



SEA AUCKLAND.  
Terms and conditions.

This agreement records the terms on which Jet Riders Limited, trading as, Sea Auckland (“we” or “us”) will lease/rent a PWC (“Personal Water Craft”/“Waverunner”) or any other equipment (collectively “Equipment”) to you and the terms on which Sea Auckland provides its tour (“Tour”), or any other services (collectively “the Services”), to you. Once signed by you, this agreement will be binding on you and any other person you authorise, or allow to use Sea Auckland’s Equipment as well.

**Your booking**

- You must complete our booking form including the following details:
  - What tours or other services you would like to receive; and
  - The dates you would like to participate in any tours or other services.
- Your booking will be confirmed when:
  - We have notified you that we accept your booking and have received the due payment; and
  - You have taken the time to review our FAQ’s (frequently asked questions) and full terms and conditions, and accept them in their entirety.
  - We have notified you that we accept your booking and have received the due payment; and
  - A waiver has been filled and digitally signed for each participant and has been approved by us.

**Payment**

You will pay all fees as recorded on our website or otherwise notified by us when you submit your completed booking form. Those rates may change from time to time. However, we will not alter those rates applicable to your rental once your booking has been confirmed.



You will pay the total fee prior to the start of a Tour/Hire with Sea Auckland, or prior to hiring/leasing any of its Equipment.

All fees and other charges are inclusive of GST (Goods & Services Tax) and must be paid in New Zealand Dollars.

We accept payment by credit or debit card through our online booking system or via a mobile payment system when available.

Sea Auckland accepts the following credit cards: *Visa* or *Mastercard*.

You agree that by signing this agreement and by providing a credit card for payment, all charges under this agreement (including any amounts payable under the "liability" and "insurance" sections) may be charged to that credit card.

### **Gift Vouchers**

Gift Voucher sales are final without the chance for refund & are valid for 12 months from date of purchase.

### **Changing your booking and/or cancellations**

If you wish to make any amendments to your booking once it has been confirmed and we agree to those amendments, the fees you will pay will be re-calculated at the rate applicable on the date of amendment.

If you wish to reschedule due to weather conditions not deemed as severe enough by Sea Auckland to warrant or require a booking cancellation or rescheduling, you may receive a gift card to the remaining value of your booking once subjected to the below cancellation policy.

If you wish to cancel your booking you must provide written notice to us.

- Cancellations made more than or equal to 1 week (7 days) out from commencement time of activity will receive 100% refund of the booking total no questions asked.

# Sea Auckland

- Cancellations made within 3-7 days out from commencement time of activity will receive 75% refund of the booking total or be rescheduled to a time day acceptable to both parties
- Cancellations made within 24-48 hours out from commencement time of activity will receive 50% refund of the booking total or be rescheduled to a time day acceptable to both parties
- Cancellations made within 24 hours out from commencement time of activity will forfeit the total amount paid to Sea Auckland or be rescheduled to a time day acceptable to both parties.

All cancellations will & are be given the chance to move their date or receive a redeemable gift voucher to the value already paid to Sea Auckland.

Rebooked cancellations will result in a 25% deduction of the refundable amount of the above cancellation policy.

We may cancel or reschedule your booking (including location) in the event of adverse weather conditions, mechanical failure, or in any other circumstances which prevent us from providing tours or other services to you. If we cancel or reschedule your booking in these circumstances:

- Before the start of the tour and we cannot reschedule your booking to a different date or location, we will refund the fees paid by you; or
- Sea Auckland may cancel your booking if-
  - You are or appear to be intoxicated, under the influence of drugs or for any other reason we consider you may be a hazard to yourself or anyone else;
  - Any mechanical failure is a result of misuse of the equipment, use of the equipment other than instructed by Sea Auckland, or deemed outside of “normal” operating procedures.

If we cancel your booking in these circumstances all fees paid will be forfeited.



### **Use of the equipment**

The PWC operator must be 16 years of age or older. Up to 1 additional passengers (maximum total weight of 200kgs) are permitted and are recommended to be at least 8 years of age or older and must be accompanied by a legal parent or guardian.

