

# Wine Country Shuttles Marlborough Ltd

## **General Terms and Conditions Updated: 18/11/2021**

Wine Country Shuttles (Marlborough) Ltd, reserves the right to alter fares, arrange alternative transport, tour routes and services.

Wine Country Shuttles (Marlborough) will not be held responsible for any property loss or damage and or from any damage resulting in personal injury or death which may arise whilst on tour or when utilising any other service provided by Wine Country Shuttles (Marlborough) Ltd.

Wine Country Shuttles (Marlborough) will not be responsible for any loss or injury or damage resulting in activities beyond its control, such as fire, machinery breakdown, civil disturbance, theft, delays, or itinerary changes that may incur additional expenses.

### Cancellation Policy

This cancellation policy applies to all pre booked services contracted with Wine Country Shuttles (Marlborough) Ltd:

- Cancellations received 3 days or more prior to commencement of the service – incur no charge
- Cancellations made within 48 hours of commencement of the service – 50% of booking cost applies (50% refund)
- Cancellations made within 24 hours of commencement of the service or failure to arrive – 100% of booking cost applies (no refund)

The above policy is at the discretion of Wine Country Shuttles. Special circumstances will be acknowledged and considered.

- Covid 19 may cause a changing of alert levels, border closures or flight cancellations. If any of these have affected the client's ability to travel, then a full refund will be given, or the booking can be shifted to an alternative date at no charge.