



Terms and Conditions Holly Trail 2024

1. Terms and conditions

1. At the Holly Trail, our aim is for you to enjoy every moment of your Holly Trail experience. The following Terms and Conditions of purchase have been developed to ensure your understanding of the purchase process and the event.
2. These Terms and Conditions apply to both the sale of tickets and attendance of the Holly Trail. These Terms and Conditions apply to both the original purchaser and any subsequent ticket holders.
3. By purchasing a ticket, you agree to be bound by these Terms and Conditions. Failure to comply could result in:
 - a. Your ticket being revoked
 - b. Refusal to admit you to any venue
 - c. You being prevented from acquiring further tickets

2. Ticket pricing and purchase

1. Tickets will be available to the public for sale from our official ticket sales website only, from 9am, 24th July 2024. You will access this via the 'Buy Tickets' button on our website www.hollytrail.co.nz
2. Tickets are \$170.00 each, excluding transaction fees (see 2.4 below).
3. The following additional charges will apply: 30c ticket fee (per ticket) and a 3% credit card processing fee. A 1% surcharge will apply if a foreign credit card is used to purchase the ticket.
4. There is no limit to the number of tickets that can be purchased in one transaction.
5. The Holly Trail will not be held responsible for any ticket sales (onsale or resale) other than those purchased via our official ticket sales website.
6. There are a maximum number of tickets available which are expected to sell out quickly. We do not hold any tickets in reserve and will not be held liable or take any responsibility if you are unable to purchase tickets online for any reason.

3. Confirmation of orders

1. You will receive an order confirmation email from our official ticket sales website once you have completed the ticket purchasing process.
2. Please check your Spam/Junk folder if you do not receive your confirmation email to your Inbox.
3. If you experience any issues or error messages during the ticket purchase or payment processing, please contact us via our official ticket sales website.
4. If you've purchased tickets but do not receive a ticket confirmation to your Inbox, Junk or Spam folders within 30 minutes of placing your transaction, please email:



ticketing@hollytrail.co.nz We will try and get back to you as quickly as possible, and thank you in advance for your patience.

4. Ticket / Programme delivery

1. Your ticket is your programme.
2. Programmes will be posted out the week beginning 7th October 2024. If you have not received your programme by Wednesday 16th October please email ticketing@hollytrail.co.nz
3. Programmes will only be posted to the address supplied by the original ticket purchaser on our official ticket sales website.
4. Ensure you carry your programme with you to all venues. No programme, no entry.
5. Each venue visited will be marked off your programme. Please write your name and cell phone number in the space provided on your programme.

5. Cancellations

1. If the Holly Trail is cancelled for any reason, including but not limited to force majeure, a weather event, natural disaster or Covid-19, the Hospice Holly Trail Charitable Trust will advise all ticket holders via email and social media channels as soon as practically possible.

6. Refunds

1. Cranford Hospice is in desperate need of funds to deliver their much-needed services and care to individuals and families within our region. Due to this, if the Holly Trail is cancelled for any reason no refunds will be given and all ticket sales (less administrative fees and costs incurred to date) will be forwarded to Cranford Hospice.
2. No refunds will be given if you are unable to attend the event due to any reason.
3. The Hospice Holly Trail Charitable Trust will not be held liable in any circumstances for any other expenditure or costs (such as travel or accommodation costs) that are associated with your Holly Trail attendance if you are unable to attend the event or if the event is cancelled in any circumstances, including a pandemic-related cancellation.

7. At venues/general information

1. Tickets are valid for the three days of the Holly Trail 2024.
2. You may begin the Trail at any venue you like.
3. Venues are open 9.30am-4.30pm.
4. Each venue can be visited only once, except for the lunch venue.
5. Photography, filming and recording at all venues is strictly prohibited, including cameras, mobile phones, iPads or drones.
6. Shoes must be removed and carried in the shoe bag provided.
7. No smoking (including e-cigarettes) both inside and outside the venues.
8. For safety reasons, no babies/children under the age of 15 will be admitted under any circumstances.



9. No dogs at any venues, both inside or outside, including the lunch venue.
10. Always respect the owners' property and privacy.
11. Many venues have no or very limited wheelchair access. As some walking is required to access the venues from the parking areas, we do not recommend this event for those who have limited mobility.
12. Observe and respect all signs and traffic management.
13. Take care driving and parking at venues – follow instructions and be considerate.
14. Public toilets are indicated on the map in the programme – please take note of where they are located. There are no toilet facilities at any of the homes.
15. Please refer to the indicative map in the programme for directions, locations and recommended parking areas.

8. Limitation of liability

1. Attendance at any Holly Trail event or venue is at your own risk.
2. Any person attending any of the Holly Trail 2024 events or venues will take reasonable care for his or her own health and safety and take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons and will comply with the requests laid down by the Hospice Holly Trail Committee and volunteers when attending this event.
3. All persons will take due care and caution when driving, stopping and parking during the event.
4. Committee members, homeowners and volunteers are not responsible for any loss of belongings and/or personal injury that may occur during the event.

9. Covid-19 protocols and other sickness

1. The Hospice Holly Trail will adhere to any Covid-19 Government restrictions or laws in place at the time of the event.
2. We strongly advise that you do not attend the Holly Trail if you or any members of your group are feeling unwell with symptoms associated with COVID-19 or any other contagious sickness.

10. Variation to Terms and Conditions

1. The Hospice Holly Trail Charitable Trust reserves the right to cancel, terminate, modify or suspend these Terms and Conditions at any time and for any reason.
2. Any variations will only apply to ticket purchases made after these Terms and Conditions have been updated.