



**GENERAL TERMS AND CONDITIONS OF SALE AND TRAVEL**

- All vessels, sailings and itineraries are subject to change at the company’s discretion for reasons of weather conditions, sea states and/or for operational requirements. Belaire Ferries will not be liable for any consequential losses or additional costs incurred as a result of cancellation or delays.
- Tickets purchased for travel are non-refundable and non-exchangeable.
- Every passenger must have a valid ticket to travel on our services. This can be a cash ticket or an AT HOP card tagged on at the wharf prior to departure. In the event that a cash ticket or AT HOP card is lost, stolen or misplaced, then a replacement ticket must be purchased before the passenger can travel.
- All payments for Cash Tickets are to be made in New Zealand dollars and must include payment for any bank charges. Payment for Cash Tickets can be made by Cash, Eftpos, Visa and Mastercard where facilities permit. No cheques will be accepted.
- The terms and conditions of Sale and Travel are subject to New Zealand Law. All tickets must be used in accordance with any conditions printed thereon and/or published at our points of sale. Cash Tickets will not be accepted if defaced or mutilated.
- AT HOP cards are used subject to AT HOP Terms and Conditions.
- The Master of the vessel reserves the right to refuse any person access on any sailing for any reason including any person who is unruly in behaviour, unfit to travel, is likely to cause distress or discomfort to other passengers or has previously engaged in any unlawful activities affecting Belaire Ferries. The Master may also require any person to leave the vessel.
- Passengers must follow crew instructions. Failure to do so may result in refusal of carriage.
- The Master of the vessel has the right to refuse to carry any passengers they consider too young or not competent or fit to travel under any circumstances. Passengers under the age of 14 must be accompanied by a responsible person 14 years of age or older.
- Carriage of items over and above the luggage allowance per passenger will be charged for or refused accordingly at the sole discretion of the Master of the vessel and subject to operational limits.
- The Master of the vessel has the right to refuse entry onboard the vessel to any passenger carrying any plant or animal pest. The Master has the right to inspect the contents of any passenger’s luggage or freight for any plant or animal pest on any service whose destination is part of the Department of Conservation’s estate.
- Smoking is not permitted on any of Belaire Ferries vessels.
- It is an offence for passengers to discharge rubbish overboard or in the wharf areas. Persons breaching the bylaw risk prosecution and a maximum fine of \$500.
- No unaccompanied luggage will be carried on any of our services.
- Copies of the Terms and Conditions of Sale and Travel are available online at [www.belaire.co.nz](http://www.belaire.co.nz).

**Special Conditions of Tickets – Ticket Age Categories.**

AGE	FARE TO BE PAID
0-4 years	Infant (No charge)
5-15years	Child
16+ years	Adult

**Special Conditions of Tickets – High School Students.**

**West Harbour Ferry Service**

- High School Students qualify for concession cash ticket prices upon presentation of current ID. AT HOP cards must be preloaded with a Secondary concession to receive the discount when using these cards. Valid student ID must also be carried.

**Rakino Island Ferry Service**

- High School Students qualify for Concession cash ticket prices upon presentation of current ID.

**Special Conditions of Tickets – Tertiary Students.**

**West Harbour Ferry Service**

- Tertiary Students concession fares are only available when using an AT HOP card. AT HOP cards must be preloaded with a Tertiary concession to receive the discount when using these cards. Valid student ID must also be carried complete with valid AT Tertiary ID sticker.

**Rakino Island Ferry Service**

- There is no discount available for Tertiary Students on the Rakino Island Service. Adult tickets prices will apply.

**Special Conditions of Tickets – SuperGold Card.**

**West Harbour Ferry Service**

- SuperGold Card holders can travel for free on West Harbour ferry services when using an AT HOP card with a SuperGold concession loaded on to it. Free travel applies from 9am Monday to Friday. SuperGold AT HOP card must be tagged on at the wharf prior to departure.

**Rakino Island Ferry Service**

- There is no discount available for SuperGold Card holders on the Rakino Island Service. Adult tickets prices will apply.