You, the PWC operator and your passengers (as appropriate) must:

- Follow all safety and usage guidelines provided by us;
- Maximum speed of 5 knots within 200m of shoreline
- Maximum speed of 5 knots within 50 metres of other vessels or persons
- Maximum speed of 5 knots within 200 metres of blue & white dive flag
- Comply with all New Zealand Maritime and other applicable laws.
- Wear or use any safety equipment provided by us;
- Ensure all reasonable care is taken in operating the PWC;
- Monitor any warning lights or sounds indicating any potential malfunction and immediately notify us and shut down the PWC if it is safe to do so.

You, the PWC operator and your passengers (as appropriate) must not:

- Operate the PWC under the influence of alcohol and/or drugs;
- Allow the PWC to be operated outside of your authority;
- Smoke on the PWC;
- Unintentionally, intentionally or recklessly cause damage to the PWC or any other equipment, including safety equipment, supplied by Sea Auckland to you in regards to any service offered by Sea Auckland. This includes submerging the PWC in water, beaching, or allowing the PWC to leave the water or using excessive force in operating the PWC.

If you intentionally, unintentionally or recklessly or misuse the equipment whilst in the care of Sea Auckland and the equipment provided by Sea Auckland, then your hire/tour will be terminated and a non-refundable \$1000 PWC retrieval fee will be charged plus any additional costs for damages (see insurance section of Terms & Conditions).



### **You as a competent operator**

You represent and certify that you are familiar with the operation of the Equipment, and You are reasonably competent and physically fit to use the Equipment. By choosing to operate a PWC, You assume all responsibilities and risks for any injuries and/or medical conditions, as detailed further below. You are responsible for determining weather conditions, including rain, snow, hail, ice or electrical storms, and/or any other conditions, whether caused by the weather or otherwise, that make it dangerous to operate our Equipment. You are advised to adjust your operating behaviour to suit all conditions and variables, including weather, sea conditions and marine traffic.

We may restrict your use of PWC's, in certain areas due to public events and/or adverse weather conditions. Sea Auckland will advise you of any travel restrictions during the Tour/hire period.

If you intentionally, unintentionally or recklessly damage any of Sea Auckland's Equipment you hire or whilst on your Tour, then the Tour/hire will be terminated and you will be held liable for the cost of making good the damage. If the damage cannot be repaired or remedied, you will accept ownership of the damaged Equipment at current recommended retail price of replacement.

### **Compliance with Laws**

You agree to follow all laws, by-laws, rules, regulations, and/or ordinances pertaining to the use, riding and/or operation of the PWC including those pertaining to the PWC in the local area where You are operating the PWC, including, without limitation, maritime laws.

You are solely responsible and liable for any violation of any laws, by-laws, rules, regulations, and/or ordinances while using the Services, including improper operation of the PWC, and you agree that you are solely responsible and liable for any and all consequences, claims, demands, causes of action, losses, liabilities, damages, injuries, costs and expenses, penalties, lawyers' fees, judgments, fees (including impounding fees charged by any local



government) and/or disbursements of any kind, or nature whatsoever, whether foreseeable or unforeseeable, and whether known or unknown, as a result of any such violation while using the Services of Sea Auckland.

### **Fines.**

The Waitemata Harbour & Hauraki Gulf have localised and specific rules, regulations and by-laws that must be followed. These include, but are not limited to, the 12 knot speed limit through the passage of water between the Auckland Harbour Bridge & North Head. The whereabouts of where it is allowable & not allowable to exceed 12 knots when in this area will be and has been made aware to you and your party. Should you exceed this imposed speed limit, you are liable for any fines & penalties should they be imposed on you by the NZ Police and/or Auckland Harbour Master. You will also be liable for a daily charge of \$500 should the PWC be impounded or confiscated due to such activities, which represents our loss of income from the PWC being impounded and Sea Auckland being unable to use it for business.

### **Limited liability of Sea Auckland / assumption of risk by you.**

**Limited Liability:** Nothing in these terms shall limit or exclude Sea Auckland's liability to You for any liability that, by law, may not be limited or excluded.

