

Earth & Sky Terms and Conditions

Full payment of your tour is required at time of booking.

Earth & Sky asks you to consider this statement prior to payment.

Earth & Sky wishes to advise it is unable to guarantee full clarity of the night sky. Periodically our Mt John Astronomy Tours may be subject to partial or full cloud cover for some or possibly all of the tour. In any event we will, however, continue the tour using the night sky which is visible; we may also make use of a multi-media presentation and observatory facilities (where access is possible).

- Please be aware your tour is not subject to refunds or discounts (Refer to Cancellation Policy below).
- If you have any questions regarding the tour format and/or weather please ask our office staff prior to tour departure.
- On payment, these terms and conditions have been accepted by you. The Cancellation Policy below will apply.

Cancellation Policy

No cancellation fee payable if:

- Earth & Sky is able to reschedule your booking for another date.
- You cancel your booking more than 48 hours (two days) before the day of your tour.
- Earth & Sky cancels the tour for any reason before the tour has commenced.

If you cancel your booking between 4 - 48 hours (two days) prior to the day of your tour, you will be reimbursed your booking fee minus an administrative fee of \$20 NZD per booking transaction by Earth & Sky.

For any credit card transactions refunds will be processed within five working days of the tour and the appropriate amount will be fully reimbursed to the card on which the booking was made. The refunding of credit card transactions will not at any time be awarded in the form of cash.

In the event of a cancellation, the entire fee will be retained if:

- You do not inform Earth & Sky of your non-attendance four hours prior to the tour's departure. (or) You fail to attend check-in 15 minutes prior to the tour's departure.

If you have paid a booking/travel agent or any other third party for your Earth & Sky tour, then you should approach them directly for a refund.

- You must telephone +64 (03)-6806-960 or come into our office to cancel or re-schedule your booking.
- Should you wish to reschedule due to weather, we will endeavour to reschedule you on a suitable alternative tour within 48 hours or provide you with a tour voucher of equal value to your original booking.
- Vouchers can be redeemed within six months; vouchers are not refundable or transferable.
- Earth & Sky reserve's the right to change the duration and location of the given tour in response to severe weather and environmental conditions.