

Terms and Conditions

Full payment of your tour is required at time of booking as is your acceptance of Earth & Sky Ltd.'s Terms and Conditions and accompanying Cancellation Policy. Upon payment, you agree to and accept the Terms and Conditions and Cancellation Policy outlined below. If you have any questions regarding the likely tour format and/or weather please ask our receptionists prior to the tour's departure.

We cannot guarantee the weather or every aspect/feature of our tours. Tour participants must accept we are unable to guarantee full clarity, ideal skies, or visibility of certain objects. Periodically our Mt John University Observatory Tours may be subject to partial or full cloud cover for some or all of the tour. In any event we will continue the tour using the sky which is visible and we may also use a multi-media presentation or visit the research facilities (*where access is permitted*).

We exercise a no drinking policy on all of our tours and we reserve the right to refuse those who present themselves at check-in intoxicated.

Any photography you may take while on Mt John is for personal use only, no pictures or imagery can be used for any commercial purposes. We also wish for you to understand that participation in group photos is purely voluntary as we will post many images we take on Flickr.com and Facebook.

Please be aware your tour is not subject to refunds or discounts (*see Cancellation Policy below*).

Earth & Sky Ltd. reserves the right to cancel or change the duration and/or location of the tour in response to weather or environmental conditions.

(Please be advised these conditions may change at any time without prior notice.)

Cancellation Policy

We will give you a full refund only if one of the following applies:

You cancel your booking more than 48 hours before your tour.

Earth & Sky Ltd. cancels the tour before it departs.

If you cancel your booking between 4-48 hours prior to your tour's departure, you will be reimbursed the tour fee, minus an administration fee of NZ\$20 per booking.

If you have paid via credit card then the card you used will be refunded within five working days. We cannot refund cash if you have paid via credit card.

If you have paid a booking/travel agent or any other third party for your tour, then you accept it is your responsibility to approach them directly for a refund.

If you do not check-in 15 minutes prior to the tour's departure, or cancel your tour less than 4 hours before the tour departs, we cannot issue a refund.

You must contact us if you wish to cancel or reschedule your booking. If confirming via e-mail we require at least 3 days notice.

Should you wish to forego the tour due to weather, we will endeavour to book you on a suitable alternative tour within 48 hours or provide you with a tour voucher of equal value to your original booking. Should neither of these options suit with your particular travel plans please speak to the receptionist to discuss other possible alternatives – these will be dealt with on a case by case basis.

Vouchers can be redeemed within 6 months; they cannot be redeemed for cash, refundable or transferable.

Kindly Take Note...

1. You are advised to **use the restroom/toilet before joining**. Facilities are available at Mt. John University Observatory, but not at Cowan's Observatory.
2. **White lights are prohibited** on our tours (*LCD screens, flash photography, illuminated mobile phones, flashlights, torches, etc...*).
3. Our complimentary astrophotography service is available most nights; if you have a camera with bulb settings you may be able to capture some beautiful star photos.
4. Photos you may take on the tours are for personal use only – not commercial use.
5. Participation in group photos is voluntary as these images will be posted on public websites such as Flickr.com and Facebook.
6. NZ's largest research telescopes are purely reserved for University staff. At Mt. John University Observatory Earth & Sky Ltd. guests use 9.25 Inch and 16 Inch telescopes.
7. Objects viewed through telescopes will generally appear only **black and white**.
8. We exercise a **no drinking policy** on our tours and reserve the right to refuse those who arrive in an intoxicated state.
9. All our tour locations are **smoke free environments**.
10. Strong, sturdy footwear advisable as there is minimal lighting and terrain is uneven. Please exercise caution.
11. **Warm clothing** is highly recommended on all our tours regardless of the season. Tours are primarily conducted outside.
12. Please ensure your children do not use the telescopes as a jungle-gym. Telescopes are not toys and are to be exclusively handled by guides.
13. On all of our Mt. John Night-Time Observatory Tours there is a decent amount of walking involved, especially on those nights which are somewhat overcast.
14. Mt. John Night-Time Observatory Tours offer complimentary hot chocolates as refreshment (*coffee options are unavailable*).