Nautical Miles: Membership Terms and Conditions

These are the Terms & Conditions for the Nautical Miles Loyalty Programme.

1 Nautical Miles

1.1 Nautical Miles is the Interislander loyalty programme that provides Members with rewards and benefits according to Membership tier.

2 Nautical Miles Membership Tiers

2.1 Membership tiers comprise Gold Membership, Silver Membership and Bronze Membership.

3 Rewards and Benefits

3.1 Nautical Dollars

a) Members earn Nautical Dollars on every Interislander booking they make. The number of Nautical Dollars the Member earns per $1 spent varies according to Membership tier.

b) Nautical Dollars can be used towards, or used in full, for any future Interislander booking. Nautical Dollars will be credited to Member's account within 24 hours of travel. Nautical Dollars balances can be viewed in the Member portal 'The Porthole'.

i. Gold Membership – Nautical Dollars earn rate Gold Members will earn 2 Nautical Dollars for every $10 spent.

ii. Silver Membership – Nautical Dollars earn rate Silver Members will earn 1 Nautical Dollar for every $10 spent.

iii. Bronze Membership – Nautical Dollars earn rate Members will earn 1 Nautical Dollar for every $10 spent.

iv. Redeem only. No Nautical Dollars can be earnt in this tier.

c) To earn Nautical Dollars or redeem Rewards, Members may be asked to produce the Membership card in addition to identification at check-in, and at any other time.

d) Nautical Dollars and Rewards have no cash or monetary value.

3.2 Priority Boarding and disembarking – Vehicles

Nautical Miles Gold and Silver Members are offered priority boarding and priority disembarking for the Interislander ferries, subject to loading requirements.

3.3 Interislander Plus Lounge voucher

a) Gold and Silver Members receive a Premium Lounge voucher with their Membership as follows:

i. Gold Members receive 2 Premium Lounge vouchers.

ii. Silver Members receive 1 Premium Lounge voucher.

b) The vouchers will be sent to Members in their Membership pack.

c) To redeem a Premium Lounge voucher, it must be presented by the Member at the Premium Lounge when making a booking, Plus Lounge vouchers cannot be booked in advance, only on the ship at the time of travel.

d) A voucher is valid for the Membership period and may only be used once.

3.4 Interislander Queen Charlotte Lounge Voucher

a) Gold and Silver Members will receive Queen Charlotte Lounge vouchers when they join the programme (Kaitaki Only) as follows:

i. Gold Members will receive 2 Queen Charlotte Lounge vouchers.

ii. Silver Members will receive 1 Queen Charlotte Lounge voucher.

b) Voucher must be presented to the reception desk on the Kaitaki to receive access to the Queen Charlotte Lounge.

c) The member will also receive a $5 voucher for onboard spend in combination with the Queen Charlotte Lounge voucher.

d) A voucher is valid for the Membership period and may only be used once.

3.5 Coffee Vouchers

a) Gold and Silver Members will receive coffee vouchers when they join the programme as part of their Membership as follows:

i. Gold Members will receive 5 coffee vouchers.

ii. Silver Members will receive 3 coffee vouchers.

b) A voucher may be redeemed by providing to the café or restaurant staff.

c) A voucher is valid for the Membership period and may only be used once.

3.6 Priority luggage - Foot passenger only

a) Gold and Silver Members are entitled to the following priority luggage:

i. Gold and Silver Members are entitled to three pieces of check-in luggage instead of two when travelling on foot.

ii. Luggage does not include NON personal items.

3.7 Premium Lounge discounts

a) Additional discounts are offered to Gold and Silver Members as follows:

i. Gold Members are permitted to purchase additional Premium Lounge passes at a 50% discount.

ii. Silver Members are permitted to purchase additional Lounge passes at a 25% discount.

b) Discount applies for all travellers accompanying the Member on the same booking.

c) Only the person booking can use their Membership.

3.8 Member discounts on the Scenic Rail services

a) Gold Members are entitled to receive the following discounts on Scenic Rail services:

i. 15% discount on all scenic class fares for TranzAlpine, Coastal Pacific and Northern Explorer.

