

## Ultimate Hikes policy concerning Covid 19 restriction levels in 2021-22 Season.

Ultimate Hikes is following all guidelines, restrictions and recommendations as defined by the New Zealand government in relation to Covid-19. To view the alert level system [click here](#)

For the 2021 – 22 season we are able to operate under level 1 and 2. If the region we operate in, or the region you reside in, goes into Level 3 or above, affecting your departure date, the cancellation policy below will apply.

### **Cancellations, Transfers and Refunds due to Covid restriction levels in New Zealand.**

#### **Level one and two**

Whilst the country is at level one or two, our normal terms and conditions, including the cancellation policy will apply to all walkers.

#### **Level three and above**

If you are living in a region that goes into level three and your departure date is within the lockdown period, you can transfer your walk to another date in the season subject to availability, or to the 2022-23 season, or you can receive a full refund.

**Please note:** This refund/cancellation option is only valid for those who live within the restricted region, it does not extend to others in your party who are still able to travel.

If the region we operate in or the country as a whole is moved to Level 3 or above – we will have to cease operation and all walkers affected by the closure will be offered a transfer to another date in the season (subject to availability), the following season or a refund. For walkers on the track should an immediate move to level three be imposed, your refund will be determined by the amount of time you have spent on track.

### **Cancellations, Transfers and Refunds due to Covid restrictions on Quarantine-Free travel between Australia and New Zealand.**

The New Zealand government has instigated a [‘traffic light’ system](#) for responding to covid related travel and how a covid case in Australia would be managed. We will be using this system as a guideline for this policy.

If the New Zealand government puts a pause or suspend notice on flights coming from the state in which you reside and your flight and/or departure date is within that period, you can transfer your walk to another date in the season if the restriction is lifted (subject to availability) or to the 2022-23 season, or you can receive a full refund.

If a travel restriction or lockdown is imposed by the State in which you reside and your flight and/or departure date is within that period, you can transfer your walk to another date in the season if the restriction is lifted or to the 2022-23 season, or you can receive a full refund.

**Please note:** All refund/cancellation options are only valid for those who live within or are physically located in the restricted region at the time of their departure date, it does not extend to others in your party who are still able to travel.

**Please note:** Proof of your inability to travel may be required

**Cancellations, Transfers and Refunds due to Covid restrictions on countries that do not have Quarantine-Free travel agreements to enter New Zealand.**

For all bookings from countries that do not have quarantine-free travel agreements with New Zealand, our normal terms and conditions apply, and will be strictly enforced.

We do not recommend people booking until Quarantine-Free travel from their country of origin has been approved by the New Zealand government.