

# NZSKI SNOWLINE BUS SERVICE

## Terms & Conditions

### Liability

1. These terms and conditions do not waive any rights or remedies you may have under the Consumers Guarantees Act 1993.
2. All equipment and personal effects are carried at the passenger's own risk and it is the passenger's responsibility to adequately insure for loss or damage for these items.
3. NZSki Snowline reserves the right to amend, cancel, or postpone services due to weather, road conditions or at their own discretion.
4. NZSki Snowline cannot guarantee any specific departure frequency due to factors beyond our control such as; weather, road conditions, traffic delays and mechanical break downs.
5. Buses can only stop at predetermined bus stops.
6. NZSki Snowline cannot guarantee any pick ups or drop offs at any particular bus stop or hotel. Stops will only be made if safe conditions prevail.
7. NZSki Snowline cannot accept liability for losses or additional expenses due to delays of transport services, sickness, injury, mental distress or for any unforeseen circumstance.

### Ticketing

1. All passengers must have a valid ticket, concession pass, RTBS voucher or validated DTL transport product for travel. Passengers travelling on the Snow Centre Express service boarding after the Snow Centre bound for The Remarkables may purchase their tickets en route. Passengers travelling on the Snow Centre Express service boarding after the Snow Centre bound for Coronet Peak must have a valid ticket prior to travel.
2. A concession pass is valid solely for the person named on the stub.
3. On a concession pass, the individual trip tickets are void once removed from the stub and must be presented to the bus driver intact and attached to the stub. Neither transport nor a refund will be given if trip tickets are removed from the stub.
4. Identification may be requested when presenting a concession pass for travel.
5. NZSki reserves the right to retain any concession pass or DTL card that is presented by a person other than the person named on the stub or DTL card without refund.
6. Altering or attempting to alter a concession pass may result in its immediate cancellation without refund.
7. A new ticket or concession pass must be purchased if lost or misplaced.
8. Please report any lost or stolen concession pass or DTL card immediately to NZSki.
9. A Hotel Direct transport ticket or RTBS voucher is only valid for the day that it has been booked for unless the ski area is forced to close on that day. In this situation the ticket or voucher may be rebooked again for a later date or a refund will be offered.
10. Refunds may be considered at NZSki's discretion and only under extenuating circumstances and in accordance with the cancellation policies described above.

### Children etc

1. Children under twelve years old must travel with adult supervision.
2. Children under six years old travelling on our Snow Centre Express service may travel free of charge and do not require a ticket.
3. For the Hotel service 'Youth' pricing is available for people 17 years of age and under.
4. Toddlers and babies travelling on the Hotel service may travel for free if not occupying a seat.
5. Baby and toddler seats are not provided; however they may be fitted if they are lap & shoulder belt compatible. Parents are solely responsible for the correct fitting of these seats.

### Appropriate Behaviour

1. No food or drink may be consumed on any buses.
2. NZSki Snowline has the right to refuse passage to anyone they believe is under the influence of alcohol or drugs.
3. Abusive language and/or behaviour is not tolerated on-board any bus or shuttle or around our arrival and departure areas. This behaviour may result in refusal of service or the immediate removal from the bus or shuttle.
4. Altering or attempting to fraudulently use a ticket, concession pass or DTL card will incur serious consequences including prosecution to the fullest extent of the law.
5. NZSki reserves the right to seek compensation for any wilful damage to any NZSki vehicle or property caused by any person.
6. Interfering with any of the driver's controls will result in the immediate removal from the bus and may incur serious consequences including prosecution to the fullest extent of the law.