3.9 Membership joining bonus

a) Gold and Silver Members are entitled to receive a Nautical Dollars joining bonus as follows:

i. Gold Members will receive 10 Nautical Dollars when they sign up to Nautical Miles.

ii. Silver Members will receive 5 Nautical Dollars when they sign up to Nautical Miles.

3.10 Membership anniversary bonus

a) Gold and Silver Members are entitled to receive a Nautical Dollars anniversary bonus as follows:

i. Gold Members will receive 10 Nautical Dollars anniversary bonus if they continue their Gold Membership for another year after their initial 12-month Membership expires.

ii. Silver Members will receive 5 Nautical Dollars anniversary bonus if they continue their Silver Membership for another year after their initial 12-month Membership expires.

3.11 Membership gift

a) Gold Members will be entitled to receive a Nautical Miles IdealCup when they join Nautical Miles.

b) To redeem for 1 Nautical Miles IdealCup, Gold Members will receive a voucher to redeem on board any Interislander Plus Lounge.

4 Membership

4.1 Application for Membership is open to persons over 18 years of age who have a New Zealand residential address.

4.2 Membership, Nautical Dollars and Rewards are offered at the discretion of Interislander and Interislander has the right to accept or reject any application for Membership without giving reasons.

4.3 Membership, Nautical Dollars and Rewards are personal to the Member and are not transferable or refundable.

4.4 If a Membership is not renewed, Nautical Dollars may still be redeemed for travel up 6 months but other Rewards will cease at the expiration of Membership.

4.5 Membership is valid for 12 months.

4.6 It is the Member's responsibility to keep the personal contact details held by Nautical Miles about the Member up to date to ensure that we can communicate with you about Nautical Miles and your Nautical Dollars and Reward status.

4.7 The Member may terminate Membership at any time for any reason by contacting Nautical Miles: nauticalmiles@interislander.co.nz. On termination, the Member's account and any existing Nautical Dollars and Rewards will be terminated, deleted or extinguished

5 Membership fees and duration

5.1 Nautical Miles may charge Membership fees according to Membership tier, and Membership is valid for 12 months from the joining date.

a) Gold Membership - $125.00.

b) Silver Membership - $75.00.

c) Bronze Membership - Free.

5.2 Membership fees may be changed by Nautical Miles from time to time.

6 Nautical Miles Membership expiry rules

6.1 Gold Membership

a) Gold Members may only convert to Silver Membership on the Membership Anniversary.

b) Gold Members will automatically become Bronze members if Membership is not renewed to either Gold or Silver on the Membership Anniversary. Upon conversion to Bronze Membership, any unused Nautical Dollars will expire 12 months after date converted and any Nautical Dollars earned subsequently whist in Bronze will expire 12 months after the date earned.

c) Nautical Dollars do not expire whilst a Member retains Gold or Silver Membership.

6.2 Silver Membership

a) Silver Members may only convert to Bronze Membership on the Membership Anniversary.

b) Silver Members will automatically become Bronze members if Membership is not renewed to either Gold or Silver on the Membership Anniversary. Upon conversion to Bronze Membership, any unused Nautical Dollars will expire 12 months after date. converted and any Nautical Dollars earned subsequently whist in Bronze will expire 12 months after the date earned.

c) Nautical Dollars do not expire whilst a Member retains Gold or Silver Membership.

6.3 Bronze Membership

a) During Bronze Membership, any unused Nautical Dollars will expire 12 months after the date earned.

b) If Bronze Membership is not renewed on the Membership Anniversary, the Membership will be converted to "redeem only" and any Nautical Dollars on the Member's account will expire on the earlier to occur of 12 months after Nautical Dollars earned or 6 months from the date of conversion to "redeem only status".

