

DEPOSIT & CANCELLATION POLICY

Standard Booking:

Bookings within 3 months require a 50% deposit or the equivalent to 1 nights stay, whichever is the higher value, to be paid at the time of making the reservation or within 7 days (at the discretion of our reservations team). For bookings outside of 3 months, these will be held as tentative bookings until the 50% deposit has been paid.

Bookings are not confirmed until this deposit has been paid. The balance of all reservations are payable in full on arrival. A paid deposit is your confirmation that you have read and accept these terms and conditions.

Standard Cancellation:

Bookings Cancelled within 14 days are non-refundable. *If* we are able to resell your accommodation for the same period, your deposit will be refunded minus a \$25.00 cancellation fee per room and/or site.

Any bookings cancelled after the deposit has been paid and before the 14 day non-refundable period, will have their deposit refunded minus a \$25.00 cancellation fee per room and/or site.

Groups Deposit:

Groups are defined as bookings of two or more rooms/ sites

Bookings within 3 months require a 50% deposit or the equivalent to 1 nights stay, whichever is the higher value, to be paid at the time of making the reservation or within 7 days (at the discretion of our reservations team). For bookings outside of 3 months, these will be held as tentative bookings until the 50% deposit has been paid.

Bookings are not confirmed until this deposit has been paid. The balance of all reservations are payable in full on arrival. A paid deposit is your confirmation that you have read and accept these terms and conditions.

Amendments to Group Bookings:

Amendments to confirmed group bookings will incur a \$25.00 admin fee, per change.

Group Cancellations:

Deposits will be refunded 3 months prior to arrival minus a \$25 cancellation fee per unit/ site. 50% is refundable 30-90 days prior to arrival, anything less than 30days out, no refund can be given. We also have a no refund policy once checked in. Group bookings are considered to be two units/ sites booked together

All Reservation Conditions

- Reservations are a contract between Rotorua TOP 10 Holiday Park and the person named on the reservation and is not transferable to any other person. This means that the person named on the reservation must occupy the camping site or room for the duration of the contract and is responsible for all occupants and visitors of that camping site or room.
- All rates are GST (15%) inclusive and are in New Zealand dollars (\$NZL). We accept Visa, MasterCard, and New Zealand cash or Bank Deposit. **Please note there is a 2% non-refundable credit card fee on all Mastercard or Visa transactions.** The name that will appear on your statement if paying by MasterCard or Visa will be Rotorua TOP 10 Holiday Park.
- All Accommodation (Rooms & Camping Sites), rates and conditions are subject to change at any time and without notice. We will do our best to reserve requested sites/ rooms.
- Rooms and Camping Sites are allotted at the discretion of management who reserve the right to alter or cancel tenancy at any time if necessary.
- Campervans, Caravans and RV's must have a current Electrical Warrant Of Fitness. Tents or vans requiring power must have an approved RCD safety switch with 10 metre power cord camping type plug. Management reserves the right to unplug any connection that does not comply with regulations

If you have any questions about our cancellation policy, please call our friendly reception team on 0800 223 267 or email stay@rotoruatop10.co.nz

PARK RULES AND REGULATIONS

Breaching any of these rules, Health and Safety or Fire Regulations may result in you being required to leave the Park immediately, without a refund.

- **Reception Hours:** Summer: 8am-8pm Winter: 8am- 8pm Christmas Day: Shortened hours
- **Arrival Time:** Arrival time is between **2 pm** and **8pm**.
- **Departure Times:** Check-out is at **10am** for all guests.
- **Late checkout:** Late checkouts need to be booked in advance or arranged on arrival. Late checkouts may be extended up until 12pm on the day of departure. Late checkouts may incur a fee. Subject to availability.

- **Accounts:** Payment is required in **full** on arrival. Unfortunately we **do not** allow credit on accounts during your stay so if you would like to extend your stay, please notify reception prior to checkout (10am).
- **Conduct:** Reasonable and respectable noise levels are required during 9.30 pm and 7 am. Reasonable behaviour and dress is required at **all** times throughout the park. Excessive drinking and parties are forbidden.
- **Damages:** Any damage to company property must be reported as soon as possible. Cost of any damages to property will be charged to the person/s responsible. An invoice can be provided upon request.
- **Smoking:** Smoking inside any building at the Rotorua TOP 10 is prohibited. There is a minimum charge of **\$100.00** if there is any evidence of smoking (seen, smelt or found) in Smoke Free areas. Please smoke outside, be courteous of other guests and use the ashtrays provided outside your room and around the park.

