

PART II : VEHICLES ON RAIL FERRIES

15. TERMS AND CONDITIONS**15.1 Service provided**

Subject to the Carriage of Goods Act 1979 and the terms and conditions relating to the carriage of goods in clause 20, and subject also to the terms and conditions contained in any rail ferry ticket or waybill relating to carriage on the rail ferries, motor vehicles, including trailers, caravans, motor cycles, power cycles, and motor scooters may be conveyed on their own wheels on the Cook Strait rail ferry service at the rates and on the conditions hereinafter specified.

15.2 Drivers required

Each motor vehicle must be accompanied by a driver who shall drive the vehicle on and off the ship. Once the vehicle has been positioned on the deck the driver and any accompanying passengers must move to the passenger accommodation and remain there for the duration of the voyage. The Corporation does not undertake the driving of motor vehicles to or from vessels except in a case of emergency when a charge shall be levied.

15.3 Trailers

Trailers and caravans must be towed on and off the ship and remain coupled to the towing vehicle throughout the voyage.

15.4 Passenger ticket required

Drivers, attendants and passengers accompanying motor vehicles must pay the appropriate fare and at least one adult passenger ticket must be issued for each vehicle except for those vehicles which have no driver accommodation (e.g. trailers, caravans, etc.).

15.5 Transfer of tickets and waybills

Tickets and waybills issued for road vehicles are not transferable. If the ticket or waybill is used for any vehicle other than the vehicle for which it was issued, the ticket or waybill shall (without prejudice to any penalty to which the transferer or transferee, or any other person, may be liable) be forfeited.

15.6 Transfer to other sailing

Motor vehicle tickets or waybills may be transferred from one sailing to another provided that the transfer is requested more than 24 hours prior to sailing time.

15.7 Registration required

Every vehicle conveyed on its own wheels on the Cook Strait rail ferry service must display a current registration licence issued under the provisions of the Motor Vehicle Registration and Licensing Regulations 1965.

15.8 Reservations

15.8.1 Other than commercial: Applications for reservation of deck space for other than commercial vehicles may be made at a Corporation booking office or at an authorised booking agency.

15.8.2 Commercial: Applications for reservations of deck space for commercial motor vehicles may be made at any railway station where there is an officer in charge.

15.8.3 Bookings in advance: Bookings may be made in any calendar month for travel in any of the subsequent six calendar months.

15.8.4 Space allocated: Motor vehicles shall be carried either on the upper decks or on the rail decks of the vessels at the discretion of the Corporation.

15.9 Refunds and re-issues

15.9.1 Tickets presented for refund: When a motor vehicle ticket or waybill is purchased and subsequently found not to be required, a refund of the amount paid less commission where applicable may be allowed, provided that the ticket or waybill with application for refund is lodged with the Corporation not later than three months from the date of travel shown on the original ticket or waybill.

15.9.2 Defaced tickets: The Corporation does not undertake to refund money or to make allowance in respect of any ticket or waybill which has been mutilated or defaced.

15.9.3 Refund entitlement: A passenger presenting a vehicle ticket or waybill for cancellation is entitled to a refund or a re-issue of the ticket or waybill as follows:

Ticket or Waybill Presented	Entitlement
At least 7 days prior to date of sailing.	Full refund; or re-issue for another sailing at no additional charge
Less than 7 days prior to date of sailing but more than 30 minutes prior to departure.	Refund of fare paid less 10 percent; or re-issue for another sailing at no additional charge.
Later than 30 minutes prior to departure but within 3 months after the date of sailing.	Refund of fare paid less 50 percent; or re-issue for a later sailing at an additional charge of 25 percent of the fare.