



ANGLERS LODGE LTD

The terms and conditions below applies to any charter or trip provided by Anglers Lodge Ltd. They must be carefully read and understood.

YOUR CONTRACT

WITH ANGLERS LODGE LTD

The person named on the booking invoice is the person liable for his/her company and also responsible for the booking. He/she must have read and understood the terms and conditions and by paying the deposit, a binding contract exists. By making the payment the person will be deemed to have accepted our quotation invoice and agreed to be bound by Our Terms and Conditions.

ANGLERS LODGE LTD

Is a MOSS (Maritime Operator Safety System) certified provider of specialised fishing charter services. Our boat Anglers Lodge II can carry up to 6 charter customers at a time and fishing tuition is provided.

YOUR BOOKING PRICE

The prices for our services are in New Zealand Dollars. Prices are accurate at the date of publication. Once you have made your booking, and paid a 25% deposit, your booking will not normally be changed. However, we reserve the right to amend prices to ensure business viability. Prices are valid for 12 months from the date a booking is made.

PAYMENT AND DEPOSITS

Bookings are unsecured until a deposit has been paid. Please contact us to discuss any alternative payment method not listed below.

25% deposit is required to secure each booking. When booking online you will pay your deposit directly via Anglers Online Booking and secure Payment Express System. Approved credit cards: VISA, MASTERCARD. If you are unable to pay and use the online booking we will help you through the booking process. Please call or email the Anglers Lodge office.

Anglers Lodge Office

info@anglers.co.nz

+64 (0)7 866 8584

Online booking: www.anglers.co.nz

Deposit/Full Payment

Can be completed by Credit Card
Call Anglers Lodge office

Bank Transfers

Please ensure you use your booking ID and name as a reference to allow us to identify the payment. Payment details stated on the invoice.

NOTE

Full payment for the Charter on arrival.

REFUNDS

Refunds are provided in line with our cancellation policy. We will provide a refund on request if we have cancelled due to problematic weather. Otherwise your booking will be retained in Anglers system until you have advised us of another departure date. Refunds are processed back to the original method of payment i.e.: credit card or bank account. We only refund back to the person or persons who made the payment.

CREDIT CARDS

Anglers Lodge accept Visa & Master card and uses Payment Express as their secure payment provider. We do not store your credit card details they are retained by our provider and relate to your invoice. Following provision of our services, we reserve the right to obtain any unpaid monies using the Payment Express system.

CONFIRMATION OF DEPARTURE

The Anglers Lodge office will contact you the day prior to your departure date to confirm the charter and also the time of the charter depending on tides. Please make sure we have a working contact number!

NOTE If you have not heard from us by 6.00 PM the day prior to your departure date, YOU MUST CALL the office to confirm the charter.

CANCELLATION POLICY

You may cancel your booking at any time either by phone or by email to info@anglers.co.nz.

Cancellation will be effective the day it is received by us.

- 15+ days notice = full refund of monies paid
- 14 days and under = loss of deposit unless we can re-sell your trip/seat
- **No show** - Anglers Lodge have the right to charge for the entire trip

We reserve the right to make any changes to, or cancellation of your trip, that we deem necessary, at any time up to, and following, departure. These may be caused by, but are not limited to, mechanical or personnel issues, unsuitable/unpredictable weather conditions or the minimum limit of people for the boat is not reached.

CANCELLATION FOLLOWING DEPARTURE - FULL DAY CHARTERS

If the skipper cuts a trip short for whatever reason (most likely weather/safety) we will refund a portion of the day based on the time elapsed during an 8 hour period counted from 08:00 hours to 16:00 hours shore to shore. A normal day will include time loading and off loading the boat and travelling time to and from the fishing grounds. A refund may be considered if a trip has lasted less than 4 hours and will be at our sole discretion.

RODS & REELS

Under our partnership with top suppliers we supply their top quality rods and reels for your use. The suppliers expertly manage all maintenance and replacement. Our rods and reels are always in top condition.

TERMINAL TACKLE, BAIT AND JIGS

All terminal tackle and bait required is supplied free of charge. Jigs will be charged for if lost at a current cost of \$40.00 each. You are welcome to bring any of your own gear if you choose.

DAMAGE TO OR LOSS OF OUR GEAR

The customer is liable to pay costs, as determined by Anglers Lodge Ltd for any accidental or deliberate damage, or loss, caused by you, to our gear.

Avoiding Damage to Rods and Reels

Some common causes are noted below:

"High Sticking"

This is when you lift the rod above an angle of approximately 90° and you have a fighting fish on the other end. The rod can easily snap.

"Rod Holder Placement"

The rod should not be placed in a rod holder whilst you are fishing. It's equivalent to "high sticking" if a fish takes the bait.

“Touching the Edge”

This can happen when you are bringing in a large fish and the rod touches the side of the boat. It’s similar to breaking a stick across your leg. The rod will respond to the pressure point in the same way and often snaps.