- **Fires:** No open flames are permitted on the Rotorua TOP 10 Holiday Park premise, this includes candles.
- **Security:** There is an emergency phone located outside the reception door and an on call security guard onsite every night. They are available for **urgent assistance** at any time. For general bookings or enquiries, please return to reception at 8am.

If there is an emergency which requires the Police, Ambulance or Fire Service, please **DIAL 111** immediately for assistance and then inform our onsite security personnel by using the emergency phone.

EMERGENCY CONTACT NUMBER AFTER HOURS: 022 0364 852

Remember to take all practical measure to ensure the safety of yourself and your belongings by;

- ✓ *Locking your units when unattended (even if you are still on site)*
- ✓ *Closing all windows in the evenings and when you are out*
- ✓ *Safely storing your belongings out of view or using our onsite storage facilities for valuables*
- ✓ *Report any suspicious behaviour*
- ✓ *Adhering to al Park Rules & Regulations*

- **TOP Motel Units:** All TOP Motel Rooms are serviced daily. If you choose not be serviced you may place the 'Do Not Disturb' sign on the ranch-slider door.

- **Standard Rooms:** All Standard Rooms and Standard Cabins are half serviced daily, which entails the towels/rubbish replaced and emptied with tea/coffee replenished and a vacuum. For long stays, every third day all bedding will be changed and a full service will be given.
- **Parking:** All vehicles are to be parked on its own designated site at all times. There is one parking space available per room or site, any extra vehicles/trailers may incur at \$10.00 charge per night it is parked on site.
- **Vehicle Speed:** Vehicle speed is limited to walking pace only.
- **Messages and Mail:** Will be directed to you as soon as possible. If you are expecting a message or mail, please inform reception to ensure prompt delivery.
- **Children:** All Children under the ages of **14 years** must be supervised at all times when on site and when using the **Swimming Pool** or **Mineral Pool's**. Any child that is under the age of 14 years who is not supervised will be removed from the area by a staff member and returned to their nominated caregiver.
- **Recycling & Rubbish:** We encourage that **all** guests recycle any rubbish by using any of our designated recycling areas around the holiday park. These areas are visible on your Rotorua TOP 10 Holiday Park Map.
Waste dumps are provided free of charge. Releasing waste & litter around the park is prohibited.
- **Pets:** Are not permitted. Exemptions are made for certified animals to aid guests with special requirements. Licenses or paperwork for the animal may be requested by management on arrival.
- **Lost Property:** **All** lost items found remain onsite for 3 months then dis-guarded off any items that are valuable remain onsite for 6months then dis- guarded of.
- **Storage Lockers/Safe:** Documents and any other items can be stored at Reception in lockers or security Safe. Enquire at Reception. An authorisation form will need to be filled out by the owner of the stored property *Conditions Apply

Bikes are not authorised to be stored in rooms. Secure overnight storage is available – Ask at Reception
- **Visitors:** **All** visitors must register at Reception and must leave by 7pm. Visitor's vehicles are to be parked at Reception.
- **Powered Sites:** All vehicles using our powered site facilities **MUST** have an Electrical Warrant Fitness and comply with LPG standards (**NZS 5428:1996**)
- **Conduct:** Reasonable and respectable noise levels are required during the hours of 9.30 pm – 7 am Reasonable behaviour and dress is required at ALL times. Excess drinking and parties are forbidden. Alcohol is **ONLY** to be consumed on your own site or in units.

