



TRADE MANUAL



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The story

Auckland & Beyond Tours is a family-owned & operated tour company based in Auckland. We operate Small Group Day Tours, Private Day Tours, Multi-Day Tours & Shore Excursions to the most iconic attractions & unique destinations in Aotearoa.

We are committed to Sustainable Tourism by reducing our carbon footprint, caring for the environment by yearly planting native trees & adopting native birds.

We also contribute to our community by supporting multiple non-profit organisations such as Breast Cancer Foundation, Westpac Rescue Helicopter, Saint John Ambulance, Blind & Low Vision foundation and many more.

Auckland & Beyond Tours won the TripAdvisor Certificate of Excellence based on non-biased customers reviews and has always ranked as one of the best tour operators in Auckland.



Our Fleet

5 Seater Mercedes GLE



6 & 7 Seater Mercedes V250



12 & 20 Seater Mercedes Sprinters



Features include:

- Leather reclining seats & arm rests.
- USB Charging stations.
- Free Wi-Fi.
- Complementary snacks & water.
- Large storage space for luggage.
- No branding.
- Tinted windows & luxury carpet.
- Electric doors and sliding step.
- PA system.

Click [HERE](#) to access photos of our fleet.



Mercedes-Benz



Private Tours Price List

Tour		Description	Images	Retail Rates	
				Adult	Child
1	Auckland City Highlights	<ul style="list-style-type: none"> - Bastion Point. - Sightseeing at Mission Bay. - Saint Heliers & Achilles Point. - Parnell & New Market Area. - Picnic Lunch on the beach. - Harbour Bridge Crossing. - Mount Victoria & Devonport. 	Open	350	150
2	Auckland Maori Experience	<ul style="list-style-type: none"> - Maori Culture, traditions & Language. - Maori Culture Haka Performance. - Winter Gardens. - Traditional Musical Instruments. - Authentic Maori Games. - Picnic Lunch on the beach. - Auckland City Sightseeing. 	Open	450	250
3	Matakana Art & wine Village	<ul style="list-style-type: none"> - Sightseeing in Matakana. - Matakana Village Farmers Market (operates on Saturdays). - Sculptureum Art Experience. - Wine Tasting. - Lunch & Beer Tasting. - Chocolate Tasting & Hot Chocolate. - Hokey Pokey Ice Cream. 	Open	650	350
4	West Coast Discovery Piha Beach	<ul style="list-style-type: none"> - Piha Beach & Lion Rock. - KareKare Waterfalls. - Picnic Lunch & Wine Tasting. - Arataki Visitor Centre. 	Open	450	250

Private Tours Price List - Continued

Tour		Description	Images	Retail Rates	
				Adult	Child
5	Coast to Coast Private Eco Tour	<ul style="list-style-type: none"> - Muriwai Beach & Gannet Colony. - Picnic Lunch. - Bastion Point & Mission Bay. - Achilles Point. - Winter Gardens. 	Open	550	300
6	Muriwai Beach & Gannet Colony	<ul style="list-style-type: none"> - Visit Muriwai Beach. - Visit Different outlooks over Muriwai Beach, The Gannet colony & Motutara Island. - Wine Tasting. 	Open	500	250
7	Working Farm Tour	<ul style="list-style-type: none"> - Private dairy farm tour. - Cow milking & petting cows. - Lunch on a private beach. - Private sheep & beef farm. - Sheep shearing & dog mustering. 	Open	500	300
8	Scenic Off-Road Experience	<ul style="list-style-type: none"> - Safety briefing & rescue demo - Four Wheel Drive Experience - Off-roading on the beach - Picnic lunch on the beach 	Open	550	300
9	Horse Riding, Wine Tasting & Art Trail	<ul style="list-style-type: none"> - Horse riding. - Sculpture Trail. - Lunch & Wine tasting. 	Open	600	300

Private Tours Price List - Continued

Tour		Description	Images	Retail Rates	
				Adult	Child
10	Waiheke Island Luxury Experience	<ul style="list-style-type: none"> - Waiheke Island Sightseeing. - Premium Wine tasting at 3 Wineries & picnic lunch. - Olive oil tour & tasting. 	Open	700	350
11	Maori Evening Dinner & Show Experience	<ul style="list-style-type: none"> - Welcoming ceremony - Unveiling of traditional hangi - Witness warriors paddling canoe - Cultural Performance - Full buffet hangi dinner 	Open	800	450
12	Rotorua Geothermal Experience	<ul style="list-style-type: none"> - Te Puia Valley, Mud Pools - Erupting Geyser & live Kiwi Bird. - Maori Village & Lunch 	Open	700	350
13	Rotorua Adventures	<ul style="list-style-type: none"> - Agrodome Farm Show & Tour. - Skyline Gondola Ride & 3 Luge Rides. - Lunch at Stratosphere restaurant. 	Open	850	500
14	Waitomo Glow worm Caves, Zealand Tea & Kiwi House	<ul style="list-style-type: none"> - Zealand Tea Estate & Café Lunch - Waitomo Caves Group tour. - Boat Ride at Waitomo River. - Otorohanga Bird Sanctuary Visit. 	Open	850	500

