

SHORE SHUTTLES TERMS AND CONDITIONS

These Terms and Conditions apply to all services offered and bookings made through the website www.shoreshuttles.co.nz and bookings made by telephone or email.

Conditions of Carriage

Shore Shuttles services are subject to the Carriage of Goods Act 1979 and the Terms and Conditions set out on the Shore Shuttles website. You acknowledge that Shore Shuttles engages Independent Contractors to perform services on its behalf and that services which you book using the website, phone or email, may be provided by those contractors. No agent, contractor, or representative of Shore Shuttles has authority to alter, modify or waive Shore Shuttles Conditions of Carriage. Shore Shuttles, or any of its contractors or agents, may refuse carriage if you are under the influence of drugs or alcohol; or where it is necessary for the safety or comfort of other passengers, or for the protection of property.

Shore Shuttles undertakes to use its best efforts to carry you and your baggage within a reasonable timeframe in accordance with the itinerary it issues you but does not guarantee to do so. You acknowledge in the event of earthquake or severe weather conditions; unforeseen traffic congestion or civil event disruptions that may arise; that Shore Shuttles may not be able to provide the timely delivery of such services to you. Therefore, it is your sole responsibility to monitor such events and make changes to your travel plans with Shore Shuttles or other transport providers to mitigate any such risk these events present. Shore Shuttles may without notice substitute an alternative carrier or vehicle where it deems necessary.

A Pre-Booked Service

Bookings need to be made in advance; 24 hours prior to travel for New Zealand or Australian residents and 48 hours in advance for residents further away in England, Europe, Asia, Africa and the USA. An online booking must be paid by Visa or Master-card which is processed securely by Fetch Payments from Kiwi Bank. Alternatively, passengers who wish to pay cash to the driver must phone or email the office to make the booking. Please note that the cash option is not available for any international arrivals or for domestic arrivals after 2200 hours. **A booking confirmation** will be emailed providing pick-up times and meeting instructions when the booking is accepted. Fares apply only for carriage from the designated pick-up point to the designated drop-off point. The luggage allowance included in the shared service fare is 1 check-in bag and 1 carry-on bag per person. Excess luggage including golf bags, bikes and surf boards will incur an additional charge of \$10 per item.

It is the customer's responsibility to ensure that their luggage reaches the vehicle in a timely manner and to take the correct luggage from the vehicle before the driver departs. There will be an expectation that overweight luggage is also managed by the customer and that the driver will not be expected to lift any luggage weighing over 23kg on their own.

Cancellation, Amendment, No Show and Refund Policy

Please note that cancellation fees of \$25 per trip apply due to the high demand for our services and to cover administration costs and merchant fees. We will charge the total fare if you fail to show at your pickup point except in the following circumstances:

- You cancel or amend your transfer with Shore Shuttles by telephone (+64 9 480-0248 or 0800-262-772) at least 60 minutes prior to travel. Cancellations sent by email need to be received during office hours at least 24 hours prior to travel time.

- Your flight is delayed in which case Shore Shuttles will endeavour to meet your amended arrival time. If we are unable to meet you due to prior booking commitments your fare will be refunded in full.

Connection Requirements

For transfer pick-ups when you are travelling to an airport, you must be ready at least 5 minutes before your scheduled pick-up time. Failure to do so may result in the delay or cancellation of your service (depending on the extent of your lateness. In such circumstances, Shore Shuttles will not refund the cost of your transfer or be liable for any costs, damages or losses arising from the delay or cancellation of your service.

Meet and Greet Airport Transfer

A Shore Shuttles driver will station themselves at a prominent point or nominated area and display your group name on a signboard to facilitate you connecting with your transport service. Our standard wait time is 30 minutes for the domestic terminal and 60 minutes after landing for the international terminal. Should you not present yourself within this timeframe you must call us and advise the status of your arrival. If you are held up in Customs or have lost luggage you must call 0800 262 772 and advise us of the approximate time you will be through to the meeting point. We reserve the right to leave post 70 minutes of your flight landing should you not contact us.

Guide Dogs and Domestic Pets

Guide dogs and small-medium sized domestic pets are welcome on Shore Shuttles vehicles. Please advise at the time you make the reservation.

Passenger Mobility

Passengers who require somebody to lift them on and off the vehicle must arrange for these services at their pick-up and drop off points. Drivers are not permitted to participate in carrying passengers on and off the vehicle, for Health and Safety regulations.

Dispute Resolution

If there is any dispute between us in relation to our services, then we and you agree to make every effort to resolve the dispute by mutual negotiation, mediation or conciliation.

Card Payments

Purchase transactions with Shore Shuttles will appear on your bank statement as *Eagle Transport Group Ltd t/a Shore Shuttles.

Security

Your payment is processed through Fetch Web. Fetch Web secures your credit card data. Shore Shuttles will not store or transfer any of your credit card information.