

## Refunds Policy

### **Allow us to stay in contact with you.**

When you make a booking please make sure you give us your name, mobile telephone number and email address so that if the weather looks unpromising we can help you make your own choice to reschedule or cancel. If done this way we will try to make sure your costs are reduced to the minimum possible.

### **Cancellation made by you.**

Third party bookings: If you have booked through a booking agent or third party, please contact them for their cancellation terms and conditions as they may differ to the below and any refunds will need to be processed through them.

Direct Bookings: For individual direct bookings you may cancel up to 24 hours before the experience time and receive a full refund to the card used to confirm the booking. **If you cancel within 24 hours** of the experience start time you are **not entitled to any refund for any reason**. If you require any documentation to assist in making a claim with your travel insurance provider please email us, we will be more than happy to assist.

Please note that for group reservations of 10 or more guests, no refunds will be given within 7 days of the date of the experience.

Any refund will be made to the same card that was used to confirm the booking. If you have booked through a third party or booking agent, refunds will be processed through them.

The name of the business that will appear on your bank/credit card statements will be Starlore Ltd. Your account will be charged in New Zealand Dollars. Confirmation of direct bookings will be only confirmed when full payment has been received.

### **Contact**

Please contact us on (06) 3771600, or [nzstarlore@gmail.com](mailto:nzstarlore@gmail.com)