

Memo to NZMCA Pass Holders

Huts and Campsites Go Live 23 / 25th June

- On 25th June DOC will open bookings for bookable Huts and Campgrounds for the period 1 July 2020 to 30 June 2021.
- On 23 June DOC will open the booking service for customer account creation.
- NZMCA pass holders can have their account classification changed so that the system automatically applies the appropriate discount at time of booking.

Following the success of the Great Walks launch, DOC is further consolidating and replacing their existing booking systems. The new service aligns with DOC's Visitor Experience Strategy and its vision: *"New Zealanders and international visitors enjoy exceptional experiences that deliver benefits for conservation, communities and the New Zealand economy"*.

For DOC, there is an improved system flexibility which makes management of existing products and inclusion of future products straightforward and easy. Communications pushed to customers will improve using functionality to target and tailor pre-trip messages and safety updates and track alerts can also be pushed directly to impacted visitors, promoting understanding and preparations for the trip ahead.

The new Booking Service will make it easier for customers to self-service their bookings online, this includes the ability for customers to modify and cancel bookings themselves.

NZMCA pass holders can now have their account classification changed so that the system automatically applies the appropriate discount at time of booking.

There are two ways an account can receive a discount classification:

Online (self-service)

NZMCA Pass holders can apply online to have their classification changed, either while creating an account or by updating the details on their existing account (<https://bookings.doc.govt.nz/web>) by selecting **Your Account > Your Profile** when logged into the system). Your applications will be handled by the DOC admin team and will be processed within 2-3 working days. This process can be started from 9:30 am on 23 June.

While waiting, Pass holders can continue to make bookings using the system, but will not have access to discounted pricing until the application has been approved by DOC admin.

See below for step by step instructions for this process.

In person (Visitor Centre or other booking office)

A NZMCA pass holder can either visit or contact a DOC Visitor Centre or office directly to change their classification and or make a booking. IN this instance a DOC staff member (with level 2 or higher access) can update the customer's account classification at the time. The following steps should be followed:

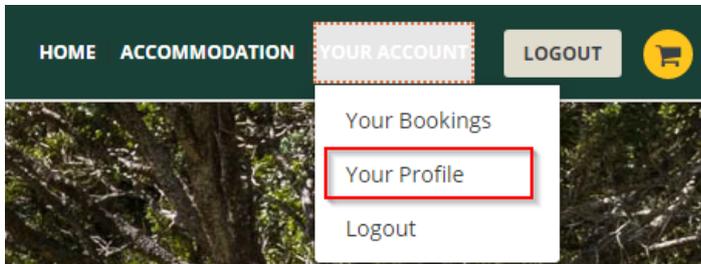
- 1) Sight evidence of the NZMCA pass holder's eligibility IE the valid NZMCA pass.
- 2) If the customer does not have an account, create one for them.
- 3) Update the classification on the customer's account (or find a staff member who has the required access level to do so)
- 4) DOC staff will record the expiry date in the expiry field on the customer's account
- 5) NZMCA pass holder can then make the booking and receive applicable discounts.

Once a customer's classification has been changed, they will be able to self-service online to make bookings and receive their discounts.

Applying for a discount online – Step by Step Instructions

Customers wanting to make a booking and receive a discount can do this online.

The application can be made either while creating a new account, or if you have an account already, by selecting 'Your Account > Your Profile' from the menu options at the top of the page:



Whether applying for a discount when creating an account, or by updating an existing account, the process looks the same:

- 1) On the account details page, click 'Are you eligible for a Staff, Partner or Recreation Associate discount?'
- 2) This reveals the discount application form. Customers must then select the type of discount being applied for:

Are you eligible for a Staff, Partner or Recreation Associate discount? v

Step 1: Select type of Account you are applying for: *

- Staff
- NZMCA Pass Holder
- Backcountry Hut Pass Holder

- 3) Customers then need to upload a picture of their NZMCA pass

Step 2: Upload your supporting documentation *

UPLOAD DOCUMENT *

Please upload required documents listed above (supported formats: PDF, DOC, DOCX, PNG, JPEG). **A maximum file size of 5Mb is allowed.**

No file chosen Remove

+ **ADD MORE FILES**

- 4) If applying while creating an account, the customer will need to fill out all other required fields for the account creation, and then click 'Create Account'. If applying through the 'Your Profile' screen, the customer will need to enter their password at the top of the screen and then click 'Save Changes'.

If you have questions or need assistance with this process please contact your nearest Visitor Centre or email bookings@doc.govt.nz

Regards

Booking Services Support Team