- Includes Private Luxury Transport, lunch & all entry tickets.
- Prices subject to change without notice
- Prices are in US Dollars & include GST

- Child age is up to 12 years old
- Prices are valid till 31 March 2025
- Pick up & drop off from any hotel or port in Auckland

Company Details

Legal Name	Auckland and beyond limited
Trading Name	Auckland & Beyond Tours
Company Number	5791008
NZBN	9429041953525
Passenger Service Licence number	0312976
DOC Concession #	WS267
GST	117-630-749
Liability Insurance Provider	The Hollard Insurance Company Pty Ltd
Insurance Policy#	CDP010603
Booking email	info@aucklandandbeyond.co.nz
Booking phone #	+64 220 474 575

Terms & Conditions

1. Travel must commence on the day specified when the tour is purchased unless notified otherwise.
2. Travel agent vouchers or website E-Tickets are not valid until confirmed by Auckland & Beyond.
3. **Cancellation policy (Group Tours):** In the event, you have purchased a group tour and subsequently wish to cancel it, Auckland & Beyond Tours may refund your booking at its sole discretion, in which event you will be charged a cancellation fee as follows:
 - a. 7 – 10 days prior to the date of the tour – 25% of your ticket plus any booking fees and charges.
 - b. 3 – 6 days prior to the date of the tour – 50% of your ticket plus any booking fees and charges.
 - c. 48 hours or less will be charged 100% of the ticket.
4. **Cancellation policy (Private Tours):** In the event, you have purchased a private tour and subsequently wish to cancel it, Auckland & Beyond Tours may refund your booking at its sole discretion, in which event you will be charged a cancellation fee as follows:
 - a. 7 – 10 days prior to the date of the tour – 25% of your ticket plus any booking fees and charges.
 - b. 4 – 6 days prior to the date of the tour – 50% of your ticket plus any booking fees and charges.
 - c. 72 hours or less will be charged 100% of the ticket.
 - All accommodation and third party reservations are non refundable.
 - Admin charges may apply for any cancellation.
5. Changes to reservations must be made at least 24 hours prior to departure. All reservations and changes must be made by contacting our reservations department.
6. Auckland & Beyond Tours reserves the right to vary any fares, routes, overnight stops, pricing, inclusions, accommodation operators, departure dates, times and locations without notice. Auckland & Beyond Tours reserve the right to substitute other vehicles in place of our own. Auckland & Beyond Tours inclusions and advertised accommodation operators are not guaranteed and will be provided where possible.
7. Auckland & Beyond Tours will endeavour to adhere to stated departure and arrival times but will not be liable for any failure to meet those times or for any cancellation or delay of any services.
8. Auckland & Beyond Tours shall not be liable for any loss or damage of any kind, including indirect or consequential loss or damage, arising directly or indirectly out of a cancellation or abandonment of, or delay to any trip however, caused.
9. Auckland & Beyond Tours will not be liable for the sickness of, injury to, or death of, any passenger, or the loss of, or damage to, any personal effects, whether caused by Auckland & Beyond Tours' negligence or otherwise. There is no travel insurance cover included in the price of a tour and Auckland & Beyond Tours recommends that you obtain travel insurance to cover any sickness, injury, or loss that may occur while you are travelling with Auckland & Beyond Tours.
10. You agree to indemnify Auckland & Beyond Tours against any loss, damage or expense suffered or incurred by Auckland & Beyond Tours, its officers, employees, agents or related companies as a result of any claim by any third party whose claim arises from your use of your ticket or your acts or omissions while travelling on any Auckland & Beyond Tours service.
11. Where the services of another operator are provided as part of the Auckland & Beyond Tours it is agreed that Auckland & Beyond has no responsibility whatsoever for any default of that operator.
12. These terms and conditions are governed by the law of New Zealand and you and Auckland & Beyond Tours agree to submit to the jurisdiction of the courts of New Zealand in any dispute. Nothing in these terms and conditions affects your rights under the Consumer Guarantees Act 1993.
13. Auckland & Beyond Tours may vary any of these terms and conditions or the Prices at any time and without notice.
14. Auckland & Beyond Tours will not be liable for breach of, or any failure to perform its obligations under, these terms and conditions where such breach or failure is caused by anything beyond Auckland & Beyond Tours' reasonable control.
15. Minimum numbers are required to operate any group tour & if it's not met, the tour might be cancelled. (Alternate options will be offered)