



Department of Conservation  
Te Papa Atawhai

Great Walks Booking Office  
P O Box 29  
Te Anau 9640  
Ph: +64 3 249 8514, Fax: +64 3 249 8515  
Email: [greatwalksbookings@doc.govt.nz](mailto:greatwalksbookings@doc.govt.nz)



David Frazee  
17527 NE 142nd Street  
Redmond Washington 98052  
United States

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## Routeburn Track

## Confirmation

**Booking Number:** 173522

We are pleased to confirm your booking starting on **Monday, 7 December 2009**.  
Please check the details below and ensure the date(s) and number of people are correct.

If you have any queries regarding your payment or booking details, please contact the Great Walks Booking Office and quote the booking number.

Email: [greatwalksbookings@doc.govt.nz](mailto:greatwalksbookings@doc.govt.nz) or phone + 64 3 249 8514

1 May to 27 October, 8.30am -12 noon 1.00pm - 4.30pm Monday to Friday

28 October to 30 April, 8.30am - 5.00pm 7 days. Closed December 25th.

### Tickets

For safety reasons tickets **MUST** be collected before proceeding onto the track. Tickets will not be posted out. Tickets can be collected between 2 days prior to departure date and up to 3pm on the day of departure. Party members may be required to produce ID when collecting tickets.

### Tickets must be collected from one of the following Department of Conservation Visitor Centres:

- Queenstown Regional Visitor Centre, Level 1 36 - 38 Shotover St, Queenstown
 

Opening Hours: 26 April - 26 October	9.00am - 5.00pm daily
27 October - 13 December	8.30am - 5.00pm daily
14 December - 14 March	8.30am - 6.00pm daily
25 December	Closed
15 March - 26 April	8.30am - 5.00pm daily
- Fiordland National Park Visitor Centre, Lakefront Drive, Te Anau
 

Opening Hours: 26 April - 26 October	8.30am - 4.30pm daily
27 October - 13 December	8.00am - 5.00pm daily
14 December - 14 March	8:00am - 6:00pm daily
25th December	8.30am - 1.00pm
15 March - 26 April	8.00am - 5.00pm

### Biosecurity

The invasive alga didymo is present in many rivers throughout the South Island. To help prevent its spread you must "check, clean and dry" any clothing, footwear and any recreational equipment that has been in contact with lake or river water. More information and best cleaning methods can be found on

[www.biosecurity.govt.nz/didymo](http://www.biosecurity.govt.nz/didymo)

To protect native wildlife, stoat trapping is carried out along the track. Please assist us in our efforts to save our native species by not disturbing trap lines.

Date	Facility/Service Details	Adult	Youth/Child	Infant	Amount
07 Dec 2009	Lake Mackenzie Hut	2	0	0	\$90.00
08 Dec 2009	Routeburn Falls Hut	2	0	0	\$90.00

<b>Current Total Amount</b>	\$180.00
<b>SubTotal</b>	\$180.00
<b>Total</b>	\$180.00

**List of Visitors Attending:**

Name	Age Group		Name	Age Group	
Fraze, David	Adult		Fraze, Suchada	Adult	

**Transaction history to date:**

Receipt Date	Type	Payment	Details	Amount	Cancellation Fee
17 Aug 2009	Payment	Visa	Confirmation	\$180.00	\$0.00

*Tax Invoice. GST Number: 67-809-823 (GST = Goods and Services Tax) (All amounts inclusive of GST at 12.50%)*

## Terms and Conditions

**Bookings not meeting the following Terms and Conditions are treated as invalid, and will be reversed (cancelled) by the Department of Conservation.**

### GENERAL

- Bookings can only be made for people intending to use the facility/ies / service/s at the time of booking.
- A booking is required for each adult, youth, child and infant intending to use a facility or service.
- The given name, family name, age, gender and nationality of each party member must be entered at the time of booking.
- Bookings are not transferable from one person/ entity to another.
- Names listed on the booking as using facility/ies / service/s may not be substituted unless approved via a Department of Conservation office. Substitution of all or the majority of names listed on a booking will not be approved.
- Those persons named on the booking **may be required to produce proof of identity** when collecting tickets or accessing facilities/services booked. Accepted forms of ID are a passport, driver's licence, credit card or student ID.
- Commercial and/or guided groups are not permitted to use Department of Conservation facilities/services unless authorised by the Department of Conservation via a Concession or other agreement.
- Commercial Agents wishing to make multiple bookings for facilities/services on behalf of customers must hold an Agent agreement with or obtain permission from the Department of Conservation.

