

Terms & Conditions

All offers valid until 31 March 2022. These packages are strictly R20. Grand Casino members receive discounts on all packages based on their membership tier. Please contact our friendly team for more details. All package elements must be redeemed at the time of the booking and cannot be redeemed or exchanged for cash. You will be responsible for all incidental charges and costs, including travel to and from the hotel including travel to Dunedin and all in-room hotel services provided throughout your stay. Host Responsibility limits apply. All customers and their guests will need to comply with Grand Casino, Scenic Hotel and any other independent business's health and safety policies, which includes the requirement to present an official COVID-19 'My Vaccine Pass' upon entry to the hotel, casino, affiliated entertainment and dining establishments.

We will endeavour to provide the package as advertised, but we reserve the right provide alternative destinations or activities should there be a problem outside of our control. If we are unable to provide your tour through our own fault, [excluding acts of nature, terrorism or war] a 100% refund will be given. Your itinerary will be followed as closely as possible but in some cases, may be affected by adverse weather or road conditions; in such cases alternative destinations and activities of a similar nature will be offered. Changes made by operators of attractions and activities we visit are outside of our control but we will endeavour to minimise such occurrences by close liaison with the operators. Should you choose to shorten the tour for any reason then no refund is payable for any unused portion of your tour booking. Your booking will only be confirmed once payment in full has been made.

We accept no responsibility for and injury to persons or damage or loss of personal possessions belonging to those persons except that which we have legal obligation so to do. We accept no responsibility for any incident, delay or changes to the arrangements, which are outside of our control.

Guests must notify us immediately if anyone in the party have limited mobility or health issues that may limit their ability to partake in the tour

Our cancellation policy is as follows:

At least 60 days prior to the tour departure date, 90% of the tour price is refundable.

30-59 days prior to the tour departure date, 80% of the tour price is refundable.

14-29 days prior to the tour departure date, 50% of the tour price is refundable.

Less than 14 days prior to the tour departure date, no refund is made.

Once the tour has commenced, no refund is made.

If you do not show up at the arranged meeting place and time, or you decide not to join the tour on the day, then you will forfeit all tour fees paid.

For packages with a hotel stay

Check in at all Scenic Hotel Group hotels is from 2pm New Zealand time on the day of arrival. You may attempt to check in prior to 2pm, but we do not guarantee that your room will be available for your use prior to this time.

You will be required to provide either a credit card imprint at the time of check in as security for any extra charges you may incur while at the hotel. If you do not have a credit card available at check in then you will be required to provide a cash deposit of \$300 New Zealand dollars.

Check out at all Scenic Hotel Group hotels is 10am New Zealand time on the day of departure. Requests may be made at the time of check in for an extension to this time and will be considered on a case-by-case basis. The hotels decision on any extension of check out time is final. Extra charges may apply for any extension to check out time at the discretion of the individual hotel.

Each offer is valid for up to two adults in a Superior King or Twin room at the Southern Cross Scenic Hotel, subject to availability. Close-out dates may apply.

For packages with dining

When a dining voucher is an inclusion in the package and is not exchangeable or redeemable for cash. No change will be given if your bill is less than the given amount.