

URGENT NOTICE: ROTORUA TOP 10 HOLIDAY PARK POLICY UPDATE

Kia Ora Whanau,

As you can imagine the last 20 months have been an incredibly challenging period for all of us but particularly for the tourism sector including for our holiday park. As we approach what we hope is going to be a robust summer, rest assured, we are committed to providing a safe, clean and enjoyable holiday park experience for you to enjoy with family and friends this summer.

To ensure safe operations over the peak season, the team at the Rotorua TOP 10 Holiday Park is 100% committed to maintaining the highest standards of service, hygiene and protection as required by the NZ Government Covid-19 Protection Framework. The Rotorua TOP 10 has carried out an on-site risk assessment on all communal areas, reception, onsite shop, and onsite contractors and have also identified the need to ensure unvaccinated children are protected as much as possible during their stay.

To ensure we are able to actively manage high risk areas and for the safety of our staff, guests and contractors, Rotorua TOP 10 Holiday Park will be introducing a "no vaccination = no stay" policy for all guests and visitors aged 12 years and over. This includes all visitors, staff and contractors.

This new policy will apply to the summer season and continue forward for the foreseeable future.

If you currently have a booking with us from the 15th December, 2021 onwards and may be negatively impacted by the introduction of this new policy, please be rest assured that;

- We sincerely apologise for the inconvenience due to decisions made that are beyond our control
- We are happy to fully refund your booking and exclude any cancellation fee's and
- We truly hope NZ is not left in this situation for too long and we can have you back at our park as soon as possible

Please note if you are unable to provide a vaccine certificate or legitimate exemption document please contact us and we will process a full refund of your deposit/payment.

For those who would like to keep their booking...

Please read all details of the new Rotorua TOP 10 Holiday Park Covid-19 Vaccination Policy document as this forms part of the standard Terms & Conditions for your current booking.

PLEASE ACT NOW | RESERVATION HOLDER RESPONSIBILITY

Of course, we want you to come and relax together with friends and family! We all have to live by the new rules.

As the Reservation Holder for your group, we kindly ask that you please act now to ensure everyone in your group understands the new rules and we can ensure a smooth check-in and a safe relaxing holiday:

- Read the full details of this document.
- Share the information with friends or family who will be travelling as part of your booking.
- Understand that the new Covid-19 Vaccination and Certification requirements will apply to all those who intend to travel with you as part of your booking so please share this information with them as soon as possible. Sorry, we will not be able to make exceptions to the rules at the time of check-in. Exemptions will only be accepted for those travelling with proof of a legitimate medical exemption.

- Apply for your NZ Digital Covid Vaccination Certificates as soon as the Government makes them available from 17 November 2021

If you wish to cancel or amend your current booking, you must do this via email as soon as possible please stay@rotoruatop10.co.nz

THANK YOU FOR YOUR UNDERSTANDING & ONGOING SUPPORT

We sincerely hope that you can appreciate we have done everything we can to ensure we can welcome you to Rotorua TOP 10 Holiday Park safely this summer. If you do choose to change your plans, we understand. Equally, we kindly ask you to understand the challenges our business is facing as we have to constantly adapt to the Government's requirements for business and the reality of creating a safe environment for all visiting or working in our park over the busy summer period.

Please be aware that your understanding, patience and support is appreciated.

- If you would like to voice your concerns or opinions regarding this change, please feel free to contact the Park Owner, Jared Adams directly at jared@rotoruatop10.co.nz.
- Please direct your opinions regarding government changes to your local MP or directly with the decision makers themselves. We have.
- We will also not tolerate any abuse directed towards our staff so please be kind to them.

We 100% believe that time in our beautiful region, lakes & beaches, some fresh air and fun with friends and family is what we all need more than ever and we look forward to welcoming you back this Summer.

COVID-19 Policy

We continue to keep the safety and wellbeing of our customers and team members at the forefront of our thinking. We want to let you know more about what our park is doing in response to COVID-19.

Our Commitment

Rest assured, we are committed to the safety of all our guests, team and visitors. We are committed to working with you to make any adjustments to your reservations, in line with the required NZ Government Covid-19 restrictions. If you cannot find the information you are looking for below, please email us for assistance. stay@rotoruatop10.co.nz
Our standard Terms and Conditions apply, except for the following changes.

Vaccination Certificate Requirements

Covid-19 Vaccination Certificates or Exemption Document Requirements for all guests and visitors from December 15th, 2021 until further notice.

