



## **What is the Book with Confidence Guarantee?**

For bookings made **from 7<sup>th</sup> May 2020**, the Book with Confidence Guarantee is applicable if you are no longer **able** to travel **due to COVID-19 related developments**.

*For example: you become sick with COVID-19 or someone immediately connected to you does and you are forced into self-isolation, or an Alert Level change means travel becomes impossible, or there is a Government mandate for you not to travel in your local area/region or the area you intend to travel to.*

*In these and other similar cases there will be no charges levied to make changes to your booking dates. We will provide a 12-month credit or full refund (in exceptional circumstances, determined on a case by case basis) with no cancellation or amendment charges added.*

*In the case of a request for a COVID-19 related amendment on personal grounds, guests may be requested to provide a medical certificate to confirm the medical grounds on which the request is based.*

**Please be aware that where your request is to amend/cancel a booking that was made prior to 7<sup>th</sup> May 2020 and/or is not linked to COVID-19 related matters, normal T&C's will apply.**

*Where you made your booking will determine where and with who you need to request any booking amendment or cancellation.*

### **If the booking was made directly with the park**

*Over the phone, email or on our park website, you will need to contact the park directly. You can call us on 063438402 or 0800272664 or email us at [info@wrivertop10.co.nz](mailto:info@wrivertop10.co.nz).*

**If the booking was made via the TOP 10 group website** ([www.top10.co.nz](http://www.top10.co.nz)), please contact TOP 10 on 0800 867 836 for any amendment requests.

**If the booking was made via a third party**, including online travel agents (i.e. [booking.com](http://booking.com), [Expedia](http://Expedia)), traditional travel agents or other 3rd parties, then any request for a refund should be direct to that organisation in the first instance.

**If you're not sure how you booked**, please contact us directly for assistance.

### **Eligibility**

*Any person, whether a TOP 10 Club Member or non-member/regular guest, who makes a booking through [www.top.co.nz](http://www.top.co.nz) or directly with our park, is eligible for this guarantee.*

**This Book with Confidence Guarantee** is in place whilst the COVID-19 related Alert Levels 2 - 4 are in force in New Zealand and will be reassessed at each government authorised Alert Level change or at any other time deemed appropriate by the TOP 10 Holiday Parks Group.