



KiwiCash: Frequently Asked Questions

1. What is KiwiCash?

KiwiCash allows a customer to pay for services at KiwiCamp facilities displaying this logo:



Bookings and payment for services is made using a **KiwiCash key fob** (photo below). The fob **costs \$5.00** and can be purchased from Waitomo District Council (WDC), Queen Street Te Kuiti, or the Te Kuiti Visitor Information Centre, Rora Street Te Kuiti. The key fob must **first** be purchased before a KiwiCash account can be created (each key fob has a unique code printed on the reverse side).



Customers create an account by visiting the KiwiCash website or using the App. Visit www.kiwicash.nz. Enter your details and your key fob's **unique code**.



**Top up your KiwiCash account using your credit card.
Your key fob is now ready to use.**

2. What happens when?

- **I have no key fob:**

Customers will need to first obtain a KiwiCash key fob before they arrive at the facility. This allows you to use any facility displaying the KiwiCash logo. For assistance please contact Waitomo District Council on 0800 932 4357 or connect to [KiwiCash](#) via the app.

- **I am having difficulty creating an account:**

Contact KiwiCash using your app, or alternatively please phone Waitomo District Council 0800 932 4357. WDC's call centre operates 24 hours a day, 7 days a week.

- **I want to lodge a complaint:**

WDC will respond to all complaints in a timely manner. To lodge a complaint phone 0800 932 4357.

- **There is a service fault:**

Service faults (i.e. power and internet) are reported to Waitomo District Council for response. To report a fault phone 0800 932 4357.

- **How do I charge my KiwiCash account:**

You can top up (credit) your account using your credit card or via the app.