

## **Payment Policy**

Please book through our website or email/phone us.

Deposits are required for all bookings and full payment is to be made on arrival. By making a deposit you are deemed to have accepted our Camp Rules.

Credit card details collected at the time of booking may be used to charge for late arrival, early departure, no shows, extras not paid for and damage/theft.

## **Cancellation and Refund Policy**

### **Peak Summer bookings (20th December – Waitangi Day)**

If you wish to cancel your booking or amend your dates, you must notify us by the 1<sup>st</sup> November to receive a full refund of your deposit. After the 1<sup>st</sup> November deposits are not refundable.

Two weeks prior to arrival date the total price of your booking becomes liable to be paid.

### **Bookings at all other Times**

For changes to confirmed dates or full cancellations: Deposits are fully refundable up until 4 weeks prior to arrival date. From 4 weeks to 2 weeks prior to arrival deposits are 50% refundable. Two weeks prior to arrival date the total price of your booking becomes liable to be paid.

### **In General**

If you are unable to fulfil your booking because of covid restrictions or other exceptional circumstances, then we will refund your deposit in full. However, if you are able to come, but you choose not to, then there will be no refund.

Lake Benmore Holiday Park:

- will consider exceptional circumstances at our discretion as to changes to bookings and full cancellations.
- reserves the right to:
  - accept or decline any booking at its sole discretion
  - change the site location of a booking
  - change our prices
- accepts no liability where we cannot fulfil a booking due to circumstances outside of our control.

## **Child Policy**

Infant - Under 5 years (free of charge)

Children - 5 to 15 years

Adults - 16 years and above

## **Check In Policy**

Check in after 2pm on day of arrival and check out before 10.30am on day of departure. We are happy to be flexible with these times but please discuss this with us first.