



BOOKING & CANCELLATION POLICY

UPDATED 18TH MARCH 2026 V2

Agreement	By making a booking at Whananaki Holiday Park you are agreeing to the terms of our Booking & Cancellation Policy.
Booking Confirmation	Bookings are not confirmed until payment of the deposit by credit card, bank transfer or cash in person at the camp.
Cancellation & Refunds - Peak Period	For the peak period from 1st December through to the 8th February, a 50% deposit is required at time of booking. The balance is to be paid 4 weeks ahead of arrival. A full refund is available if cancellation is made more than 12 weeks ahead of arrival. Cancellations within 12 weeks incur a 50% cancellation fee, or forfeiture of the deposit. Cancellations within 4 weeks incur a 100% cancellation fee. Date transfers can be made by emailing or calling the holiday park, subject to availability, as long as the new dates are outside of 1st December - 8th February.
Cancellation & Refunds - Outside of Peak	Outside of 1st December through to the 8th February, a 50% deposit is required at time of booking. The balance is to be paid 72 hours ahead of arrival. A full refund is available if cancellation is made more than 21 days ahead of arrival. Cancellations within 21 days incur a 50% cancellation fee, or forfeiture of the deposit. Cancellations within 72 hours incur a 100% cancellation fee. Date transfers can be made by emailing or calling the holiday park, subject to availability, as long as the new dates are outside of 1st December - 8th February.
Credit Card Information	For security reasons, credit card information will be held on all bookings. If you pay by cash or bank deposit, you will

	need to present a credit card on check-in to cover any incidentals and/or property damage.
Date changes	Date changes can be made up to 72 hours prior to arrival and upon payment of any difference in tariff.
Date changes / booking alterations	<p>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.</p> <p>Booking and alteration fees are not refundable.</p>
GST Inclusive	All prices are in New Zealand dollars and include GST.
Primary Guest	All bookings require a Primary Guest who must supply full contact details including address, email and phone number. The Primary Guest may be held responsible - including the payment of any additional fees - for the actions of other guests in the party should resolution not be found with the individual guest themselves.
Refunding	Booking refunds will only be made to the person who made the original booking.