



Cancellation and Deposit Policy

- All bookings require a primary guest who must supply first and family names, and country and a valid email address and/or phone number at the time of booking.
- All prices are in New Zealand dollars and include GST (Goods and Services Tax).
- For security reasons credit card information will be held on cabin/motel accommodation, but not on camping sites.
- Bookings are not confirmed until payment of the booking fee and then deposit by direct credit has been transferred to our account. Balance of accounts are payable prior to arrival. Payment must be made for the full time booked. No reductions for early departure.
- Alterations or changes made must be paid at the time alteration/change is made.
- Along with most campsites we have a no refund policy for inclement weather. If you have paid in full we will endeavor to move your booking along if possible to dates outside of our high season. Fees may apply.
- Booking refunds will only be made to the person who made the original booking.
- Alterations and date transfers can be made by emailing the office.
- Fees of up to \$30 per booking may be charged per alteration. If a booking already transferred to a later date is then cancelled, cancellation fees will apply as of the date of the original booking.
- If a booking transferred to an earlier date is then cancelled, cancellation fees will apply as of the new booking date.
- Where an alteration is made, any amount reduced from the original booking total shall be subject to cancellation fees.
- Booking and alteration fees are not refundable.
- A refund is available (less an administration fee of \$50) if cancellation is requested within 21 days prior to arrival date.
- For the peak period from 20th December through to the 6th February 30% of the booking will be required for the deposit and to confirm your booking. A 12 weeks' notice of cancellation of your booking (less an administration fee of \$50). No refunds if cancelled within the 12 weeks.