

Te Puna o Rotoaira Campground - Owner Discount Policy Summary

Eligibility

The discount applies to:

- Registered Owners of Lake Rotoaira Trust
- Confirmed Beneficiaries of Lake Rotoaira Trust
- Confirmed Descendants of Lake Rotoaira Trust
- Confirmed Spouses/Partners of Owners and Beneficiaries of Lake Rotoaira Trust
- Trustee-approved individuals

Eligibility must be current at the time of stay.

Conditions

- The eligible person must be present onsite for the entire duration of the booking
- The discount is non-transferable
- Verification must be completed prior to arrival
- Verbal claims will not be accepted

If these conditions are not met, the standard accommodation rates apply.

Booking and Verification

1. Book online and note ownership status in "Special Requests"
2. Complete the Owner Discount form (Trust website/Facebook)
3. Management verifies within two (2) working days
4. If approved, the 15% discount will be refunded within two (2) business days*

You must apply at least three (3) working days before arrival.

*Note: Although the refund will be processed within two (2) business days, it may take 5-10 business days for the money to appear in your account.

Verification Requirements

Provide:

- Owners: Name on shareholder register, confirmation of stay, photo ID
- Beneficiaries: Name, Trustee confirmation, confirmation of stay, photo ID
- Descendants: Name, Owner/Beneficiary confirmation, confirmation of stay, photo ID
- Spouses: Name, marital status, confirmation of stay, photo ID

Incomplete or unverifiable applications will be declined.

Verification decisions are final unless directed by Trustees.

Discount

A 15% discount applies to eligible bookings. Trustees may adjust the discount % at their discretion.

Additional Conditions

- Eligibility may be reassessed at arrival
- Changes in status may result in loss of discount
- Verified details may be retained for future bookings