



BROOK VALLEY HOLIDAY RESERVE

Operated by the Brook Waimārama Sanctuary Trust

Booking Cancellation Refund policy:

- No refunds will be provided if booking is cancelled within 24 of arrival time or after booking has commenced (unless under exceptional circumstances).
- Cancellations between 24-72 hours before due arrival date/time will receive a refund of 50% of the accommodation charges (*less non-refundable online booking fees, a \$5 cancellation fee shall apply and be deducted from the refund*).
- Cancellation with more than 72 hours' notice will receive a full refund (*less non-refundable online booking fees, a \$5 cancellation fee shall apply and be deducted from the refund*).
- Bookings paid via credit/debit card will be refunded back to the same credit/debit card, all other refunds will be paid via direct credit to nominated bank account
- No shows will not receive a refund unless there are exceptional circumstances accepted by management.
- Online payments are made via a secure payment platform using a third-party provider to protect guests' credit card details and are compliant with New Zealand regulatory and statutory regulations.
- International payments will be converted to New Zealand dollars so the amounts charged will fluctuate depending on the exchange rate on the day of booking.
- Refunded cancellations will be processed in New Zealand dollars at the exchange rate on the completion day. This means there may be a difference between the initial amount charged and the amount refunded. Transaction fees may be incurred.

Camp Managers maintain discretion in matters relating to refunds.