

Waiheke Freedom Tours — Health & Safety Policy

2026-09-19

Introduction

Waiheke Freedom Tours Limited is a Waiheke Island-based tour operator offering private, guided vehicle tours around the island. The safety of our guests, our team, and everyone we share the road with is our highest priority, on every tour, every day.

This Health & Safety Policy sets out our legal status, licensing, insurance cover, and the practical standards we follow to keep tours safe. It is provided to our guests (via Fareharbour and our website) and is available on request to regulators, insurers, and booking partners.

Our Commitment

As a Person Conducting a Business or Undertaking (PCBU) under the Health and Safety at Work Act 2015 (HSWA), Waiheke Freedom Tours has a primary duty of care to ensure, so far as is reasonably practicable, the health and safety of our guests, our staff, and members of the public affected by our work.

We meet this duty by:

1. Operating under a valid Transport Service Licence issued by Waka Kotahi NZ Transport Agency.
2. Ensuring every driver holds the correct passenger service licensing.
3. Maintaining our vehicle to a high standard, including a current Warrant of Fitness (WOF) and registration.
4. Carrying Statutory Liability, General/Public Liability, and Commercial Vehicle insurance.
5. Briefing every guest on safety before departure and monitoring conditions throughout the tour.
6. Continuously reviewing this policy and updating it as our business, our vehicle, or the regulatory environment changes.

Company & Licensing

- **Legal entity:** Waiheke Freedom Tours Limited, NZ Limited Company

- **Company number:** 8375198
- **NZBN:** 9429050581061
- **Incorporated:** 18 May 2022
- **Status:** Registered, with the NZ Companies Office
- **Transport Service Licence:** 0328995
- **Licence type:** Small Passenger Service Licence (SPSL)
- **Driver licensing:** All drivers hold a current Passenger (P) Endorsement, as required by Waka Kotahi NZ Transport Agency

Our Transport Service Licence and driver endorsements are renewed on the schedule set by Waka Kotahi, including the associated fit-and-proper-person checks and driving history reviews. Our vehicle carries a Certificate of Fitness (CoF) — the equivalent of a WOF, but specifically for vehicles certified to carry paying passengers — required for passenger service use.

Insurance Cover

Waiheke Freedom Tours holds the following cover, current for the 2025/2026 policy year:

- **Statutory Liability** — Ando Insurance Group (underwriting agency for The Hollard Insurance Company): \$500,000 sum insured, protecting the business against fines, reparation, and statutory defence costs under the HSWA 2015
- **General/Public Liability** — Ando Insurance Group (underwriting agency for The Hollard Insurance Company): \$2,000,000 sum insured for public and products liability
- **Commercial Vehicle Insurance** — Zurich New Zealand: Comprehensive cover, including \$10,000,000 legal liability per accident, valid anywhere in New Zealand including inter-island transit, scheduled to our Mercedes-Benz GL350

Both Ando/Hollard policies are underwritten by an insurer rated A (Strong) by Standard & Poor's; the Zurich commercial vehicle policy is underwritten by an insurer rated A+ by Standard & Poor's.

Vehicle & Driver Standards

Our tours run in a Mercedes-Benz GL350, a full-size seven-seat luxury SUV. The GL-Class was designed with a comprehensive safety package as standard, including electronic stability control (ESP), a multi-stage airbag system, active seatbelt tensioners, and Mercedes-Benz's PRE-SAFE® anticipatory occupant-protection system. This generation of GL-Class was not independently crash-tested by NHTSA, IIHS, ANCAP, or Euro NCAP,

so no official star rating exists for it — this is a gap in third-party testing coverage for this model, not a mark against the vehicle. We're happy to provide the vehicle's registration and compliance documentation on request.

Vehicle standards:

- Current Certificate of Fitness (CoF) — the equivalent of a WOF for a vehicle certified to carry paying passengers — renewed on schedule
- Current registration
- Regular servicing and pre-tour mechanical checks
- Seatbelts fitted and maintained for all seating positions

Driver standards:

- Full New Zealand driver's licence with current Passenger (P) endorsement
- Familiarity with Waiheke Island's roads, conditions, and hazards
- Strictly zero tolerance for alcohol and drug use, with randomised roadside testing under NZ law
- First aid awareness and a first aid kit carried in the vehicle
- Compliance with Waka Kotahi work-time and rest-break rules for passenger service drivers

Guest Safety Guidelines

Seatbelts: Seatbelts must be worn by every guest, in every seat, for the entire tour, as required by New Zealand law.

Children: Our tours are family-friendly and suitable for children of all ages. Children under 12 travel free but still count toward our four-person maximum. Where a child requires a car seat or booster seat, we can arrange hire through our local partner, Gear Grab, for a small pass-on fee, added at the time of booking.

Alcohol and conduct: While tastings are a highlight of many tours, guests must not be visibly intoxicated or behave in a way that endangers themselves, other guests, or the driver. Our driver may end a tour early if guest behaviour compromises safety.

Medical conditions and mobility: Please tell us at the time of booking about any medical conditions, mobility needs, or allergies that may affect the tour, so we can plan appropriately. Our vehicle is not wheelchair accessible; please contact us to discuss your specific needs before booking.

Special requests: We're happy to accommodate reasonable special requests — just let us know in advance.

Emergency Procedures

In the event of a medical emergency, accident, or other incident during a tour:

1. Our driver will stop the vehicle safely and assess the situation.
2. For a medical or life-threatening emergency, our driver will call 111 (Police, Fire, Ambulance) immediately.
3. Our driver will contact Waiheke Freedom Tours management to arrange support.
4. If needed, guests will be transported or directed to the nearest medical facility — Waiheke Health Centre, Ostend.
5. Any incident will be recorded and reported to our insurer as required.

Guests should tell our driver immediately of any injury, illness, or hazard they notice during the tour.

Weather, Itinerary Changes & Cancellations

Guest safety comes before sticking to a planned itinerary. Our driver may alter the route, adjust stops, or shorten a tour in response to weather, road conditions, or other safety concerns. Where possible, we'll let you know of any changes in advance, and we'll always aim to deliver an equally enjoyable experience.

Shared Responsibility & Risk Acknowledgment

We do everything reasonably practicable to run a safe tour, but travel by road always carries some inherent risk. By booking a tour, guests acknowledge:

- Roads and conditions on Waiheke Island can be narrow, winding, or affected by weather.
- Guests are responsible for following our driver's safety instructions at all times.
- Waiheke Freedom Tours' liability is set out in our full Terms & Conditions, available on our website and Fareharbour listing.

We encourage every guest to travel with their own travel insurance.

Questions & Contact

If you have questions about this policy, or a specific safety need before your tour, please get in touch with us directly through Fareharbour or our website contact details before booking.

This policy is reviewed regularly and updated as our licensing, insurance, vehicle, or operations change.