**Cap on Liability:** To the extent permitted by law, Sea Auckland's liability to you under or in connection with this Agreement must not exceed the net amount paid by You to Sea Auckland under this Agreement.

**Indirect Loss:** To the extent permitted by law, under no circumstances shall we be liable to You under or in connection with this Agreement for indirect or consequential losses.

**Risk:** You acknowledge that accidents can happen when you are operating the equipment provided to you by Sea Auckland, that you have been warned about this possibility, and you assume all risk in relation to the operation of the PWC and your use of it. To the extent permitted by law, you release Sea Auckland & Jet Riders Limited from all claims (including negligence claims) in this respect.



If the Equipment suffers a mechanical breakdown or some other defect during the Tour/hire period, we may in our discretion provide you with replacement equipment, rebook you to a later date or refund the fees paid by you.

**Application of the Consumer Guarantees Act 1993 and the Fair Trading Act 1986:**

These limitations do not however limit any rights you may have under the Consumer Guarantees Act 1993 or Fair Trading Act 1986.

Except to the extent that the Consumer Guarantees Act 1993 applies or any other obligations cannot be excluded or limited under New Zealand law, the following provisions apply:

- We, our directors and employees, will not be liable to you in contract, tort (including negligence), breach of any legislative requirement, equity or for any other reason for damage to property, personal injury, disability, illness or death or for any consequential loss (including financial loss) suffered by you or any other person as a result of the use of the equipment or in connection with any tours/hire or other services provided or any act or omission of any person.
- If we are liable to you or any other person for any reason including in contract, tort (including negligence), breach of any legislative requirement, equity or for any other reason, our total liability is limited to the fees you have paid to us for the use of the equipment and provision of tours or other services to you.
- You will indemnify us and our directors against any loss or liability whether direct or consequential (including loss of profits) or costs of any nature whatsoever incurred or suffered by any of them, arising from or in relation to:
  - Any breach of your obligations to us whether under this agreement or otherwise in contract, tort (including negligence), breach of any legislative requirement or for any other reason; or



- Any breach of your obligations to any other person in contract, tort (including negligence), breach of any legislative requirement, equity or for any other reason for damage to property, personal injury, disability, illness or death, relating to the use of the equipment.
  
- You and any other people using the equipment or participating in any Tours or other services with you must sign an acknowledgement, waiver and release form before you may use the Equipment and participate in any Tours or other Services.

### **Photography and film**

You may not use any photographs or film of you or your companion's use of the PWC to market or promote any other business or organisation without prior written consent from Sea Auckland.

We may use any photographs or film taken during the tour/hire (including any photographs or film of you or your companions) for any purpose including marketing purposes and display on our website and/or social media pages. You will not be entitled to receive any royalties, commissions or compensation for our use of the photographs or film.

Phones and/or cameras are taken out/used at the passengers own risk and Sea Auckland accepts no liability for damage to/loss of personal items during or after the Tour and/or any hire period.

### **Physical health and medical treatment**



You must notify us of any medical condition, injury or disability which may affect your ability to safely operate or participate in any Tour/hire or other Services provided by Sea Auckland and any special requirements you may have as a result of any medical condition, injury or disability. This obligation continues after this agreement is signed until completion of the service provided to you and your companions.

It is your responsibility to ensure your level of fitness is sufficient to allow you to use the PWC and participate in any tours or other services. If we believe that your health, level of fitness or conduct at any time before or during the provided service is risking your or anyone else's health or safety, we may cancel your booking. If we cancel your booking in these circumstances all fees paid will be forfeited.

### **Insurance**

Sea Auckland has insured its Equipment for cover in respect of damage to the PWC's and damage to third party property arising out of the use of the PWC's during a guided tour and/or hire.

If damage is caused to the Equipment or any third party property during the tour/hire period you will be required to pay for repairs up to the insurance excess of-

- \$2,000 for any Public Liability Claim.
- \$1,500 for damage to the PWC.
- \$2,500 for any theft/burglary of the PWC
- \$500 for any additional equipment belonging to Sea Auckland but not listed here.