As per NZ Government policy for hospitality businesses, Rotorua TOP 10 Holiday Park Ltd. Will be required to operate a no job + no vaccination certificate = no stay policy for all guests, visitors, staff and contractors aged 16 years and over.

The reservation holder is responsible to ensure the entire group in the booking is fully vaccinated and can provide the required proof of NZ Government Digital Vaccination Certificate prior to their stay.

Children under the age of 16 years old at the time of their visit will not be required to show proof of vaccination. If you are unable to get a vaccination for medical reasons, you will be required to show proof of your Government approved exemption.

In addition to the health and safety risks, we respectfully ask you to understand that non-compliance of NZ Government Covid policy results in extensive fines for our business. Your honesty and co-operation will ensure that we can make the most of summer at the beach.

Proof of NZ Government Digital Vaccination Certificate

From late November 2021, the government will be providing eligible New Zealanders with a NZ Government Digital Vaccination Certificate as proof of full vaccination. The Reservation Holder will be required to show this certificate for all eligible guests in your booking party. We expect the following approach to be adopted:

- Proof of full vaccination for all guests 16 years+ must be sent prior to your booking or shown on request. This can also include proof from “my covid record” app.
- During your stay you might be requested by a member of the Rotorua TOP 10 Holiday Park team to scan your certificate

Please be assured that all information provided will remain private and secure. Please note, at this stage, the purple card issued at the time of vaccination will not be accepted as proof.

COVID-19 “No Vaccination” | Cancellations

We acknowledge that not everyone wishes to be vaccinated against Covid-19. However, in order to fully operate during peak season, Rotorua TOP 10 Holiday Park is bound by NZ Government legislation. If you are not vaccinated and you have a booking with us from 15th December, 2021-onwards, please contact us and you will be entitled for a full cancellation refund. **Cancellations will only be accepted via email stay@rotoruatop10.co.nz**

COVID-19 Cancellation Policy due to travel restrictions

For existing Peak Season and Non-Peak Season bookings that cannot proceed due to NZ Government imposed Covid-19 domestic travel restrictions, we will be happy to credit the full amount to your account or alternatively we can provide a full refund. We kindly ask that you give us as much notice as possible of any cancellations.

- This supersedes the standard cancellation policy on the booking website and is applicable right up to the arrival date.
- This policy only comes into force when the NZ Government notifies of a travel restriction that affects your travel dates.
- If you change dates, the rates for the “new” period apply, so there may be a deficit or a credit. We can advise of any differences in price before you make any changes.
- Any credit is valid for 6 months from the date of issue and subject to availability.
- This does not cover an event cancellation or an unfavourable weather forecast

Safety Measures

Please see the list of safety measures we will have in place. We ask that you kindly comply with these guidelines. Masks will be available to purchase at reception.

DIGITAL VACCINATION CERTIFICATES | Will be required from 15th December, 2021 until further notice

CONTACTLESS CHECK-IN & CHECK-OUT | Contactless check-in and out can be requested so please advise us in advance.

CONTACTLESS PAYMENT | Book in advance and pay prior to arrival is encouraged

QR CODE SCANNING | Scanning the QR code and registering all guests, and visitors on arrival at Rotorua TOP 10 Holiday Park is mandatory for contact tracing purposes.

SOCIAL DISTANCING | Please follow requests for social distancing and mask-wearing as determined by the alert levels throughout the duration of your stay.

HAND HYGENE | Proper and frequent handwashing and the use of sanitisers will help combat the spread of any viruses. Please use hand sanitisers located around the public facilities.

GUEST ROOMS | We use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with special attention paid to textiles and high-touch surfaces.

SHARED SPACES | We have increased the frequency of cleaning and disinfecting of our communal areas. High contact points and frequently used communal areas are disinfected several times a day. We kindly ask you to consider your fellow Park guests and our team by wearing a mask where you are unable to maintain 1-meter social distancing.

RESPECT STAFF | We kindly ask that all guests holidaying at Rotorua TOP 10 show respect to all staff by following the guidelines set out in the COVID-19 Policy. We won't tolerate abusive behaviour towards staff or deliberate non-cooperation.

What to do if you are unwell during your stay?

Should you have any flu or Covid-19 symptoms during your stay, please phone reception on 07 348 1886 or outside office hours contact the Manager on 021 2867 836 immediately for further guidance.