Terms and Conditions

Thank you for choosing to transport with D'Urville Crossings. Please ensure you take the time to read the terms and conditions below to ensure a safe and enjoyable crossing.

Definitions:
D'Urville Crossings ("the operator")
Yourself ("you" or "the customer")

D'Urville Crossings will undertake cartage of items as agreed with the customer at the time of booking.

D'Urville Crossings or its contractors give no guarantee or warranty to items delivered unless the following processes are followed, and accurate information is provided. The customer acknowledges that it has not relied on any representation or warranty made by D'Urville Crossings or its Contractors.

Insurance

All items of freight carried are carried in line with the 'Carriage of Goods Act 1979'. Any Insurance cover over the value of anything over and above the limitations of the Carriage of Goods Act 1979 are the responsibility of the customer.

The Operator accepts no responsibility for any loss or additional expenses arising from changes, delays or cancellations of its services.

Bookings

Advanced prepaid bookings are essential for all barge crossings. Early notice enables other work to be arranged and is greatly appreciated.

When booking space on our barge, you are holding space that is no longer available to other customers. Barge bookings require a lot of logistics and planning. All barge bookings are charged on an hourly rate for departure from port, to return to port. Where we can, we will book other crossings on the same date to share the barge travel time costs from Nelson between customers.

To confirm your booking date a $750.00 non-transferable, non-refundable deposit per booked crossing must be received.

Once you request a booking date you will be invoiced $750.00 deposit per booked crossing. Once payment of deposit is received your booking date will be secured. Where we can book other crossings on the same date to share travel time costs, we will. Payment of the remainder owing for your booked crossing will be required to be paid in full 72 hours before your crossing date. Failure to pay in full will result in forfeiting your deposit amount and will mean no transport.

Any damage incurred to the barge by the customer when embarking and disembarking, will be charged on to the customer in full.

Cancellation Policy

If you wish to cancel your barge booking for any reason, the terms and cancellation fees below will apply. All cancellations must be advised to D'Urville Crossings by you in writing.

The deposit you pay to us secures your barge booking and is non-refundable, non-transferrable. The balance of your booking cost must be paid no later than 72 hours prior to your crossing date. Failure to make full payment of the balance of your booking will result in automatic cancellation of your booking and your deposit will not be refunded.

In the event that the operator is unable to offer the booked service because of an unforeseen circumstance, weather conditions, or sea state we will either re-book you on another agreed date or provide a refund to you less any unrecoverable costs we have incurred, and any cancellation fees applied by third party providers.

D'Urville Crossings reserves the right to cancel or postpone any barge booking prior to your departure.

By paying the booking deposit to confirm your booking, you certify that you have read, fully understood, and agree to abide by the above Terms and Conditions.