

SMALL GROUP EXPEDITIONS					7-DAY FIORDLAND EXPEDITION - EXCLUDES TRANSPORT			
Cabins	Available	Max Pax	Beds	Day 1 - Day 7 Departs - Arrives	Booking Detail	Per Person Single	Per Person Twinshare	Per Person Additional
Governor Cabin	1	2	1 Super-King Dbl	As per schedule	Bookable by the cabin only	<b>\$10,000</b>	<b>\$5,000</b>	N/A
Captain Cook Cabin	4	2	1 Super-King Dbl	As per schedule	Bookable by the cabin only	<b>\$8,200</b>	<b>\$4,100</b>	N/A
Endeavour Cabin	2	2	2 King Singles	As per schedule	Bookable by the cabin only	<b>\$7,700</b>	<b>\$3,850</b>	N/A
Resolution Cabin	2	2	4 Single Bunkbeds	As per schedule	Bookable by the cabin only	<b>\$6,350</b>	<b>\$3,175</b>	N/A

SMALL GROUP EXPEDITIONS					7-DAY STEWART ISLAND - EXCLUDES TRANSPORT			
Cabins	Available	Max Pax	Beds	Day 1 - Day 7 Departs - Arrives	Booking Detail	Per Person Single	Per Person Twinshare	Per Person Additional
Governor Cabin	1	2	1 Super-King Dbl	As per schedule	Bookable by the cabin only	<b>\$10,000</b>	<b>\$5,000</b>	N/A
Captain Cook Cabin	4	2	1 Super-King Dbl	As per schedule	Bookable by the cabin only	<b>\$8,200</b>	<b>\$4,100</b>	N/A
Endeavour Cabin	2	2	2 King Singles	As per schedule	Bookable by the cabin only	<b>\$7,700</b>	<b>\$3,850</b>	N/A
Resolution Cabin	2	2	4 Single Bunkbeds	As per schedule	Bookable by the cabin only	<b>\$6,350</b>	<b>\$3,175</b>	N/A

SMALL GROUP EXPEDITIONS-MINIMUM NOS. APPLY					2-NIGHT DOUBTFUL SOUND ADVENTURE - EXCLUDES TRANSPORT			
Cabins	Available	Max Pax	Beds	Day 1 - Day 3 Departs - Arrives	Booking Detail	Per Person Single	Per Person Twinshare	Child 9-18 Additional
Governor Cabin	1	2	1 Super-King Dbl	As per schedule	Bookable by the cabin only	<b>\$2,500</b>	<b>\$1,250</b>	N/A
Captain Cook Cabin	4	2	1 Super-King Dbl	As per schedule	Bookable by the cabin only	<b>\$2,300</b>	<b>\$1,150</b>	N/A
Endeavour Cabin	2	2	2 King Singles	As per schedule	Bookable by the cabin only	<b>\$1,900</b>	<b>\$950</b>	N/A
Resolution Cabin	2	4	4 Single Bunkbeds	As per schedule	Bookable by the cabin only	<b>\$1,580</b>	<b>\$790</b>	<b>\$475</b>

PRIVATE CHARTER				7-DAY PRIVATE CHARTER - EXCLUDES TRANSPORT			
Journey	Cabins	Max Pax	Can Include			Per Person	
Tailored to the groups interests, transport additional	9	18	Fishing, Hunting & Diving			<b>from \$3,939 if 18 pax</b>	

TRANSPORT (NON-COMMISSIONABLE)				
Journey	Type	Departs - Arrives	Per Person	DOUBTFUL SOUND ADVENTURE HELI TRANSFERS AVAILABLE - PRICING ON APPLICATION
Return Transport From Queenstown to Te Anau, Manapouri or Invercargill/Bluff	Van Transfer	As per schedule	<b>\$200</b>	
Fiordland - Transfer into or out of Preservation Inlet or Doubtful Sound	Helicopter/Boat/Coach	As per schedule	<b>\$600</b>	
Stewart Island - Return Transport From Bluff to Oban	Boat	As per schedule	<b>\$200</b>	
Doubtful Sound Adventure - Return Transport Manapouri	Boat/Coach	9am returns 5pm	<b>\$200</b>	

\* All rates are in New Zealand Dollars & include New Zealand GST at 15%. FDL reserves the right to amend timetables, cancel departures & change rates at any time.

