time of booking, or via email prior to their arrival. We have created a short list of our provisions and required pre-trip information for some of our more popular adventures to assist in preparing.

MOUNTAIN BIKING

We require: Height (for sizing bikes), Experience level & Medical History information

We provide: Mountain bike, Safety Helmet and Professional Guide for guided rides and Mountain bike, Safety Helmet, Forest map and tool kit for bike hire.

You need to wear/bring: Shorts (preferably padded cycle shorts), T-shirt or Cycle top, Long-sleeve thermal top, Water resistant shell (optional), water bottle or hydration pack, towel, change of clothes and any medication (ie asthma inhalers, insulin, etc.)

WHITEWATER RAFTING

We require: Wetsuit & Lifejacket sizes, Age & Medical History information

We provide: Wetsuit, Lifejacket, Helmet, Booties, Fleece & Sprayjacket for each guest, as well as rafts, paddles, satellite phone support and qualified guides. For your safety, our rafting equipment and policies are routinely checked and audited by Maritime New Zealand.

You need to wear/bring: Swimsuit, towel, change of clothes and any medication (ie asthma inhalers, insulin, etc.)

KAYAKING OR WAKA PADDLE

We require: Lifejacket size and Medical History information

We provide: Lifejacket, Fleece, Paddles and Kayaks or Waka; Wetsuits, Booties and Sprayjackets are also provided for Kayaking missions, or upon request for the waka.

You need to wear/bring: Swimsuit, Shorts (preferably water-resistant), Long-sleeve thermal top, water bottle or hydration pack, towel, change of clothes and any medication (ie asthma inhalers, insulin, etc.)

Finally, we feel it is important to understand the level of rafting or kayaking you have booked. Please find a short description for the various river classes, or grades on the last page of this document.

Notes:

Finally, while on with MDA Experiences, we readily encourage our clients to relax, unwind and enjoy their surroundings. It is mandatory to smile at every opportunity while participating, and we will be routinely checking this policy to ensure it is being followed with the utmost effort. We would appreciate clients remaining in contact after their tour and look forward to assisting in future endeavours or communications, should they be so inclined. Kei te pai. We look forward to meeting you soon!