“Rod & Reel Loss”

Luckily it isn’t a common occurrence. However, if a fish manages to pull the rod and reel overboard, and you are the person using it at the time, you are liable for the replacement cost.

“Unattended Rod & Reel”

Rod’s and reels left lying around the boat without proper attention are liable to loss or damage.

ACCOMMODATION - ANGLERS LODGE

Anglers Lodge provides with accommodation. Bookings for both accommodation and charters can be made by www.anglers.co.nz/bookings.html

FOOD, DRINK AND ALCOHOL

Lunch can be booked as an extra service for Full day Charters. If you have not arranged this you can buy snacks, drinks and other groceries in our small shop, located at the Lodge for your convenience. Responsible drinking at all times, applies both charter and accommodation. We reserve the right to go back to shore if people have consumed unreasonable amounts of alcohol and become unruly or uncooperative.

FISH FILLETING & SMOKING

Fish filleting area are provided at Anglers Lodge free of charge and your skipper can often help filleting your fish for a small fee. Fish smoker can be hired for a fee. Booking on site.

SAFETY AND HEALTH CONDITIONS

Anglers Lodge takes the safety of our customers very seriously and we have an excellent safety record. Our experienced skipper will give a safety briefing in the boat prior to departure. Our primary concern is for your safety and you must comply with any instructions from the skipper immediately and without argument. This includes the donning of life jackets when conditions warrant, or for any other reason the skipper determines necessary.

If you are unsure whether some in your company can cope with boating and sea conditions then feel free to give us a call to discuss. If you think that motion sickness could be an issue we recommend sea-sickness tablets should be taken prior to the trip as a precaution. Please notify us of any serious health conditions. Fishing of this type is physically demanding. Consult your healthcare professional for advice before making a booking if you have any concerns.

CLOTHING

Clothing according to weather and season - Make sure you prepare for a range of weather conditions and bring enough clothes to stay dry and warm. In winter thermals, rainproof jacket and beanie are recommended. Waterproof leggings are also recommended for winter. In all seasons bring a hat, sunglasses and sunscreen. For safety reasons we do not advise the wearing of gumboots.

SUSTAINABILITY

Anglers Lodge supports sustainable fishing practices. Fishing is our life and we want future generations to be able to enjoy it as much as we do. We encourage all our customers to release some of what they catch, especially the large breeding stock. This applies both to King fish and Snapper and other species. Should you wish to keep a kingfish we have a limit of ONE KINGFISH PER PERSON/DAY. For snapper, we have the limit of 32 inches, other species of fish please call us to discuss limits.

PHOTOGRAPHY AND VIDEO

The skipper of Anglers Lodge II may take photos and/or video of you fishing. These are the property of Anglers Lodge Ltd and we can use them on any medium to promote our businesses such as on our web sites or in social media. The Skipper will ask for your approval. We cannot guarantee that your photos will be made available on a social media site such as Facebook or retained in our systems following your trip. You are welcome to take as many photos/videos as you like for your own collection.

PRIVACY POLICY

Your privacy is important to us. This privacy policy is intended to give you confidence in the privacy and security of the personal information we obtain from you. All information collected from you, by us, will remain private and confidential to Anglers Lodge Ltd.

We can use your personal information to allow us to provide our charter service, send out newsletters and to improve the services we offer. We may occasionally carry out market research and send you details of exclusive Anglers Lodge Ltd offers we think may be of interest to you. If you do not wish to receive such information, please email info@anglers.co.nz or, alternatively, when we send you an email it will contain a provision for you to opt out of receiving any further information from us.

Anglers Lodge does not store any of your credit card details. When you book with us we are not party to the full details. Should you provide your credit card numbers to us by phone they will be immediately entered into Anglers Lodge secure online system, managed by Payment Express, and are only accessible for payment or refund of your invoice.

We may provide information about you to our employees in order to provide our charter services to you. We will not disclose your personal information to any third party unless you have consented to such disclosure or where law requires us to. Should you breach our Terms and Conditions or if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, we may disclose your information to a relevant authority. This may include exchanging information with other companies and organizations for the purpose of fraud protection and credit risk reduction. Any disclosure of personal information will be strictly controlled and made fully in accordance with New Zealand law.

LIMITATION OF LIABILITY

Notwithstanding anything else expressed or implied in these Terms and Conditions and except where a statute requires otherwise, Anglers Lodge Ltd and its contractors shall not be liable whether in contract, tort or otherwise for:

- The death of, or any injury to, a person or persons
- Damage to property
- Any direct, indirect, consequential, financial or economic loss, or damage to property, arising out of any act or omission of Anglers Lodge Ltd or its contractors.

Anglers Lodge Ltd
www.anglers.co.nz
New Zealand 07 866 8584
Overseas +64 7866 8584

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