



## Terms and Conditions

- All customers must have a valid ticket to travel. If a ticket is lost, stolen, defaced or mutilated, a replacement ticket must be purchased before a customer can travel.
- A valid ticket must be presented for inspection at any time, if requested by any crew or staff.
- All ferry tickets are non-refundable and are valid for one year from the date of purchase.
- Tickets are non-transferable, each person travelling must have a valid ticket. Concession tickets cannot be used for multiple travellers on a single ferry trip.
- All tickets must be used in accordance with any time, date and/or special conditions indicated on the ticket, and in accordance with these terms and conditions.
- Customers must arrive prior to the departure time and board the vessel promptly. The ferry will close its gangway at least two minutes prior to the departure time.
- All services, sailings and itineraries are subject to change at Queenstown Ferries' discretion. Reasons may include, but are not limited to weather and lake conditions, and operational and safety requirements.
- Unused portions of concession or periodic tickets will not be refunded.
- Tickets and passes remain the property of Queenstown Ferries and we may request any expired or fully used tickets or passes be surrendered.
- If a customer is using a Queenstown Ferries service for business purposes, the provisions of the Consumer Guarantees Act 1993 do not apply.
- All prices are in New Zealand Dollars and include Goods and Services Tax.

## Liability of Queenstown Ferries

- Customers travel at their own risk and Queenstown Ferries and Go Orange will not be responsible for any loss, damage, cost, expense or injury suffered by customers or loss or damage to a customer's property.
- Queenstown Ferries and Go Orange will not be liable for any loss, damage or delay caused by or arising from an event beyond their control.
- Queenstown Ferries and Go Orange may use any mode of transport to carry customers and may substitute the mode of transport used at any time.

Queenstown Ferries and Go Orange does not guarantee that services will be available at any particular time or at all, and is not liable to a customer or any other person for any consequences, loss or damage as a result of a cancellation or any



variation of the time of arrival or departure from any wharf or stop of any vessel or vehicle;

- If there is contributory negligence on the part of a customer or other person, Queenstown Ferries and Go Orange's liability is subject to the law relating to contributory negligence.
- Queenstown Ferries and Go Orange may vary or cancel wholly or in part the scheduled services shown in their timetables or may vary the point at which vessels will pick up and drop off customers.
- Queenstown Ferries and Go Orange will not guarantee the time of arrival or departure of its services at the times published in its timetable.
- Queenstown Ferries and Go Orange will not guarantee the availability of any seat or any specific area within a vessel to any Customer.
- Tickets are subject to any alteration which Queenstown Ferries and Go Orange may make to the service to which that ticket relates during the currency of the ticket and the holder of the ticket is not entitled to any allowance or compensation due to any change in the time or location of the service or any reduction in the service.

Queenstown Ferries and Go Orange are not required to refund money or to make any other allowance to a Customer:

- for cancelled, delayed, rescheduled or relocated services; or
- who changes their mind or has a change in circumstances; or
- for any unused portion of concession or periodic tickets; or
- who has lost or mislaid his or her Ferry Ticket, who has a damaged Ferry Ticket or who presents a stolen Ferry Ticket;
- because of a subsequent reduction in the Rate for that Ticket Type; or
- who is unable to fully utilise their Ferry Ticket for any reason; and
- who is unable to provide proof of purchase.

Nothing in these Conditions is intended to limit or replace any rights Customers have under the Consumer Guarantees Act 1993.



## Indemnity

- The Customer will indemnify the Operator at all times against any loss, damage or cost suffered or incurred by the Operator as a direct or indirect result of a breach by the Customer of its obligations under these Conditions.

## Luggage

- All luggage taken on-board is carried at the owner's risk. Queenstown Ferries and Go Orange accepts no responsibility for lost, stolen or damaged luggage. Please be mindful with your luggage and keep all valuable items with you at all times.
- The Carriage of Goods Act 1979 will apply to freight luggage where a separate fee has been charged for its carriage specifically. Our liability for intentional damage or loss is limited and proof of value may be required. All luggage must be packed appropriately for transportation via freight. If luggage is incorrectly packaged or is inappropriate for freight, Queenstown Ferries and Go Orange will not be liable for its damage or loss.
- The carriage of dangerous goods is regulated by the Maritime Rules of Maritime New Zealand. No petrol or large gas cylinders will be carried. Any item that has a fuel tank, any LPG bottles, paints, batteries and other volatile or corrosive substances must be declared prior to embarking, and if Queenstown Ferries accept transporting the goods, they must be packaged and stored in accordance with the instructions of the Master, crew or staff. If in doubt, speak to staff or crew about any goods you wish to transport, declare all items. All goods are carried at the discretion of the Master of the vessel.
- Firearms must be declared and surrendered to the Master, who will stow it in the bridge for the duration of the sailing.
- Failure to follow crew instructions may mean luggage or goods will not be accepted on-board the vessel.

## Public holidays

- Queenstown Ferries and Go Orange operate public holiday timetables on services.
- Queenstown Ferries and Go Orange have limited services over the Christmas New Year holiday period, Queenstown Ferries for further details, or refer to our Christmas timetable when available.

## Filming

Commercial use of video, photography or audio recording equipment without permission of Go Orange is prohibited. For enquiries or permission to film, please contact: [info@GoOrange.nz](mailto:info@GoOrange.nz)