**Ferry Group booking**

**Disclaimer**

* Group booking requests can only be made in advance, minimum of 2 weeks prior to the desired travel date and a maximum of 90 days in advance.
* The group representative or organizer should provide accurate information regarding the number of members in the group, including any children, infants, seniors, and accessible needs.
* The group booking request must be made through an authorized representative, who will be responsible for all communication and coordination between the group and the AT representative.
* The group organizer should be aware that the availability of group bookings is subject to the capacity of the ferry and the operator's discretion, we recommend booking during non-peak hours i.e. weekdays 09:00 – 15:00. Booking during peak hours is can likely to be declined due to non-availability if large numbers.
* The group is expected to arrive minimum of 15 mins before the departure time at the boarding point in line, to help the crew attend to regular passenger and sort required capacity.
* Once the group booking is confirmed, payment must be made in full within the stipulated timeframe provided by the AT representative.
* Any change in the number of members in the group after the booking has been confirmed will not result in a partial refund. The full amount for the initial booking will still be charged.
* In case of operational or weather-related challenges leading to the cancellation of the service, no refund will be provided unless the service has been completely suspended. The organiser can co-ordinate with the AT representative to arrange another service at a later date or time.
* Refunds, if applicable, will be processed only after the ferry operator confirms the total suspension of the service. The processing time for refunds is between 2 -4 weeks.
* Its highly recommended for the group coordinator to download AT journey planner on their phone and opt for notifications.
* It is highly recommended to plan group bookings during off-peak hours, as it increases the chances of availability and reduces the likelihood of operational challenges.
* Please note that all other conditions of carriage specified by the ferry operator will also apply to group bookings.
* In case of any unforeseen circumstances or issues not covered in these guidelines, Auckland Transport reserves the right to make decisions and provide appropriate solutions on a case-by-case basis.