



Natural High Ltd Terms and Liability

Hire Conditions

1. A 25% deposit is required to reserve the hire. Payment is required in full no less than 14 days before the start of the hire.
2. Cancellations will require notification to be done in writing by the person taking the hire.
 - A cancellation 90 days or more prior to departure will result in a loss of 50% of the deposit.
 - Cancellations made between 90 days and 14 days prior to departure will result in 100% loss of deposit.
 - Cancellations made between 14 days and the start of the hire will result in a 50% loss of the full hire cost.
 - We will allow you to transfer the hire to another date as long as the bicycles required are not already booked. If this is the case the above cancellation policy applies.
3. No refunds will be made for early returns, late pickups, no shows or changing your mind on the day of the pickup.
4. Equipment must be returned by 5.00PM on the due date or by the time the local depot closes which ever is the earlier. Late returns will be charged a daily rate until returned unless prior arrangements have been made.
5. The hirer is responsible for repair or replacement cost in cases of damage or loss of any item. This includes but is not limited to damage by keas pannier bags with holes, missing pumps, locks, multi tool kits, tyre levers, and computers. We reserve the right to charge repair or replacement by credit card number charge.
6. Broken spokes, buckled wheels, chain breakages, brake pads, punctures, worn tyres, replacement gear/brake cables and adjustments, replacement light and computer batteries and routine servicing are to be considered normal maintenance as you would carry out on your own bike and therefore at your expense.
7. Once in your possession, the bike and equipment is your responsibility: we recommend locking the bike any time it is out of your sight.
8. By law in New Zealand it is compulsory to wear a helmet when cycling. Please obey the NZ road rules. Remember to keep to the hard left side of the road.
9. If you wish to hire a bike for longer than the initially agreed period of time you need to contact us at least 7 days before the end of the rental period to ensure this is possible, as some bikes are booked back-to-back at peak season.

Terms and Liability

1. I agree that in this release, "The Activity" means the guided activity or hire of equipment that I am obtaining from Natural High. I am providing this release in consideration for Natural High agreeing to me taking part in the Activity
2. I am aware that taking part in this Activity involves certain inherent risks, including inclement weather, rough conditions, navigational difficulties, collisions, hypothermia, illness and accidents in remote places, and might:
 - a. Cause me or others injury or loss
 - b. Damage my or others property.
3. Despite these risks I wish to take part in the Activity. I accept sole responsibility for my own safety and for the above risks.
4. I will not make any claim against Natural High or its officers, employee or agents in respect of my taking part in the Activity, including for:
 - a. Any injury or loss suffered by me or others; or
 - b. Any damage to any of my or others property regardless of how the injury, loss or damage occurs.This exclusion is subject to any rights and remedies you may have under the Consumer Guarantees Act 1993.
5. I agree that Natural High is not responsible for any damage, expense or inconvenience caused by late arrival of transport, change of schedule, strikes, vehicle breakdown or events outside its control. Natural High has the right to alter itineraries if necessary. I will pay for any additional expenses and receive a refund for any cost savings.
6. I understand that Natural High has the right to:
 - a. Resell reserved items or spaces without notice if I have not paid in full by the due date.
 - b. Decline to accept or retain any participant at any time
 - c. Cancel guided activities if the minimum number required is not obtained.
7. I understand that how I and others in my party undertake the Activity will affect the risks, and that Natural High has no control over this. I will use the equipment in a safe and proper manner. I have inspected the equipment to be used in the Activity and find it to be in a good condition and fit for use.
8. I indemnify Natural High against all claims, damages or losses (including costs), which it incurs as the direct or indirect result of my taking part in the Activity, including costs of enforcing this release.
9. I am physically fit and there is no health or other reason why I should not participate in the Activity. For guided activities, I consent to receiving any medical attention, which Natural High considers necessary or desirable but this does not mean Natural High has to arrange medical attention for me.
10. I agree that the laws of New Zealand apply. I agree that this release is binding on my family, my heirs, my legal assigns and my administrators and executors. I am 18 years of age or older. I have fully read and understood this release before signing it.

Insurance

Natural High advise you to purchase sufficient travel, accident, medical, luggage and cancellation insurance. Your travel agent will be able to assist with this. The hirer is responsible for repair or replacement cost in cases of damage or loss of any item. We reserve the right to charge repair or replacement. You can take out a short term insurance policy with Natural High to cover this risk.