

**e-Ticket**

Booked by: VAN TAI NGUYEN  
Booked on: 14 Feb 2024

**Booking summary**

Date	Route	Ship	Final check-in	Depart	Arrive	Fare type
Sun, 21 Apr 2024	Wellington > Picton	Connemara	7:15 AM	8:15 AM	> 11:45 AM	Flexi Sail Fare

**Booking details**

**Wellington > Picton**

Adults: VAN TAI NGUYEN, THI TRINH  
Motorhome OR Campervan: 7m

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Visit [bluebridge.co.nz/check-in](https://bluebridge.co.nz/check-in)

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0800 844 844 (within NZ)  
+64 4 471 6188 (from overseas)  
[bookings@bluebridge.co.nz](mailto:bookings@bluebridge.co.nz)

**Passenger terminal locations:**

Wellington Passenger Terminal: 50 Waterloo Quay, Wellington  
Picton Passenger Terminal: 1 Lagoon Rd, Picton

# Terms & Conditions

## SUMMARY TERMS & CONDITIONS (INCLUDING FARE CONDITIONS) AND CONDITIONS OF CARRIAGE

The information below is a summary of some of the Terms & Conditions (including Fare Conditions) and Conditions of Carriage. It is the full [Terms & Conditions \(including Fare Conditions\) and Conditions of Carriage](#) that apply if anything differs from them.

### Fare Conditions

Your fare type has its own fare conditions, which cover booking changes, costs, cancellation rules, and whether your booking is refundable. You can find the fare type for your sailing on the e-Ticket. To view the Fare Conditions visit [bluebridge.co.nz/terms-and-conditions](http://bluebridge.co.nz/terms-and-conditions).

### Booking Changes

You can request changes to your booking up to 1 hour before departure. You will need to pay any fare difference. Depending on your fare type, you may not be able to change or cancel your booking without cost, and some fares and additional items (e.g., cabins, excess baggage etc) are non-refundable. All changes are subject to availability.

Changes can be made [online](#), through our Contact Centre, at our terminals, or through the authorised agent or reseller you booked through.

Tickets can be transferred to another person but cannot be sold. You must advise us of the change of name(s) and notify all new passengers of our Terms and Conditions (including Fare Conditions) and Conditions of Carriage.

### Check-in and Boarding

You must be checked in one hour before the departure time. If you do not check in or board on time your booking may be cancelled, and no refund will be provided. You may be asked to present suitable photo ID. If you fail to present this when asked you may be denied travel. All gang patches and insignia must be removed before checking in. Groups of travellers affiliated with an organisation and wearing a patch or insignia may be asked to remove this before or during travel. Failure to comply with these conditions may result in you being denied travel.

### Right to refuse carriage

Travelling aboard any of our ships is at the sole discretion of Bluebridge. We have the right to refuse to carry you, or your property for any reason. If we refuse to carry you, and/or your property for any reason, we will not be liable to you for any loss or expense incurred as a result.

### Baggage

Hand luggage - you may carry on board one small bag weighing up to 7kg, plus one small personal item. Alcohol, musical instruments, sporting equipment or large bags must be checked in or stored in your vehicle.

Checked baggage - you can check in up to two bags per person with a maximum weight of 30kg per bag. Extra and overweight bags may be checked in at an additional charge per item. Visit our Luggage and Extras page at [bluebridge.co.nz/check-in#luggage-and-extras](http://bluebridge.co.nz/check-in#luggage-and-extras) to find out what we can carry.

### Sailing delays or cancellations

Our schedules, departure times and journey times are not guaranteed and may be subject to change. We are not liable for any direct or indirect loss or expenses suffered by you because of any sailing departing or arriving late or early, or any cancellation of a scheduled sailing for any reason. We will let you know of any changes in schedules, departure times and journey times as soon as we can.

### Vehicles

You must follow all instructions given to you by our staff. Carriage of a vehicle is at our discretion and may be refused for any reason, including if we consider it to be insecurely loaded or otherwise unfit for carriage. At the time of check-in, we may reassess any vehicle based on its type, size, length, or weight, and change the applicable fare accordingly. Any increase in fare must be paid before boarding. Once onboard all vehicles must be parked with their handbrakes applied and in gear, any alarms turned off, and the vehicle locked. All gas bottles in motor homes must be turned off.

### Travelling with animals

Pets must be kept in your vehicle, or in a kennel on the vehicle deck (which is available for hire from Bluebridge) for the duration of the sailing. While the ship is sailing, the vehicle decks are locked, and you cannot visit your animals. Horses, llamas and alpacas can be booked online or through our Contact Centre. All other livestock must be booked through the Bluebridge freight team. If you are bringing an assistance dog onboard, you will need to let us know when you check in and you will be required to present its certification tags or documents.