# TERMS & CONDITIONS

## REFUND POLICY 2020/21 - WHOLESALE

### CUSTOMER CANCELATION MILFORD SOUND OVERNIGHT

Booking request via e-mail and subsequent confirmation by Fiordland Discovery Ltd is accepted as confirmation of the booking. In the event of a cancellation or amendment to the booking, cancellation without charge will only be granted when Fiordland Discovery receives notification in writing at least 14 days prior to departure. Reservations may be amended to another date or time subject to space and availability. No charge is made for this amendment but any difference in price will need to be paid by the passenger. Please always quote the booking confirmation number when amending a booking.

### SMALL GROUP EXPEDITIONS

A 20% non-refundable deposit is required to book a small group expedition. Full payment must be received six weeks prior to trip departure date, unless told otherwise.

### PRIVATE CHARTERS

A 20% non-refundable deposit is required to book a charter. Full payment must be received three months prior to trip departure date, unless told otherwise.

### SMALL GROUP EXPEDITIONS & PRIVATE CHARTERS

If we receive written notice of your cancellation to our e-mail address (bookings@fiordlanddiscovery.co.nz) two months or more from the trip departure date, we will refund 80% of the full price payment.

If we receive written notice of your cancellation to our e-mail address (bookings@fiordlanddiscovery.co.nz) less than two months from the trip departure date, then you will forfeit the full payment and your deposit.

### FIORDLAND DISCOVERY CANCELATION OR POSTPONEMENT

Fiordland Discovery reserves the right to amend timetables, cancel cruise departures and substitute vessels at anytime for safety or operational reasons including due to unsafe weather conditions or vessel maintenance. Minimum numbers apply to small group expeditions and charters. Note: we do not have minimum passenger numbers for the Milford Sound Overnight Cruises.

In the event of a cruise being cancelled prior to departure, passengers will be given the option of an alternative sailing or a full refund on the cruise portion only.

If a cruise is cancelled during a sailing due to unforeseen circumstances, adverse weather affecting passenger safety and comfort, unforeseen operational reasons or any other issue, passengers may receive a partial refund at Fiordland Discovery's sole discretion. Full refunds will only be given when a cruise is cancelled prior to departure.

Due to variability of weather and other conditions beyond our control, Fiordland Discovery cannot guarantee certain activities will be available. The actual route activities and anchorages may vary.

### Fiordland Discovery recommend guests should hold private travel insurance.

### MILFORD ROAD CLOSURE (State Highway 94)

The Milford Road is an alpine pass and can be closed with no or very little warning from the Land Transport Authority at any time of year. Up-to-date road information is available at [milfordroad.co.nz](http://milfordroad.co.nz). Fiordland Discovery accepts no responsibility for disrupted travel plans as a result of a road closure. Fiordland Discovery is informed of the road status at 7.30am each morning. All agents and passengers can choose to receive a full refund or travel when the road is re-opened.

### LIABILITY AND INDEMNITY

Passengers travel at their own risk (to the extent permitted by law) and Fiordland Discovery is not responsible for any loss, damage, cost, expense or injury suffered by passengers or loss or damage to a passenger's property.

Without limiting the foregoing, the following conditions apply:

In respect of all passengers, Fiordland Discovery is not liable for any loss, damage or delay caused by or arising from an event beyond the control of Fiordland Discovery, including any act of God, inevitable accident, riot, civil commotion, strike, lock-out, stoppage or restraint of labour, regardless of the cause and whether partial or general.

Fiordland Discovery does not warrant that Fiordland Discovery's services are available at any particular time or at all. Fiordland Discovery is not liable to a passenger or any other person.

For any consequences arising from any variation or delay in the time of arrival or departure from any stop of any vehicle

For any loss or damage as a result of a cancellation or any variation of the time of arrival or departure from any stop of any vehicle.

For damage to any property of a passenger; or  
For the death of any passenger or other person or for injury, harm, disease or damage to health, whether physical, mental or otherwise (including mental or nervous shock or distress) suffered by a passenger or any other person.