6.4 Redeem only

a) Once a Member's account is redeem only, if Membership is not renewed within 6 months from the change to Membership, unused Nautical Dollars will be deleted, and the Membership closed.

b) If Membership is renewed to Bronze within 6 months, the Membership Anniversary will be re-set and Nautical Dollars will expire 12 months after the date earned.

c) If Membership is renewed to Silver within 6 months, the Membership Anniversary will be re-set and unused Nautical Dollars will not expire.

d) If Membership is renewed to Gold within 6 months the Membership Anniversary will be re-set res-et and unused Nautical Dollars will not expire.

7 Privacy

7.1 Respecting your personal information is important to us. The **Interislander Privacy Policy** ("Privacy Policy") forms part of these Conditions. The Privacy Policy sets out what personal information we collect, how we use it, to whom we may disclose it and what your privacy choices are.

7.2 In addition to the terms of the Privacy Policy, by becoming a Member you acknowledge and agree that personal information we collect or generate may be used and disclosed to our service providers for the purposes of administering your account, communicating with you about the terms of your Membership and for promoting our services and for managing and administering Nautical Miles more generally.

8 Changes to, or cancellation to, or cancellation of Nautical Miles

8.1 Interislander reserves the right to make changes to these Conditions, at any time, without notice, at its sole discretion. Interislander shall attempt to advise Members of any changes but shall not be liable for any failure to do so. Changes may include without limitation those relating to including:

a) Nautical Dollars and other Rewards

b) Nautical Dollars earn rates

c) Blackout Periods

d) Continued existence and expiry of Rewards

e) Ticketing procedures

9 Termination of Nautical Miles

9.1 Interislander expressly reserves the right to terminate or materially alter Nautical Miles at any time, without notice.

9.2 Interislander shall not be liable for any Member's accumulated Nautical Dollars or other Rewards. In the event of termination or other material alteration to Nautical Miles, Nautical Dollars and other Rewards may also be terminated, deleted or extinguished.

9.3 Interislander gives no warranty as to the continuing availability of Nautical Dollars, or any other Reward.

10 Compliance with Nautical Miles

10.1 Any failure to comply with the General Conditions of Carriage or these Conditions may at Interislander's sole discretion result in termination of Membership and/or cancellation of Nautical Dollars and other Rewards.

a) Failure to comply may include, but is not limited to:

i. Anyone else using your Nautical Miles Rewards and benefits other than the Member.

ii. Abusive, offensive, or threatening behaviour toward any Interislander staff or passenger by a Member or persons travelling with a Member.

iii. Providing or attempting to provide false or misleading information on your Membership application or to Interislander staff.

b) On termination, the Members account and any existing Nautical Dollars and Rewards will be terminated, deleted or extinguished.

11 General

11.1 Interislander has made reasonable endeavours to ensure the information provided in Nautical Miles publications is correct at the time of publication. However, to the extent permitted by law, Interislander excludes responsibility for errors or inadvertent miscommunication, or information becoming out of date after publication. Members should confirm details at the time of booking to ensure still correct.

11.2 Interislander is a registered trademark of KiwiRail Holdings Limited.

12 Definitions

"Blackout period" means any period during which Interislander (at its sole discretion) determines that certain Rewards will not be available.

"Conditions" means these terms and conditions of Membership, as may be amended by Interislander from time to time.

"Conditions of Carriage" means the conditions from time to time designated by the Interislander as applying to its services as published on its website.

"Interislander" means KiwiRail Holdings Limited trading as "Interislander".

"Member" means a Member of Nautical Miles and "Membership" has a corresponding meaning.

"Membership Anniversary" means the first anniversary of the Member joining Nautical Miles and each subsequent anniversary thereafter.

"Membership Card" means the means of identification of Members adopted by Interislander (whether by card or otherwise).

"Nautical Dollars" means the points earned by a Member by traveling with Interislander, and which may, at the sole discretion of Interislander, be used to redeem travel services with Interislander.

"Nautical Miles" means the frequent traveller rewards loyalty programme marketed by Interislander.

"Rewards" means any rewards, including Nautical Dollars, which Members may receive, as a result of Membership.

Last updated: 01 November 2026