

CONDITIONS OF SALE

PLEASE READ OUR TERMS AND CONDITIONS BEFORE MAKING A BOOKING

GCH AVIATION -GARDEN CITY HELICOPTERS (Christchurch)

+64 3 3584 360 or 0800 359 424

reception@gchaviation.com

ADDRESS: 73 Grays Road, Christchurch 8042

POST: PO Box 14147, Christchurch Airport, 8544

www.gchaviation.com

KAIKOURA HELICOPTERS

+64 3 3196609 or 0800 455 4354

info@kaikourahelicopters.com

ADDRESS: 16 West End, Kaikoura 7300

POST: PO Box 5, Kaikoura 7340

www.kaikourahelicopters.com

GCH AVIATION- NELSON

+64 3 547 4360 then select option 2

gchnelson@gchaviation.com

ADDRESS: 5 McLaren Drive, Nelson Airport, Nelson 7011

POST:

www.nelsonhelicopters.com

COASTWIDE HELICOPTERS (Greymouth)

+64 3 762 6117

coastwide@gchaviation.com

ADDRESS: 64 Water Walk Road, Greymouth 7805

POST:

www.coastwidehelicopters.co.nz

WELLINGTON HELICOPTERS

+64 4 472 1550 or 0800 359 954

reception@wellingtonhelicopters.net.nz

ADDRESS: Shed 6, Queens Wharf, Wellington 6140

POST: PO Box 25636, Wellington 6140

www.wellingtonhelicopters.net.nz

Note - Some Terms and Conditions are specific to certain helibases and products.

RATES

Rates are quoted in New Zealand dollars

GST (Goods & Sales Tax) is currently 15% - Most prices are GST inclusive unless specified.

All prices, GST and rates are subject to change at any time without notice.

Child prices only apply on some products the age of which is 3 – 11 years old

Adult and Per person fare are the same term.

Some products are for full charter of helicopter. Helicopter type will be stated.

Per person fare– 3 to 99 years old

Infant – 0 to 2 years old - must be held by a paying adult. The infant will be secured by a safety belt attached to the adult's safety belt in the back row of helicopter cabin.

MINIMUM NUMBERS

All brochure scenic flights have minimum fare-paying passenger numbers required for flights to departures. Bookings will be accepted for numbers less than the required minimum and we will try our best to coordinate bookings to achieve the required minimum for the flight to depart, but this cannot be guaranteed. Clients are required to confirm their reservation 24 hours prior to their departure time by calling the respective base they are flying from. To avoid the uncertainty and disappointment, ask us about paying for a full charter of the helicopter.

TIMETABLES

All departures are subject to change or cancellation if weather conditions are not suitable or if the minimum passenger fares required for the flight are not met. We will do our best to reschedule your flight, or a refund may be offered (see Cancellation and refund information below).

Flights operate most days, there may be some restrictions on public holidays for brochure flights, however, charter flights may still operate. Please contact the respective base for more details regarding the availability for private charters.

FLIGHT RESTRICTIONS

- Safety is paramount in determining if the weather is good to fly. Cancellations or postponements may occur if the weather is deemed unsafe to fly.
- Flight times and routes are subject to weather conditions; the flight route may vary due to weather.
- Individual and total weight restrictions apply to specific aircraft or flights.

- The pilot will determine the seating of passengers based on the weight and balance restrictions of the helicopter.
- The helicopter used may vary and is at the discretion of GCH Aviation and its divisions. Helicopters being Cabri, R44, EC120, EC130, BK117, AS350

Requests for Twin Engine helicopters with two pilots will be on an as-per-requested basis by emailing the respective Heli base.

BOOKING INSTRUCTIONS

In all cases, reservations must be made in advance. For the best chance of confirming your flight, please book well in advance.

Please ensure the following information is provided when booking:

- Preferred date of travel
- The specific trip you would like to book
- Passenger names
- Each passenger's weight (in kgs)
- Specify adult/child/infant.
- Contact phone number while in New Zealand
- Agent details (if applicable)
- Method of payment
- Special/dietary requirements (if applicable)

A 20% deposit may be needed for private charter flights.

Payment can be made in advance to secure your flight booking. Should you fail to show up for the trip when space is guaranteed, your credit card will be debited with the total amount of the booked activity

Reservations can be made by phone or email to the respective helibase you wish to fly from.

CANCELLATION AND REFUND POLICY

Weather cancellations are out of our control, we will try to rebook you for another time, or a refund will be offered in accordance with our refund policy guidelines.

Should inclement weather prevent a flight at the booked location, the same prepaid voucher will be accepted at any of GCH Aviation's bases in New Zealand for a flight of similar duration and price. If you are unable to re-schedule the flight, then a full refund will be offered.

No refund will be given for no-shows, changes you make to your booking or your own cancellation made less than 24 hours prior to departure.

Where payment is made by credit card and a refund applies, the amount must be refunded back to the credit card in New Zealand dollars. GCH Aviation takes no responsibility for paying any transaction fees incurred for this.

Payments made by credit card will result in the refund being refunded back to that original credit card only - no cash refunds apply.

No cancellation fee applies for FIT cancellations made at least 24 hours in advance or at least 4 days in advance for groups of 5+.

