

Conservation Campsite Pass

Information sheet for NZMCA members

Which campsites are covered by the new Conservation Campsite Pass?

The vast majority of standard and scenic campgrounds are covered year-round by the Conservation Campsite Pass. Some serviced campsites are covered outside of peak season.

For the 1 July 2021-30 June 2022 season:

All serviced campgrounds and Tōtaranui campground are excluded from 26 December through to 8 February.

Great Walks campgrounds, cabins, cottages, baches, lodges and bunkhouses located at campgrounds are excluded year-round.

All campgrounds within Te Urewera are excluded year-round. So are the following campgrounds: Whakapapa Campsite, Hot Water Beach (Tarawera) Campsite, Wentworth Valley Campsite, Twelve Mile Delta Campsite, Kinloch Campsite, Moke Lake Campsite, Dickey Flat Campsite, Tapotupotu Campsite, Kapowairua (Spirits Bay) Campsite, Rarawa Beach Campsite.

Why are these campgrounds excluded?

Serviced campgrounds and Tōtaranui are excluded from the pass in peak season to protect DOC's revenue and keep the cost of the pass down. If those campgrounds were included, the pass would have to be priced far higher.

Great Walks campsites are not included in the pass as these are primarily used by a tramping audience. This pass is focused on camping.

Te Urewera campgrounds are excluded as Te Urewera is no longer public conservation land. Other campgrounds are excluded because they are operated through concessions, rather than directly through the Department.

DOC reserves the right to change the exclusion list without notice. You can find the most up-to-date exclusion list and the full Terms and Conditions on the DOC website and booking system.

Who can buy a pass and how much does it cost?

The Conservation Campsite pass is for individuals only. A pass is required for each adult and child and those passes are non-transferrable.

Age Group	7 night	30 night	Annual
Adult (18+)	\$55	\$80	\$140 (\$98 for NZMCA members)
Child (5-17)	\$27.50	\$40	\$70
Infant (0-4)	\$0	\$0	\$0

No other discount/promotion code or pass can be used in conjunction with the campsite pass. Prices are revised regularly and are subject to change.

I'm an NZMCA member and have heard we get an extra discount on the new pass. Why is that and how do I access that discount?

DOC has a discount policy that allows organisations contributing to conservation to apply for a discount on DOC passes and accommodation. NZMCA makes an impressive contribution to conservation efforts in New Zealand and successfully applied for a discount for members under this policy.



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NZMCA members are entitled to a 30% discount off the purchase price of the annual Conservation Campsite Pass. This makes the purchase price \$98.

There are no discounts off the 7 night and 30 night campsite passes.

To access this discount, you will need to create an account in the DOC online booking system then scan/photograph and upload a copy of your NZMCA membership card. It will then take 2-3 days for DOC to verify your entitlement and add this to your account.

Once you have been verified as an NZMCA member, you will be able to purchase the Conservation Campsite Pass online for the discounted price. This means it is important to make an account and upload your membership information early, not on the day you want to buy the pass.

For customer support or if you cannot access the online system, phone 03 546 8210 (South Island) or 07 8679080 (North Island).

Who is covered by the NZMCA discount?

Any NZMCA member can receive the discount. The discount only covers members (i.e. people with a membership card under their name), not dependent children or other family members.

Why is the new pass per person rather than per vehicle?

This ensures that the pass is fair for everyone, no matter how they like to travel. The pass can be used for tents and all types of motor caravans, campers and campervans. It also means people travelling alone aren't paying higher per person rates than couples or family groups.

How long can I stay at a single campground?

The pass can be used for up to 7 nights during a 30 day period at each campground. You are of course welcome to stay longer at a campground, but from the eighth night onwards, you will have to pay the normal per night rate.

This restriction means that campgrounds do not have customers staying for long periods, as this puts a heavy financial burden on those individual campgrounds. Adding this restriction has meant that more campgrounds can be included in the pass, including most standard and scenic campgrounds during peak season. The result is a better campsite pass for customers.

