

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 is 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 can 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 is 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 between 90-30 days prior to arrival, anything less than 30 days prior to arrival, 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. It 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 inclusive and are in New Zealand dollars (\$NZD). We accept Visa, MasterCard, and New Zealand Dollars or Direct Bank Deposit. **Please note there is a 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 without notice. We will do our best to reserve requested sites/ rooms.
- Rooms and Camping Sites are allocated 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 Electrical Regulations.
- When you register or give us personal information when making a reservation with us, it will be held on the TOP 10 Holiday Park Group central database. Your personal details will then be able to be accessed by TOP 10 Holiday Parks Central Office and other TOP 10 Holiday Parks if you are making a reservation with them. Rotorua TOP 10 Holiday Park will not, except as required by law, share this information with any other third parties without your permission.

ROTORUA TOP 10 HOLIDAY PARK



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 for all guests is between **2 pm** and **8pm**.
- **Departure Times:** Check-out is **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 and are 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 park property must be reported to reception as soon as possible. Costs 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 by law. 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 premises, 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: 022 036 4852

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

- ✓ *Locking your unit or campervan when unattended (even if you are still in the park)*
- ✓ *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 to reception*
- ✓ *Adhering to al Park Rules & Regulations*

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- **TOP Motel Units:** All TOP Motel Rooms are fully serviced daily. If you choose not to be serviced, you may place the 'Do Not Disturb' sign on your 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 longer stays, every third day all bedding will be changed, and a full service will be given.
- **Parking:** All vehicles are to be parked on their 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:** Any messages and/or 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 age 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 to guests. 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 documentation for the animal may be requested by management on arrival.
- **Lost Property:** All low value lost items that are found, remain onsite for 3 months and then are discarded. All high value lost items that are found, remain onsite for 6 months and then are discarded.
- **Storage Lockers/Safe:** Documents and any other items can be stored at Reception, in lockers or a security safe. Enquire at Reception. An authorisation form will need to be filled out by the owner of the stored property.
*Some Conditions may Apply

Bikes are not 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 (**AS/NZS 3000, AS/NZS 3001 and AS/NZS 5428**)
- **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. Excessive drinking and parties are forbidden. Alcohol is **ONLY** to be consumed on your own site or in units.

IMPORTANT GUEST INFORMATION

- **Mail box/Key Return:** Outgoing letters or Post cards can be placed inside the silver mailbox located outside Reception. The mail is cleared daily & stamps are sold at Reception. Any keys from rooms can be placed inside this mailbox.
- **Free Booking Service:** Available at Reception for Hangi and Concerts, Tours, Activities and more! Our Reception staff can also forward book you on to any other TOP 10 park nationwide. Enquire at Reception.
- **Internet:** Computers are in the T.V lounge which is at the back of Park and are available between the hours of 6am – 10.30 pm.
- **Wireless Internet:** You will be provided with a free Wireless username and password upon checking in. This will give you wireless internet access within most of the park.
- **Off Site Gym:** Gold's Gym is available for all full paying guests to the Rotorua TOP 10. Please see Reception for the full Terms & Conditions then get your FREE DAY PASS today! The Gym is located at 100 Old Taupo Road. Website: www.golds.co.nz
- **Laundry:** **Coin operated.** \$2 and \$1.00 coins are required to operate machines. \$4.00 one wash load and \$4.00 one dryer load. Soap powder is available at Reception. \$1.00 per soap packet which does one wash. Laundry is open all night. For clothes lines see X on your Park Map.
- **Swimming Pool:** The large swimming pool is open on a seasonal basis. The depth is .95m to 1.85m. The pools are **not** supervised and there is **no nominated lifeguard** on duty. Children under the age 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 or 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 water jets*
- **Mineral Pools:** Each day the mineral pools are filled with natural mineral water, fresh from the ground below. The top pool is heated to 40 degrees Celsius and the bottom pool is heated to 38 degrees Celsius.

At approximately 9pm each night the pools are drained automatically, ready to be cleaned at 9.30am the following morning and refilled 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 RCD safety switch.
- **Kitchen/Lounges:** **OPEN:** 6am. **CLOSE:** 10.30 pm. Kitchens and Lounges are cleaned daily. The Cleaning times will vary depending on Park occupancy. The Kitchens and Lounges are provided for guests only.
- **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 for hire at reception which include; Games, Porta cot, High chair, Access Shower Seating, Rice Cooker, Slow Cooker, Pool Towels, Crockery/Cutlery/Pot Hire Sets and more!
*Prices may vary. A fully refundable bond will be required.
Enquire at reception for conditions.

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- **BBQ's:** We have four high grade BBQ's available onsite FREE for guests 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 and toilet, toddler bath, infant bath and changing table. Keys are available for hire from Reception. *A Deposit may be Required.

Please Note: At times you may not be the only guest with hired keys and/or access to 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 they are not in use.

LOVE NZ recycling is available. Please sort and place rubbish in recycling areas located around the Park as directed by the stickers on each bin.
- **Telephone:** One card operated phone booth is located outside of reception. We sell \$5, \$10 & \$20 phone cards at Reception. Refer to TALK PLUS sheet for calling rates. **Important Note:** Telecom charge a \$75 deposit per phone call when using credit cards. The funds will not be released back into your account for up to 5-10 working days. Rotorua TOP 10 Holiday park takes no responsibility for Visa charges.
Please Dial 123 from the phone booth for further enquiries.
- **Petanque:** Equipment is available for use at reception. The Petanque area is in front of our main swimming pool with game rules and instructions.