

# PRIVATE EXPERIENCES - TERMS AND CONDITIONS

*Payment due* at booking time but latest 48-hour prior to the event.

*Cancellations* 48-hour notice required for a full refund.

*Age Requirement* all guests must be 18 or older.

*For experiences with the Herzog's*

*Payment due* at time of our confirmation.

*Cancellations* 10 working days required for a full refund.

*Age Requirement* all guests must be 18 or older.

*Timeliness is crucial for a seamless experience. Please arrive on time, as late arrivals may result in a shortened duration of the agreed reservation or, in some cases, unavailability to host the booking.*

*Please provide us with your contact information so we can get hold of you on the day, in the event of a cancellation.*

*Hans Herzog Estate reserves the right to cancel private experiences for safety or other reasons. If a cancellation occurs, we will offer a rescheduled experience, a voucher, or a full refund at our discretion.*

*Where government-imposed sanctions restrict or deny the ability to travel, our cancellation policy will still apply. However, in these circumstances any cancellation fees incurred will be held in credit to be used within the following 12 months.*

## DIETARY REQUIREMENT/ ALLERGIES

*Kindly inform us of any dietary requirements or allergies at your earliest convenience, but no later than 48 hours prior to the event.*

## PRICING, BANK ACCOUNT DETAILS & REFUNDS

*Prices are in NZD including 15% GST unless stated otherwise*

*Payment may be made by credit card or monetary transfer into our nominated bank account:*

*Bank account details:*

*Herzog Wine Collection trading as Hans Herzog Estate*

*ANZ Swift # ANZBNZ22*

*ANZ Bank NZ Ltd*

*Account number 01 0598 0133616 00*

*Refunds for reservations made using a credit card will be processed back to the original credit card used for the booking, with a credit card fee deduction of 2.5%.*

## LIMITATION OF LIABILITY

*To the extent permitted by law, neither Hans Herzog Estate nor any other party involved in providing an experience will be liable to any person for any loss, damage, or personal injury (including special, consequential, or indirect loss) incurred or sustained as a result of or in connection with a private experience, including if a private experience is cancelled or unavailable for any reason.*

## ACCEPTANCE AND NEW ZEALAND LAW

*By booking an experience with Hans Herzog Estate, you are deemed to have accepted and are bound by this agreement. This agreement is governed by New Zealand law, and any issues arising from it will be subject to the exclusive jurisdiction of the courts of New Zealand.*