

Welcome to

Milford Sound Scenic Flights

Key selling features

- One of the world's best scenic flights to Milford Sound.
- Scenic flight, coach, and cruise options available from Queenstown.
- Over 25 years flying experience in this region.
- Our professionally trained pilots have specific experience flying in New Zealand's alpine environment.
- CAA approved operator.
- Our fleet consists of Cessna Grand Caravan and Airvans.
- Charter options available including flights to Mount Cook and/or glaciers.

Additional Information:

- Please visit our website: www.milfordflights.co.nz

Rates:

- Rates are per person; quoted in NZ Dollars include Goods and Services Tax (GST) of 15%.
- These rates valid from 1 October 2023 to 30 September 2024.
- Rates are subject to change following 90 days written notice.

| MILFORD SOUND SCENIC FLIGHTS | Duration | Departs | Retail Adult | Retail Child | Retail INFANT |
|---|---------------|---|--------------|--------------|---------------|
| Rate valid 1st Oct 2023 – 30th Sept 2024 | | | | | |
| Milford Overflight | 1 hour 20mins | 2.30pm | \$545 | \$340 | FOC |
| Milford Fly Cruise Fly | 4 hours | 8am* (01Nov–30Mar) 10am, 12.30pm (All Year Round) | \$645 | \$420 | FOC |
| Milford Fly Backs (Oct – Apr) SUMMER | 35 mins | 11am, 1.30pm, 4.00pm | \$495 | \$380 | FOC |
| Milford Fly Backs (May – Sept) WINTER | 35 mins | 1.30pm, 4.00pm | \$495 | \$380 | FOC |
| Milford Coach Cruise Fly | 9.5 hours | 7.00am | \$695 | \$695 | \$695 |
| Fly Walk Fly | 6.5 hours | 8am Summer (Nov – Mar) Only | \$1155 | \$880 | N/A |
| Fly Walk Cruise Fly | 8.5 hours | 8am Summer (Nov – Mar) Only | \$1265 | \$935 | N/A |
| Mount Cook Fly Heli-Hike Fly | 7.5 hours | 9.45am | \$1,530 | N/A | N/A |

Child Policy:

- An infant / child is considered 0 – 14 years.
- Children are classed as 3-14yrs and/or over 11kgs
- Infants under 11kgs are Free of Charge (FOC) and are required to sit on an adult's knee.
- An infant / child over 11kgs will require their own seat and be charged at the child rate.
- Children must be accompanied by a fare paying adult.
- * Subject to demand

Minimum Numbers:

- All flights require a minimum number of 4 passengers for departures. Bookings will be accepted for numbers less than the required minimum number on the basis that bookings will be co-ordinated to achieve minimum numbers.

Tour Leaders/Escorts

- Groups of 15 passengers or more receive 1 FOC, space available, for use by the Tour Leader or escort.

Cancellation and Refund Policy

- Clients wanting to make changes are required to contact reservations 24 hours prior to departure.
- Escorts/clients wanting to make changes to dates or time of departure are required to contact Milford Sound Scenic Flights at least 24hrs prior to departure.
- No refund will be given for no shows or changes made less than 24 hours prior to departure.
- **Coach / Cruise / Fly** product requires at least 48hrs notice prior to departure for any date or passenger number changes or cancellations.
- **Fly / Walk / Cruise / Fly** and **Fly / Walk / Fly** products require at least 7 days notice prior to departure for any date for passenger number changes or cancellations.
- All flights operate subject to suitable weather conditions. If we are unable to fly due to unsuitable weather conditions, we will attempt to reschedule the clients. If we cannot reschedule the clients, they are entitled to a 100% refund.
- All other T&C's can be found at <https://www.milfordflights.co.nz/terms-and-conditions/>

Booking Instructions:

- Bookings can be made by phone or email.
- Please provide a booking reference or voucher number
- The following information is required:
 - Passengers title, first and surname, e.g. Mr John Smith - Specify adult or child
 - Date of travel
 - Departure time
 - Pick up
 - Weight
 - Milford Sound Scenic Flights call free number 0800 207 206 Confirm day prior to departure
 - Method of payment

Additional Information:

- Milford Sound Scenic Flights reserves the right to alter prices, departure times, and flight routes or arrange alternative aircraft services.

Risk Disclosure

All activity inherently involves risks and potential hazards, and we cannot anticipate or eliminate all risks, however together we can manage and mitigate risk.

Often, we are operating in unmodified and uncontrolled terrain and a balanced and conservative approach is taken to accommodate changing conditions.

We provide information to participants before and during the activity to ensure their participation suits their ability and objectives and is as safe as practicable with any potential changes during the trip identified.

It is important clients acknowledge there are risks, understand safety information and briefings before and during their activity and follow the instructions set out by our experienced and trained teams.

Prevention of accidents and incidents is key in all our operations, and this is achieved when we all approach activities with care, control, and responsibility.

Safety Management

We are committed to ensuring the highest level of safety of all staff, visitors, contractors, and others who may interact with any part of our activities.

This is achieved through developing and maintaining a culture where safety is our paramount consideration in everything we do.

We actively promote safety objectives, not only in the operation of our assets and equipment, but also through maintenance practices, the management of passengers and the training and competency assessment of all staff to a very high standard.

Our teams of experienced and capable managers and skilled staff have specialist knowledge relevant to each of our aviation, marine and adventure operations.

We have implemented Safety Management Systems approved by the relevant regulators.

Should other providers be contracted to deliver services, we check to ensure operators are regulated and audited for H&S compliance to a high standard.

Contact Details:

Phone: 64 3 442 3065
Call Free: 0800 207 206
Email: info@milfordflights.co.nz
Address: 39 Lucas Place, Frankton, Otago, 9300

Bank Account Details:

Bank Name: Bank of New Zealand, Rees St, Queenstown
Account Name: Milford Sound Scenic Flights
Account Number: 02 0948 0321685 00
BSB: BKNZ22