**Special Conditions of Tickets -Availability**

- Seating is available on a first come basis irrespective of ticket presented.
- Pre-purchase of a multiride ticket does not reserve a seat on any given sailing.

**Special Conditions of Tickets –Multiride Ticket Clipping Allowances**

**West Harbour Ferry Service**

- No Multiride Tickets are available on this service

**Rakino Island Ferry Service**

- A maximum of 4 Clips per sailing.

**Special Conditions of Tickets -Family Pass**

**West Harbour Ferry Service**

- No Family pass is available on this service

**Rakino Island Ferry Service**

- These tickets are for a one way journey.
- Maximum four people including a maximum of two adults.

**Special Conditions of Tickets - Bikes**

**West Harbour Ferry Service**

- Bikes are permitted on board at the sole discretion of the Master of the vessel and subject to operational limits.

**Rakino Island Ferry Service**

- Bikes are permitted on board at the sole discretion of the Master of the vessel and subject to operational limits. An oversized luggage fee will apply.

**Special Conditions of Tickets - Dogs**

**West Harbour Ferry Service**

- Animals are not permitted on board unless used for special needs purposes.

**Rakino Island Ferry Service**

- Dogs are carried at the discretion of the Master of the vessel.
- The Master of the vessel has the right to insist that an owner muzzle their dog if it has shown aggressive behaviour either in the wharf area, onboard the vessel or on previous sailings.
- The Master of the vessel may refuse to allow a dog to travel if the dog’s owner fails to comply with the Master of the vessel’s instructions.
- Dogs must be kept on a lead and under the control of the owner at all times. Owners will be required to clean up any mess that their dog may have caused.
- Dogs are not permitted to travel inside the cabins.

**Special Conditions of Tickets – Freight/ Bulky Items/ Excess Luggage/ Dangerous Goods**

**West Harbour Ferry Service**

- Passengers are limited to one small piece of Carry-on luggage per passenger. Any pieces of luggage over this allowance will be regarded as additional luggage and will be treated accordingly.
- Carriage of freight and items over and above the luggage allowance per passenger will be carried at the sole discretion of the Master of the vessel and subject to operational limits.
- Belaire Ferries accepts no responsibility for a passenger’s personal luggage which is under their care and control, and for which no fee has been charged.
- Dangerous goods must be declared to the Master of the vessel and will be carried at their sole discretion.

**Rakino Island Ferry Service**

- Passengers are limited to one piece of Carry-on luggage and one medium size suitcase (or equivalent) per passenger. Any pieces of luggage over this allowance will be regarded as additional luggage and will be charged for or refused accordingly.
- Carriage of items over and above the luggage allowance per passenger will be charged for or refused accordingly at the sole discretion of the Master of the vessel and subject to operational limits.
- Additional luggage will be charged per item(s) that is(are) the equivalent of a medium size suitcase.
- Belaire Ferries accepts no responsibility for a passenger’s personal luggage which is under their care and control, and for which no fee has been charged. One piece of Carry-on luggage and one medium size suitcase (or equivalent) per passenger may be carried free of charge.
- Belaire Ferries liability for luggage that is under Belaire Ferries’ care and control and for which a separate fee has been charged is limited to liability pursuant to the Carriage of Goods Act 1979. The Act limits Belaire Ferries liability to \$1,500 per item. Passengers are advised to arrange their own insurance cover for amounts over \$1,500.
- No petrol or gas cylinders may be carried in personal luggage. Items with a fuel tank must be declared and the tank must be empty. Small LPG bottles (max 9kg), petrol cans (max 10 Litres), paint, batteries and other dangerous substances must be declared and stowed safely under the direction of the vessel crew. If in doubt declare the item to the Master of the vessel.
- Dangerous goods charges will apply regardless of whether container is full or empty.
- Dangerous goods charges will apply regardless of what other luggage is carried.
- Dangerous goods must be clearly and correctly identified and labelled, and carried only in the original manufacturer’s packaging or approved refillable containers. These containers must not be damaged or leaking. Batteries require terminals to be covered or capped.
- Dangerous goods are carried at the discretion of the Master and subject to vessel capability.