

## TERMS AND CONDITIONS

### Quotes

- Alterations to itineraries at any stage that result in extra time and/or extra distances will incur additional charges
- Unless specified all quotes exclude the cost of meals and accommodation (Single DB&B with private facilities and TV) for the tour driver on nights spent away from Auckland and/or Christchurch.
- A quote from Pavlovich does not infer availability of coaches. This is confirmed upon client's acceptance of the quotation.
- It may be necessary at times to hire-in a similar standard non Pavlovich branded coach should a Pavlovich tour coach be unavailable. Should this occur Pavlovich Coachlines will be responsible for any additional hire charges.

### Prices

- Pavlovich Coachlines reserves the right to recover fuel increases, levies and other unexpected price increases which we were unaware prior to departure.

### Drivers Hours

- To comply with New Zealand transport regulations, tour coach drivers have specified time limits within which they can work:
  - A maximum of 14 hours work time within any 24 hour period. This includes travel to/from pick-up and drop-off point, unloading baggage, and the preparation of the vehicle
  - A maximum single driving period of 5 ½ hours before a 30 minute rest break
  - A minimum break of 10 hours in any 24 hour period i.e. an overnight break of 10 hours

**We recommend you plan your coach itinerary based on a maximum of 13 hours per day from the time of pick-up to the final drop-off. This is of particular note when planning dinner transfers after a full day of touring.**

### Changes, Delays or Cancellations

- Should you need to amend or cancel your coach hire arrangements this will need to be communicated to our Pavlovich Operational Team on (09) 620-5490 (answered 24hr - 7days a week)
- Delays or changes to itineraries that result in extra time and/or kilometres will incur an additional charge
- If a cancellation is made 7 days before departure no cancellation fee will be applicable. Should the need arise to cancel a hire within 7 days Pavlovich Coachlines reserves the right to charge a fair and reasonable cancellation fee.
- No cancellation fees & a full refund of any prepayment would apply if your booking needs to be cancelled or postponed prior to the commencement date due to government enforced restrictions i.e Covid-19 alert level changes.

### Payment

- Pavlovich Account Holders: Settlement will be made in full by the 20th of the month following the invoice date
- Cash Accounts: Full payment is required at least 5 days BEFORE the departure date. We accept cash, direct debit, bank transfer, MasterCard and Visa Card.
- Any applicable bank fees etc will be at the responsibility of hirer.
- Any expenses, disbursements and legal costs incurred by Pavlovich Coachlines Limited in the enforcement of any rights contained in this context shall be paid by the hirer, including any reasonable solicitors' fees or debt collection agency fees.

### Unforeseen Circumstances

- In the event of a break-down or driver ill-health, Pavlovich Coachlines will arrange an alternative tour coach and/or driver at its expense. This shall be the limit of any responsibility by Pavlovich Coachlines for any financial or consequential loss that may result
- Pavlovich Coachlines can in no way be held responsible or liable for events beyond its control such as weather, road closures, ferry cancellation, etc.

### Our Service Commitment

- To demonstrate our commitment to provide you with the best possible service and experience, should we fail to meet the agreed requirements, we will refund you \$200.00 or the value of your booking if it was less than \$200.00.