### PENALTY RATES— for non-valid and un-booked accommodation on walking tracks.

- Failure to have a valid booking for a facility/service for the date of use will result in penalty fees being charged in addition to the usual accommodation fee, and where there is no valid booking, the Department of Conservation does not guarantee access to that, or other, facilities/services on the track.
- The Penalty rate is the Age rate plus the full adult fee

### ALTERATIONS AND CANCELLATION POLICIES

#### General

- Booking refunds will only be made to the person/ agent who made the original booking.
- No refunds will be provided in cash.
- Credit card details are not held by the Department of Conservation and will have to be resubmitted to the Department of Conservation office making your alteration, transfer or cancellation by phone, fax or mail. Sending credit card details by email is not recommended for security reasons.

#### Transfer of Booking Dates

- Transferring dates of a booking may only be done within the current booking period. Those wishing to change the start date of their booking to a date where bookings are not open must cancel their booking and rebook once bookings are open.
- Where bookings are transferred to a date to which a higher fee / price period applies the difference in fees must be paid at the time of the transfer being made.
- Where bookings are transferred to a date to which a lower fee/ price period applies the difference will be refunded less cancellation fees. The cancellation fee will be calculated as per the table below. Credit card details must be supplied so transfer and refund can be processed.

#### Alterations via Internet

Selected alterations and transfers that will not affect:

1. the cost or
2. change the facilities/services booked or
3. the people booked into those facilities/services,

can be made online up to two days prior to departure. After this date you must contact the Department of Conservation office listed on the confirmation letter/receipt. You are unable to add services or people to your booking. Instead you must make another booking or contact the Department of Conservation office listed on the confirmation letter/receipt.

#### Alterations via DOC Office

- Alterations may be made to any existing booking and may incur a fee of up to \$10.
- Altering/transferring booking dates 1 to 2 days prior to start date will incur 100% cancellation fee.

#### Cancellations due to DOC Closures

- If the Department of Conservation closes a facility/service due to severe weather or facility/service conditions, a full refund of the fee for the unused Department of Conservation facilities/services will be given.
- Those visitors who have already started their trip/ booking may be required to leave before their trip/ booking is completed.
- If your trip is cancelled by the Department of Conservation you must contact the Department of Conservation office listed on your confirmation letter within 7 days to obtain your refund or reschedule your trip. NO refund will be given after this time and trips will not be rescheduled.
- Visitors will only be rescheduled if there are vacancies available once the service reopens.

#### Cancellations By Visitors

- If visitor / agent cancels their bookings the following cancellation fees apply.
- These fees are not negotiable.

Note: If the booking has been transferred to a later date then the original start date will be used for cancellation calculation

purposes.

<b>Cancellation fees are based on the earliest start date Applies to all booked services</b>	<b>Cancellation Fee</b>
More than 10 days before the start date and <u>within</u> 48 hours of making the booking	0%
More than 10 days before the start date and more than 48 hours <u>after</u> making the booking	25%
Between 3 and 10 days <u>before</u> the start date	50%
Between 1 and 2 days <u>before</u> the start date	100%
On or after the start date	100%
Medical circumstances that prevent customer walking track - must be accompanied by a medical certificate and requested within one month of the departure date	20%
Booked Transport more than 24 hours prior to departure	0%
Booked Transport less than 24 hours prior to departure or on day of departure or after departure date	100%

#### **TRAVEL INSURANCE**

- The Department of Conservation recommends that you arrange travel insurance to guard against the loss of costs associated with cancellation or delay of your trip.
- The Department of Conservation is unable to rearrange non Department of Conservation booked transport, accommodation and flight bookings if delays should occur.

#### **LIABILITY DISCLAIMER**

- The Department of Conservation will not be liable for injury, damage or any costs incurred by visitors.

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