

# Flight NZ 2026

## Terms and Conditions

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### Event Admission and Registration

- Admission is limited to registered guests holding a valid ticket or invitation.
- The organiser reserves the right to refuse entry to anyone whose behaviour, attire, or condition is deemed inappropriate or unsafe.

### Behaviour and Conduct

- Guests must conduct themselves in a respectful and orderly manner at all times.
- Any behaviour that disrupts the event, endangers others, or damages property may result in removal without refund.
- Harassment, discrimination, or abusive behaviour toward staff or guests will not be tolerated.

### Venue Rules and Hotel Policies

- All guests must comply with hotel policies, including fire safety, emergency procedures, and staff instructions.
- Restricted areas of the hotel are off-limits unless explicitly authorised.
- Smoking and vaping are only permitted in designated areas as defined by the hotel.

### Food, Beverages and Allergies

- Food and beverages served at the event are prepared by the hotel or approved caterers.
- Guests with allergies or dietary restrictions must notify the organiser in advance; while reasonable efforts will be made, the organiser cannot guarantee the absence of allergens.
- Outside food or alcohol is not permitted unless pre-approved in writing. All beverages supplied at the event must be consumed at the event. No food or beverages may be removed from the hotel premises unless approved by the organiser.

### Alcohol Service

- Alcohol will be served in accordance with local licensing laws.
- Hotel staff may refuse service to any guest who appears intoxicated or underage.
- Guests are responsible for their own behaviour after consuming alcohol.

### Photography, Filming, and Media

- The event may be photographed or recorded for promotional or archival purposes.
- Attendance constitutes consent to appear in such media unless the guest notifies the organiser in writing prior to the event.
- Guests may take personal photos unless otherwise restricted, but professional equipment requires prior approval.

### Personal Belongings and Liability

- Guests are responsible for their personal property. The organiser and hotel accept no liability for loss, theft, or damage.
- The organiser is not responsible for injuries or accidents arising from guest negligence or failure to follow instructions.

#### Dress Code

- A formal or semi-formal dress code may apply depending on the event theme.
- The organiser reserves the right to deny entry to guests who do not meet the stated dress requirements.

#### Accessibility and Special Requirements

- Guests requiring mobility assistance, accessible seating, or other accommodations should notify the organiser in advance so arrangements can be made with the hotel.
- The organiser will make reasonable efforts to meet such requests within venue capabilities.

#### Changes, Postponement or Cancellation

- The organiser may modify the event schedule, seating arrangements, or programme if necessary.
- In the event of postponement or cancellation (e.g. weather signals), the organiser will communicate updated information as soon as possible.
- Refunds, if applicable, will follow the organiser's published refund policy.

#### Force Majeure

- The organiser is not liable for delays, changes, or cancellations caused by circumstances beyond reasonable control, including severe weather, government restrictions, or venue emergencies.

#### Acceptance of Terms

- By attending the event, guests acknowledge that they have read, understood, and agreed to these Terms and Conditions.
- The organiser reserves the right to update these terms at any time, with the latest version applying to the event.

March 2026

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## Refund Policy

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### General Principles

- This policy governs all ticket purchases for the event. By purchasing a ticket, guests acknowledge and accept these terms. Refunds are issued only in accordance with the conditions outlined below.

### Standard Refund Window

- Refund requests received up to 30 days before the event will be eligible for a full refund, minus any non-refundable payment processing fees.
- Requests received between 29 and 14 days before the event will be eligible for a 50% refund, reflecting committed venue and catering costs.
- Requests received within 14 days of the event are not eligible for a refund due to finalised catering numbers and hotel charges.

### Transfer of Tickets

- Tickets may be transferred to another guest at no additional cost, provided the organiser is notified at least 48 hours before the event.
- The organiser may require updated guest details for seating, dietary needs, or security purposes.

### Non-Attendance

- Failure to attend the event for any reason does not qualify for a refund.
- This includes travel delays, personal schedule conflicts, or illness unless covered below.

### Event Changes

- If the organiser must modify the programme, seating layout, entertainment, or menu, refunds will not be issued, provided the event proceeds as scheduled.
- Significant changes to the event date or venue will trigger the options detailed below.

### Illness or Medical Circumstances

- Guests who cannot attend due to serious medical reasons may request a refund or credit, subject to reasonable documentation.
- Approval is at the organiser's discretion, taking into account venue and catering commitments.

### Postponement or Cancellation by the Organiser

- If the event is postponed, tickets will automatically transfer to the new date. Guests unable to attend the revised date may request a full refund within 14 days of the announcement.

### Force Majeure

- No refunds will be issued for cancellations or disruptions caused by circumstances beyond the organiser's control, including severe weather, government restrictions, venue emergencies, or other force majeure events.
- If feasible, the organiser will reschedule the event as above.

#### Refund Process

- All refund requests must be submitted in writing to the organiser's designated email or ticketing platform.
- Approved refunds will be processed within 14 business days to the original payment method.

#### Third-Party Ticketing Platforms

- If tickets were purchased through a third-party platform, their processing fees, timelines, and refund rules may apply in addition to this policy.

March 2026