Bookings and payments made through third-party sites (such as Expedia, Viator, TripAdvisor, Grabone, Scenic Flight Booker etc) will be subject to their terms and conditions and refunds will come from them, not GCH Aviation.

Any refunds to credit cards and bank accounts will be made on the 1st working day after your flight. Our reception staff do not have the ability to refund directly to your account on the day. All refund processing must be completed by our accounts department.

RECONFIRMATION

Please call us 24 hours prior to your flight departure time to reconfirm your booking and departure time. This allows time for flight adjustments should the weather be looking unfavourable. We may require you to also call 2 hours prior to departure to check weather conditions.

CHANGE OF DATE

Reservations may be transferred to another date, subject to space availability, with no transfer fee incurred, provided notification is received at least 24 hours in advance or at least 4 days in advance for groups of 5+. If you or GCH Aviation are unable to re-schedule the flight, then a full refund will be provided. Please consider visiting one of our other bases to fly while on your holiday:

- [Kaikoura Helicopters](#)
- [Wellington Helicopters](#)
- [Nelson – GCH Aviation Nelson](#)
- [Garden City Helicopters](#)
- [Greymouth – Coastwide Helicopters](#)

ALCOHOL

Products with an alcohol component to them will require the following:

Alcohol may only be consumed or purchased by persons 18 years old age. ID must be carried and produced if requested. Please be responsible with your consumption as intoxicated guests may be refused carriage if deemed unsafe by the pilot in command.

EXTRA THINGS TO NOTE

Please carry any medication that you may require and advise the pilot of any medical condition that may require their help.

Please wear warm clothing, covered shoes, a jacket, sunglasses, and sunscreen.

Hand luggage must be minimal and not weigh more than 7kg

A passenger safety briefing will be given prior to departure.

You must disclose if you are carrying any dangerous goods. Please ask if you are unsure or check out the CAA website <https://www.aviation.govt.nz/passenger-information/what-can-i-bring/>

WHALE WATCHING FLIGHTS-

We see whales 97% of the time. Occasionally, despite our very best efforts and flight planning, you may not see a whale. This is rare and unfortunate but can happen.

In the unlikely event that you do not see a whale, no refund will be offered.

Some products have specific terms and conditions - Please see these on the product pages.

GARDEN CITY HELICOPTERS_

KAIKOURA HELICOPTERS_

GCH NELSON__

COASTWIDE HELICOPTERS_

WELLINGTON HELICOPTERS

AIR NEW ZEALAND AIRPOINTS

Redemption and bookings of your Airpoints Voucher are to be made by contacting the helibase that is stated on your voucher.

Refunds will be through contacting Airpoints Store only.

Cannot be exchanged for cash.

Terms and conditions for Airpoints Vouchers can be found on their website.

PAYMENT

We accept all major credit cards, Eftpos, Paypal or direct banking. Payments can be made by direct credit at least two days prior to the date of travel.

Please use the invoice number as the reference number.

GCH AVIATION – GARDEN CITY HELICOPTERS

Account name: GCH Aviation Limited

Bank: Kiwibank Limited

Account: 38 9024 0822931 00

GST number 046 959 116

accounts@gchaviation.com

KAIKOURA HELICOPTERS

Account name: Kaikoura Helicopters Ltd

Bank: Kiwibank

Account: 38 9024 0823184 00

GST number 129-147-415

accounts@gchaviation.com

WELLINGTON HELICOPTERS

Account name Wellington Helicopters Ltd

Bank: Kiwibank

Account: 38 9024 0823213 00

GST number 116-507-587

accounts@gchaviation.com

COASTWIDE HELICOPTERS

Account name GCH Aviation Ltd

Bank: Kiwibank Limited

Account: 38 9024 0822931 00

GST number 046 959 116

accounts@gchaviation.com

GCH NELSON HELICOPTERS

Account name GCH Aviation Ltd

Bank: Kiwibank Limited

Account: 38 9024 0822931 00

GST number 046 959 116

accounts@gchaviation.com

WHOLESALE / AGENTS

Wholesale rates are available only to wholesale/inbound operators who have made contact and introduced themselves to our marketing department.

Credit applications must be completed and returned from wholesale/inbound operators before any rates and bookings can be confirmed.

Please request wholesale credit applications by email to marketing@gchaviation.com.

Prices are subject to change without notice.

Product manual and rates for brochure flights, Lodge transfers and private charters can be obtained by emailing marketing@gchaviation.com

Our brochure products can be obtained on REZDY. Please reach out for our rates.

GCH Aviation – Garden City Helicopters
<https://helicopters.rezdy.com/>

Kaikoura Helicopters <https://kaikourahelicopters.rezdy.com/>

Wellington Helicopters <https://wellingtonhelicopters.rezdy.com/>

Pacific Island Air Fiji <https://pacificislandair78.rezdy.com/index>
www.pacificislandair.com – specific terms and conditions can be
obtained on request

SURCHARGES

Any charter bookings that fall on the New Zealand Statutory
Holidays listed below will incur a 20% surcharge.

Brochure flights listed on our website www.gchaviation.com do not
operate on these days.

Christmas Day

Boxing Day

New Year's Day

2nd January

Waitangi Day 6th February

Good Friday

Easter Sunday

Easter Monday

Anzac Day

Matariki

Queen's Birthday

Labour Day

Regional Anniversary Day