IMPORTANT GUEST INFORMATION

- **Mail box:** Out-going letters or Post cards can be placed inside silver box located outside Reception. The mail is cleared daily & stamps are sold at Reception.
- **Free Booking Service:** Available at Reception for Hangi and Concerts, Tours, Activities and more! Also, bookings to any other TOP 10 park nationwide. Enquire at Reception.
- **Broadband Internet:** Card operated computers in T.V lounge located at the back of Park are available between the hours of 6am – 10.30 pm. Computer Cards purchased from Reception \$2.50 for every 30 minutes.
- **WIFI:** We offer 200MB **FREE Wifi** per room or site, daily. Wifi tickets can be purchased from Reception. Our **\$5 unlimited** Wifi tickets will keep you connected from the time of purchase until 9.30am the following day.
- **Telephones:** One Card operated phone booth are located outside of Reception. We sell \$5, \$10, & \$20.00 phone cards at Reception. Refer to TALK PLUS sheet for calling rates.
Important Note: Telecom charge a \$75.00 deposit per phone call when using credit cards. The funds will not be released back into your account for 5-10 working days. Rotorua TOP 10 takes no responsibility for Visa Charges.
Please Dial 123 (off the phone booth) for further enquiries.
- **Off Site Gym:** Gold's Gym is available for all full paying guests to the Rotorua TOP 10. Please see Reception for full Terms & Conditions then get your FREE DAY PASS today! Gym located on 100 Old Taupo Road. Website: www.golds.co.nz
- **Laundry:** **Coin operated.** \$2 and \$1.00 coins to operated machines \$4.00 one wash load and \$4.00 one dryer load. Soap powder available at Reception \$1.00 per soap packet. Laundry is open all night. For clothes Line see X on Map
- **Mail Box/ Key Return:** Out-going letters or Post cards can be placed inside the silver mail box located outside Reception and any keys from units can be placed in side mail box. Mail is cleared daily. Stamps **SOLD** Reception.
- **Swimming Pool:** The large swimming pool is open on a seasonal basis. Depth is .95m to 1.85m. The pools are **not** supervised and there is **no nominated lifeguard** on duty. Children under the ages of 14 years **MUST** be accompanied by an adult at all times. Infants are required to wear fitted swimming nappies.

Some of our Standard Pool Rules are;
 - ✗ *No Jumping off the waterfall, bombing, diving etc...*
 - ✗ *No glassware is authorised in the pool areas*
 - ✗ *No food is to be consumed in the pool*
 - ✗ *Children under 14 years must be supervised, in the pool area, by an adult*
 - ✗ *No running around the pool area or standing on jumping jets*
- **Mineral Pools:** In early 2011 the decision was made to drill in three areas of the holiday park in attempt to find mineral water. On the second attempt we 'struck gold' and found naturally heated (36degree) mineral water. By December 2011 our spectacular mineral pool complex was completed.

Each day the mineral pools are filled with natural water, fresh from the ground below. The top pool is heated to 40degrees and the bottom pool 38degrees.

At approximately 9pm each night the pools are drained, ready to be cleaned at 9.30am each morning and filled with fresh mineral water by lunch time each day. Standard Pool Rules apply in all of our swimming areas.

- **Tents:** Electricity can only be connected through an approved isolation transformer or RDC safety switch.
- **Kitchen/Lounges:** **GUESTS** only. 6am Open Closes 10.30 pm Kitchens are cleaned daily. Cleaning times will vary depending on occupancy.
- **Shop & Hire Items:** There is a small shop available in reception with basic necessities' and food to save you the quick trip to the shop. We also have a range of items available from hire at reception which include; Games, Portacot, High chair, Access Shower Seating, Rice Cooker, Slow Cooker, Pool Towels, Crockery/ Cutlery/ Pot Hire Sets and more! *Prices vary. A fully refundable bond will be required. Enquire at reception for conditions.
- **BBQ's:** We have four high grade BBQS's available onsite- FREE to use. Please clean them after use, for consideration of other holiday makers.
- **All Access Bathroom:** Available for wheel chair access and young families. Equipped with ramps, wider entrances, access shower & toilet, toddler bath, infant bath and changing table. Keys are available for hire from Reception *Deposit Required. **Please Note:** At times you may not be the only guest with hired keys and access to using this facility.
- **Communal Bathrooms:** There are two communal bathrooms located on site. These are open 24/7. Please refer to your Park Map for their location.
- **Recycling & Waste:** Please help us to conserve water by turning all taps **OFF** and consider reusing linen. There are clothes lines located for guest use around the park and Energy savings can be made by turning **OFF** lights and appliances when not in use. **LOVE NZ** recycling is available. Please sort and place rubbish in recycling areas located around the Park.
- **Petanque:** Equipment is available for us at reception. The Petanque area is located in front of our main swimming pool with game rules and instructions.