The excess will be payable even if loss of or damage to the PWC is caused by a third party, unintentionally or intentionally. Sea Auckland will require the excess to be paid to Sea Auckland immediately by debit or credit card. Sea Auckland will also require a copy of your ID (either a valid New Zealand Driver Licence, Passport, or New Zealand Gun Licence) and your address, if any damage is done to any Equipment. If payment is not received immediately,



your credit card may be charged using the credit card information Sea Auckland has in its possession.

Sea Auckland will refund the excess paid by you if we or our insurer are successful in recovering the full repair or replacement costs from the third party or, we will refund you any amount residual from the repair invoice. It is at our sole discretion whether we process a claim through insurance or claim the losses from you.

However, you will be responsible for all losses arising from damage to the PWC or damage to third party property due to the use of the PWC during the tour/hire period if your conduct has caused our insurance to fail to respond to cover the losses. This includes, but is not limited to, your failure to comply with your obligations under the heading, "use of the equipment".

Insurance cover is null and void if there has been any consumption of alcohol or drugs, and the hirer/tour participant will be responsible for all losses arising from damage to the PWC or damage to third party property during the hire/tour period.

If you or your companions have caused damage to the PWC and we are unable to rehire the PWC while it is being repaired or replaced, we may charge you a daily rate of \$1000 representing our loss of ability to rehire for each day that we are unable to use the PWC while it is being repaired or replaced.

We may charge you an additional administration fee of \$60.00 for processing damage claims both internally or involving our insurer.

Our insurance does not cover loss of or damage to your personal belongings. We recommend you obtain personal insurance to cover loss of or damage to those items.

**Damage to Sea Auckland's Property.**



If you or your companions have caused damage to the PWC replacement value of any PWC or PWC part damaged will be charged to the hirer. Replacement values for PWC and PWC parts are available for prior viewing, and will be purchased through our supplier on their website [www.yamaha-motor.co.nz](http://www.yamaha-motor.co.nz) and will be paid for by the hirer/tour participant as soon as possible via their website or other means agreed upon by both Sea Auckland & the party who caused the damage.

### **Privacy act 1993**

You acknowledge that personal information collected or held by us (whether contained in this agreement or otherwise obtained) is provided and may be held, used and disclosed for the following purposes:

- Marketing;
- Administering, whether directly or indirectly, our contracts with third parties and enforcing our rights under those contracts;
- Enabling us communicate with you for any purpose.

### **New Zealand law applies**

The law of New Zealand applies to this agreement and the hire of equipment and provision of tours or other services to you. The courts of New Zealand have exclusive jurisdiction in respect of this agreement and the services contemplated



## **Jet Riders Jet Ski Subscription Specific Terms**

Jet Riders Subscription Plan Policy

By purchasing a Jet Riders subscription, you agree to the following terms:

- **Term and Commitment:**

All Jet Riders subscription plans are offered by Jet Riders Ltd (“Jet Riders”) and are subject to a minimum fixed 12-month commitment. During this initial term, cancellation is not permitted. Attempting to cancel before completion of the 12-month period requires payment of the full remaining balance of the contract and forfeiture of the \$500 security bond. After the initial 12-month term, the subscription automatically continues on a rolling weekly basis. Cancellations after this point require a minimum of 14 days’ written notice. Unless specifically agreed in writing by Jet Riders Ltd, no shortened term or altered payment structure shall apply. Any exceptions, such as reduced-term agreements or modified weekly rates, must be explicitly discussed and confirmed in writing by Jet Riders Ltd prior to commencement.
- **Fees and Payments:**

Each subscription requires an initial one-time payment of \$1,500, which consists of a \$1,000 non-refundable joining fee and a \$500 refundable security bond. The bond is refundable at the end of the subscription only if all contractual terms are met, there are no outstanding fees or unpaid amounts, and no damage or breaches have occurred. Bond refunds may take up to 30 days following completion or termination of the subscription. Unless otherwise agreed in writing, the full \$1,500 payment applies to all new memberships. Jet Riders Ltd may, at its discretion, offer a discounted or subsidised joining fee under specific promotional or negotiated terms, in which case the applicable terms will be clearly outlined and agreed upon prior to payment.
- **Weekly Subscription Fees:**

