

# Terms and Conditions

While we will do our best to accommodate your needs as best we can there are a few conditions to ensure everything can run smoothly on the day.

## Bookings

Please note your booking is tentative until payment is received and you have received the confirmation email.

All tours have a minimum and maximum number, and if the required minimum numbers are not met we will refund your money or transfer it to another tour according to your instructions. If for unforeseen circumstances the tour is cancelled we will refund your money in full or transfer it to another tour of your choice.

Cancellations: if you booked but are unable to attend for any reason, you can send someone in your place. Please contact Eat Auckland with the name of your replacement. Refunds are not automatic and are at the discretion of Eat Auckland management.

Transfers: if you booked but are unable to attend for any reason, you can transfer to another tour provided we have 7 days notice. There is an admin fee charged per person.

Arriving late: Please don't we are on a tight schedule and tour guides cannot wait for late arrivals. Please make arrangements to arrive at least 10 minutes before the tour commences.

Weather conditions: we conduct tours rain or shine. You are advised to carry an umbrella/ bring sunblock and water and dress appropriately for the conditions.

If the tour or part of the tour is cancelled due to events out of our control a refund or part refund is not automatic but up to the discretion of Eat Auckland Management.

Dietary restrictions: we try our best to accommodate most food restrictions but there are some tours where this is not easy. On the tours page we have tried to communicate which tours are suitable for different restrictions. It is your responsibility to notify Eat Auckland Management at least 72 hours prior to the commencement of the tour. When tasting if a substitute food is not available it is your personal decision to choose whether to taste or not. In the case of severe allergies we cannot guarantee that all foods are free from cross contamination because of the number of different food stops. Your allergies are therefore your responsibility.

Safety: we endeavour to maintain a safe environment throughout the tour; however your safety and the safety of your belongings are your responsibility. Please take care crossing streets, uneven footpaths and on stairs.

Right to use media: you agree to grant Eat Auckland an irrevocable royalty-free worldwide license to use photos and videos taken on its food tours in which you may appear.

## Vouchers:

Gift Vouchers can be redeemed just once on the booking site.

Vouchers can be used against any tour up to the value of the voucher any difference to be paid by the participant.

The tour vouchers may not contain an expiry date and if tour prices have increased since the time of purchase the voucher any difference is to be paid for by the participant.

Change is not given on the voucher but if you contact Eat Auckland the change can be issued as another voucher.