Can I buy a pass now but use it later?

Yes. Passes are valid from the nominated start date which you choose while purchasing the pass, not from the purchase date.

Your nominated start date must be within 180 days of purchase. If you are buying a pass well in advance, please remember that the exclusion list may change.

Where can I buy a campsite pass?

The best way to buy Conservation Campsite Passes through the DOC booking system (<https://bookings.doc.govt.nz/web/>). For help with this, phone 03 546 8210 (South Island) or 07 8679080 (North Island).

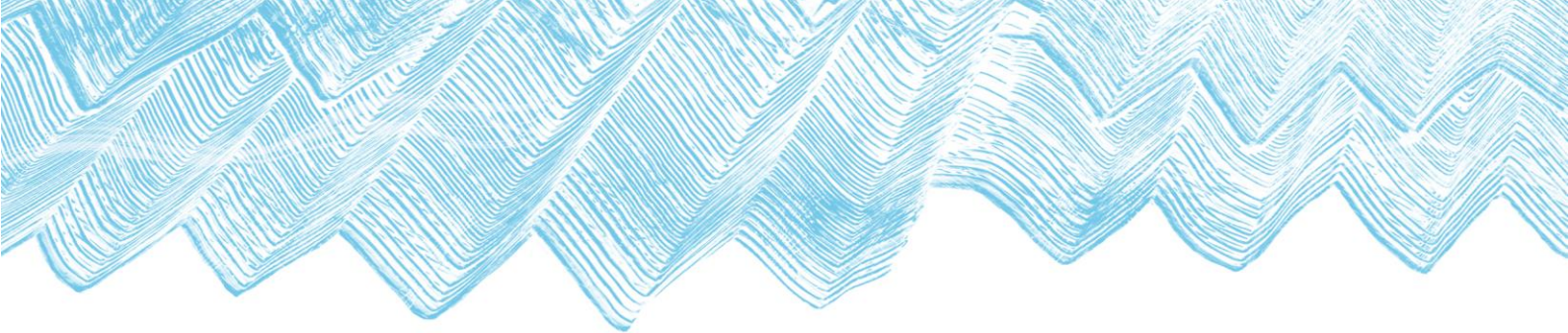
You can also purchase a pass at DOC Visitor Centres, who will create your account and process your online pass. A \$10 charge may apply to purchases made through Visitor Centres, except where customers cannot reasonably use the online system (e.g. they have accessibility barriers for doing so).

I've got a pass – how do I use it?

For bookable campgrounds, you use the pass through the online booking system. The pass will be associated with your account and the discount applied directly to your booking (for sites covered by the pass). When you get to the campground, check in at the camp office, Visitor Centre or campground manager (if available).

For non-bookable campground, register when you get to the campsite by using the self-registration envelope/documents.

Take proof of your purchase with you (saved offline on a device or printed), as it must be available on request by DOC staff or their agents. Where possible, display a copy of your pass in your vehicle window.



For support with bookings or if you cannot use the online booking system, phone 03 546 8210 (South Island) or 07 8679080 (North Island).

If I have a campsite pass and want to go to a bookable campground, do I still have to book?

Yes, absolutely. If a campground is bookable, you must make a booking, even if you have a campsite pass.

If you have made a booking but can no longer stay, you must cancel the booking. If you don't, it might lead to your pass and your booking being cancelled.

If I have a campsite pass and want to go to a non-bookable campsite, how can I guarantee I have a place?

Unfortunately you can't. Non-bookable campsites operate on a first-come, first-served basis, even for campsite pass holders. We recommend arriving early and having a back-up plan for where to go if the campground is full.

I'm considering a trip but haven't decided yet – should I make a booking just in case?

Please only make bookings for trips that you genuinely intend to take. Making speculative bookings takes away the chance for others to enjoy a camping trip.

Only one campground can be booked per night using the pass.

I have already booked a summer stay at a campground, but I now see that this could be covered by the pass. Can I get a refund on my existing booking and buy a pass instead?