If there is contributory negligence on the part of a passenger or other person, Fiordland Discovery's liability is subject to the law relating to contributory negligence.

Fiordland Discovery may vary or cancel wholly or in part the scheduled services shown in Fiordland Discovery timetable or may vary the point at which Fiordland Discovery will pick up and set down passengers.

The passenger indemnifies Fiordland Discovery at all times against any loss, damage or cost suffered or incurred by Fiordland Discovery as a direct or indirect result of a breach by the passenger of its obligations under these terms and conditions.

### HEALTH & SAFETY

Our passengers health, safety and comfort is foremost for Fiordland Discovery.

Prior to every cruise departure, the skipper gives clear safety instructions over the public-address system or direct to passengers. Passengers should listen carefully to these messages and comply with all aspects of safety advice. In the unlikely event of an emergency, passengers must obey all instructions from the Fiordland Discovery fully trained skipper and crew.

New Zealand has a 'no fault' government-backed medical injury treatment scheme administered by the Accident Compensation Corporation (ACC).

Under ACC legislation, passengers are prevented from suing the operator for any mishap or misadventure. Should there be a medical incident or injury Fiordland Discovery will do everything in its power to organise prompt medical assistance. In the case of injury, the cost of that assistance will be borne by the ACC scheme. The nearest medical centre to Milford Sound is located in Te Anau (120 kilometres away).

### Fiordland Discovery recommend guests should hold private travel insurance.

All passengers while in an area controlled by Fiordland Discovery must:

- Act in a safe and reasonable manner
- Cooperate with, and observe all instructions from Fiordland Discovery staff
- Follow all signs and notices
- Not smoke
- Not consume alcohol unless available on Fiordland Discovery service
- Not interfere with or use emergency equipment or emergency exits except in an emergency
- Not behave in an unsafe, noisy, violent or anti-social manner
- Not litter or tamper with or damage any property of Fiordland Discovery

### CHILDREN & INFANTS

MILFORD SOUND OVERNIGHT: Not suitable for children under 5 years old. We are unable to supply additional beds/cots. Children 6+ years are charged at full fare.

SMALL GROUP EXPEDITIONS: Suitable for children only 9+ years old.

We ask that all children are identified (name and age) to Fiordland Discovery at time of booking. Children aboard the Fiordland Jewel must be accompanied by a parent or guardian at all times. Please contact us, if you would like further information or have any questions regarding children on board the Fiordland Jewel.

### FIORDLAND DISCOVERY ACTIVITIES KAYAKING

All passengers must be able to swim and wear an approved life jacket in accordance with weight. Kayaking is subject to weather conditions. Kayaks are only available for adult passengers, not children. Fiordland Discovery reserves the right to cancel or modify any kayaking trip due to unsafe weather conditions or not meeting the minimum number requirements. Detailed risk management and strict safety procedures are observed, however there still remains an element of risk. Risks in Fiordland and Stewart Island include extreme weather and water conditions which can change rapidly, cold water and limited kayaking landing sites. Fiordland Discovery accepts its legal responsibilities but cannot be held responsible for personal injury or loss, theft or damage to passenger belongings outside of any legal liability.

Fiordland Discovery cannot absolutely guarantee passenger safety. Passengers on kayaking trips must follow guide instructions and adhere to safety requirements.

### FIORDLAND WILDLIFE SIGHTINGS

Fiordland and Stewart Island are remote parts of New Zealand and a natural environment. Fiordland Discovery cannot guarantee wildlife sightings while cruising with us.

### OTHER ACTIVITIES

No refunds will be given in the event that activities cannot be undertaken, such as ROV, lifting craypots, bluff oyster dredging and kayaking.

### TRANSACTIONS, AMMENDMENTS AND CONTRACTS

All transactions are conducted in New Zealand Dollars (NZD). Due to exchange rate fluctuations, at times there may be some variance in the amounts refunded compared to the amount initially charged. Fiordland Discovery Ltd does not accept any liability for these variances or any subsequent credit card/bank charges relating to these transfers to customers' accounts.

All agreements/contracts are subject solely to New Zealand (NZ) Law and the exclusive jurisdiction of the New Zealand Courts. In the event of a cancellation or ammendment to your booking, notification period is in NZ time (NZST).