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## Terms & Conditions

### Dog-friendly cabins

On Connemara, there are dedicated dog-friendly cabins that you can prebook for an additional fee. A maximum of two dogs are allowed per cabin. No other animals are allowed in the dog-friendly cabins.

Dogs are not allowed in the main passenger areas of the ship (excluding certified assistance dogs). Dog-friendly cabins have their own dedicated stairwell that you must use when boarding or disembarking. Outside of your cabin, your dog is only allowed in the communal outside dog exercise area.

You must keep your dog leashed or in a carrier when walking to and from the cabin or when using the communal dog exercise area. If your dog is considered to be of a dangerous breed, or is not very social, it must be muzzled as well.

If your dog creates a mess onboard or at our terminals, you must clean it up.

All dogs travelling on board must be fit and healthy prior to boarding. Injured and/or diseased dogs are not permitted to travel in the dog-friendly cabins.

We will try to ensure that other passengers do not approach your dog, but we cannot guarantee this will not happen. We do not accept any responsibility for any liability or damage caused by your dog while on board or at our terminals. You understand that if an injury or incident occurs which was caused by your dog, you may be reported to the relevant authorities, and in some cases, it could give rise to criminal or other legal liability.

If your dog causes damage to our property, we reserve the right to charge you by invoice to repair the damage. Criminal charges will be pursued in extreme cases.

### Dangerous Goods

Carriage of dangerous goods is at our discretion and must be preapproved by us by calling 0800 844 844. Dangerous goods must be declared to us when you check in. Dangerous goods cannot be carried in your hand luggage.

Further information on what is meant by "dangerous goods" is provided by Maritime NZ at [maritimenz.govt.nz/content/commercial/ships/cargo-carriage/default.asp#dangerous](http://maritimenz.govt.nz/content/commercial/ships/cargo-carriage/default.asp#dangerous).

Please check the full Conditions of Carriage for dangerous goods on our website [bluebridge.co.nz/terms-and-conditions](http://bluebridge.co.nz/terms-and-conditions).

If you have any questions about the goods that you are carrying, please contact us on 0800 844 844.

### Firearms and munitions

Firearms and munitions must be declared when you check in and be locked securely in your vehicle or carried as checked-in baggage. All firearms must have their bolts removed (where applicable) and must otherwise be rendered inoperable to the maximum extent applicable when on the ship. You will need to present suitable photo ID to collect your checked-in firearms and munitions.

### Alcohol

You are not permitted to consume alcohol on Bluebridge premises while waiting to check in or board the ship. On board, you can only consume alcohol that you have purchased on board. You may not bring alcohol on board in your hand luggage.

### Smoking or Vaping

Smoking (including the use of e-cigarettes or vapes) at our terminals or onboard is only permitted in the designated smoking areas.

### Our liability to you

StraitNZ Bluebridge's liability is capped in respect of each unit of goods at \$2000.00 or such other amount as specified under the Contract and Commercial Law Act 2017. StraitNZ Bluebridge is not liable for any loss of profits, indirect or consequential loss or damage. StraitNZ Bluebridge's liability for loss or damage to property may be further limited if you fail to take steps to eliminate the risk of loss, damage, or theft of your property. All claims for loss or damage must be received by StraitNZ Bluebridge within 30 days of the sailing in accordance with sections 274 and 277 of the Contract and Commercial Law Act 2017. We strongly recommend that passengers hold motor vehicle, personal or travel insurance to cover any unforeseen circumstances that may arise (including cancellation fees, missed connections, medical and curtailment expenses, early departure from holiday due to death or illness etc.). Your insurance should provide cover against personal accident, medical expenses, emergency repatriation and personal liability. Bluebridge Cook Strait ferries (Operated by StraitNZ) does not accept any liability for inadequate insurance as well as your failure to effect insurance on your behalf.

### Consumer Guarantees Act 1993 and Fair Trading Act 1986

Nothing in this terms and conditions affects any rights you may have under the Consumer Guarantees Act 1993, or other legislation like the Fair Trading Act 1986, where you are a "consumer" as defined by those laws. If you are "in trade" within the meaning of the Consumer Guarantees Act 1993 or Fair Trading Act 1986, and acquiring our services for "in trade" purposes, you acknowledge and agree that (i) the Consumer Guarantees Act 1993 and sections 9, 12A, 13 and 14(1) of the Fair Trading Act will not apply to you and (ii) that it is fair and reasonable for you and us to contract out of the applicable sections of each of those Acts.

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