



The small print

Reservations

A reservation is confirmed when full payment is made via the secure service provided by Stripe or one night's accommodation payment, agent payment, address for service or credit card details confirm your intention to stay.

Credit card details are held securely by Stripe and the information is to secure the booking only and will only be used in the advent of you not showing up or cancelling. Please note credit card details may be verified to ensure we have recorded your details correctly. Full payment is required upon arrival - Mastercard, Visa or cash are accepted. Payment and prices are in NZD and is inclusive of GST.

Cancellations

Changes to your booking including moving dates – no fee up to 48 hours prior to arrival.

All Covid-19 related cancellations will be refundable in full as follows:

- Guest became symptomatic and is awaiting test results
- Level change in NZ or abroad makes travel to Knobs Flat impossible
- Any late addition of mandatory quarantine affecting guest travel to/from NZ

All other cancellations are as follows:

- A 90% refund will apply to cancellations 48 hours or more before the date of arrival.
- No refunds will apply to cancellations within 48 hours of the date of arrival.

Room Policy

Rooms are to be vacated by 10.00am on the day of departure.

Managements out clause

Management reserves the right and at managements discretion alone, to be less stringent than this in any circumstances seen fit.

Address for service

Company name: Eglinton Experiences Ltd (this will appear on any payment advice)

Trading as: Eglinton Valley Camp

Location: Eglinton Valley Camp, SH 94, Te Anau

Postal address: PO Box 291, Te Anau 9640, New Zealand

Eglinton Experiences Ltd is a fully New Zealand owned and registered company.