There are no refunds given for prior bookings and the pass discount cannot be applied retrospectively to bookings already made.

Is the campsite pass a physical pass?

Department of Conservation
Te Whare Kaupapa Atawhai
PO Box 10420
Wellington 6143
New Zealand

For sustainability reasons, DOC provides the pass in digital form, which you can then print if you wish. The digital pass will be emailed to the email address you listed when you purchased the pass.

What is the normal cancellation policy?

Passes are non-refundable from whichever date is first: 24 hours after purchase, after a booking is made using the pass, or from the first nominated date of use. Passes can't be modified after purchase.

What happens if there is a rise in COVID-19 alert levels?

For the 7 night and 30 night campsite pass, a refund can be requested for any proportion of the pass impacted by an alert level three or higher event. Refunds will be calculated on a pro rata basis.

For the annual campsite pass, an extension or refund can be requested if all of New Zealand is at alert level 3 or 4 for more than two months. Extensions or refunds will be processed on a pro rata proportion of any remaining time of the Annual Pass. Requests for extension or refund must be made within 1 month of the lockdown period. No other refunds or extensions will be given.

If I don't want to buy the new pass, what are my options?

You do not need a pass to stay at DOC campsites, instead you can pay the usual per-night rate. These are listed on the DOC website. Note that NZMCA members receive an additional discount on these rates.

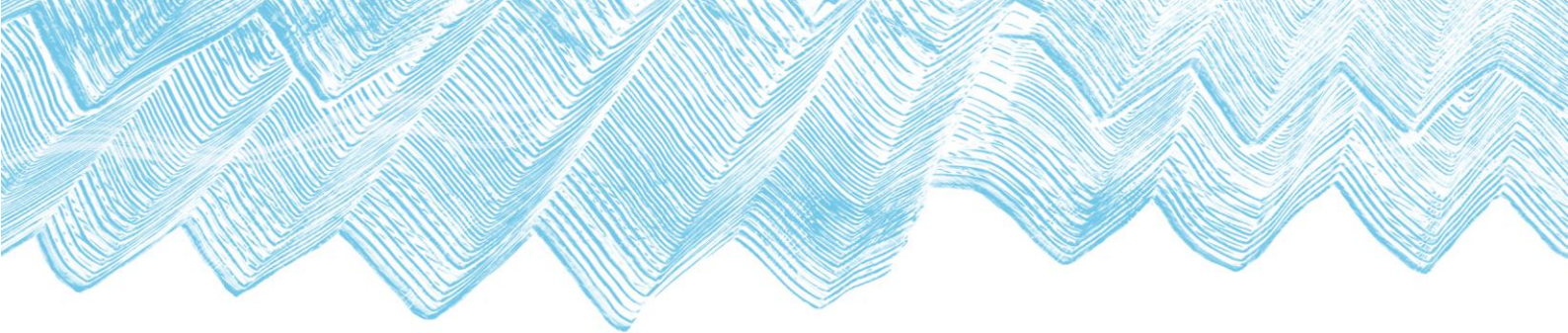
I'm planning a trip – what's the best value option?

The campsite pass offers the best value for frequent users of DOC campgrounds – this is like any similar seasonal pass (e.g. ski season passes).

For short and infrequent trips, particularly those at lower cost campsites, it will be cheaper to pay per night. DOC encourages all travellers to look into the campsite pass and find out whether it could offer them savings.

What other rules apply?

June 2021
Phone: +64 03 546 8210
Email: agents@doc.govt.nz
www.doc.govt.nz



The pass's terms and conditions are available on the DOC website at **www.doc.govt.nz/campsite-pass** (url active from 1 July).

By using the pass, you also accept the rules for individual campgrounds. These are listed on the campground pages on the DOC website. You also accept DOC's booking terms and conditions, which are available on the DOC website.

DOC can revoke campsite passes at any time if the conditions of purchase aren't being met.

Where can I learn more about the pass?

Visit the DOC website or phone 03 546 8210 (South Island) or 07 8679080 (North Island).

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