Weekly subscription fees are payable as scheduled and in advance. Failure to make timely payments may result in immediate suspension or termination of the subscription until all outstanding balances are settled. Jet Riders reserves the right to recover any unpaid amounts and associated costs arising from non-payment.
- **Cancellations and Refunds:**

No refunds will be issued for unused allocations, cancellations, changes of mind, or non-use of benefits except where required under New Zealand law. No cooling-off period applies. Cancellations during the 12-month minimum term are not permitted without full payment of the remaining contract balance and forfeiture of the bond. After the initial term, cancellations must be made in writing with at least 14 days’ notice.
- **Subscriber Responsibility:**

The subscription is personal to the named subscriber and is strictly non-transferable. The subscriber is solely responsible and legally liable for all activities undertaken under their booking, including the actions and conduct of any guests. Guests may accompany the subscriber, provided all safety and operational requirements are followed; however, only individuals aged 16 years or older may operate a jet ski. It is the subscribers responsibility to ensure all equipment, PWC, safety gear, gate tags and other items belonging to Jet Riders limited are taken care of and returned on time at the end of their session. If for any reason the subscriber is to be late returning they must notify Jet Riders Ltd immediately. Any extension of a rental must be approved by Jet Riders Ltd. Overnight trips may be approved in advance with confirmation from Jet Riders Ltd, however this is on a case by case basis and needs direct confirmation prior. Overnight trips may use 2 booking slots



- **Fair Use Policy:**

A Fair Use Policy applies to all Jet Riders subscriptions. The policy governs responsible and reasonable use of booking allocations, frequency, and behaviour to ensure fair access to all members. Breach of the Fair Use Policy may result in warnings, suspension, or cancellation of the subscription at the discretion of Jet Riders. Extension of the fair use policy and allocated use may be approved by Jet Riders Ltd only and must be confirmed prior

- **Damage, Liability and Insurance:**

Subscribers are financially responsible for any damage, loss, or incident occurring during their booking. Liability applies up to \$2,000 per incident, representing the insurance excess. Amounts exceeding this limit are covered by Jet Riders' insurance unless coverage is denied. If insurance does not apply due to reckless, illegal, irresponsible, or otherwise excluded conduct, the subscriber is liable for the full cost of all damage, loss, and associated expenses. Jet Riders reserves the right to determine whether a claim is processed through insurance or directly charged to the subscriber. In the first instance, this is to be paid in full as soon as practical however the deposit may be used if required.

- **Safety and Compliance:**

All subscribers and their guests must wear approved life jackets at all times and comply with all safety requirements, booking rules, and operational instructions issued by Jet Riders. Subscribers must follow all New Zealand maritime laws and Jet Riders' safety procedures. Failure to comply with these requirements may result in immediate suspension or cancellation of the subscription without refund.

- **Suspension and Termination:**

Jet Riders Ltd reserves the right to suspend or terminate a subscription immediately and without refund where reckless behaviour, safety violations, equipment misuse, non-payment, intentional or negligent damage, or any serious breach of terms occurs. Suspension or termination may also occur for repeated or material breaches of the Fair Use Policy or other operational rules.

- **Governing Law:**

These subscription terms, and any disputes or claims arising under them, are governed exclusively by the laws of New Zealand. The subscriber agrees that all disputes shall be heard in the jurisdiction of the courts of New Zealand. In all circumstances, an agreement should be discussed and a conclusion attempted to be reached between the subscriber and Jet Riders Ltd prior to any further legal implication or actions

- **Integration with Full Terms:**

These Subscription Plan Terms form part of the wider Jet Riders Ltd Terms and Conditions. Additional policies covering booking processes, weather-related cancellations, equipment care, and operational safety procedures apply and are incorporated by reference. Any questions or clarifications should be brought to our attention and addressed immediately.