

# IMPORTANT INFORMATION

**ARRIVAL** Check in from 2:00pm for roofed accommodation, from 12:00pm for camping sites.

**BOOKING TERMS AND CONDITIONS** Any alteration in number of guests requires management's approval and may incur additional charges. Please refer to your booking for booking terms and conditions.

**DEPARTURE** Check out no later than 10:00am for both units and sites on the day of departure unless by prior arrangement with management.

**EARLY DEPARTURE** No refunds/credits will be given for shortened stays, late arrivals, or reduced numbers. This includes conditions due to natural causes, i.e., weather, earthquakes, etc. guests are liable for the full amount of stay as booked.

**PANDEMIC (I.E. COVID19)** If you are required to isolate and need to cancel your booking due to being instructed to isolate a credit will be held for you to put towards another booking within 12 months.

**RECEPTION** is open daily.

High season: 8:00am - 8:00pm | mid-December to after Waitangi Weekend, Easter & Labour Weekend.

Shoulder & Low seasons: 8:00am - 7:00pm | after Waitangi Weekend to 1 May (excluding Easter), 1 October to mid-December (excluding Labour Weekend). Christmas Day: open for limited hours, please enquire with reception.

## PARK RULES

All rules set by management must be complied with at all times or you may be asked to vacate the park.

Reservations are a contract between Ōhope Beach TOP 10 Holiday Park and the person named on the reservation and is not transferable to any other person. This means that the named person must occupy the unit or site booked for the duration of the contract and is ultimately responsible for all occupants and visitors. For group booking this means one person is ultimately responsible / liable for group behaviour and damage.

Management reserves the right to alter booking terms and conditions and park rules from time to time without prior approval.

**ALCOHOL** The consumption of alcohol is permitted on guest sites/units and within the dining room and BBQ areas only and will not be tolerated around the grounds or in other communal buildings. Excessive drinking and parties are forbidden. Note: there is a liquor ban in Ōhope and Whakatāne in all public areas, this includes the beach. Ask at the office if unsure.

**BEHAVIOUR/CONDUCT/NOISE** Ōhope Beach TOP 10 Holiday Park does not accept abuse in any form aimed at our staff members and/or patrons. If you are found to be abusing our staff members or patrons, we reserve the right to have you immediately removed from the premises without any reimbursement or accommodation costs. Ōhope Beach TOP 10 Holiday Park accepts no responsibility for any additional accommodation charges incurred due to an eviction from our premises.

We are a family-based park and ask that you are thoughtful, to your fellow guests at all times. Complete quietness between the hours of 10:00pm and before 7:00am. The only exception is New Year's Eve, which is 12:30am. As a guide if you can be heard more than a site away you are too noisy. No music or radios after 10:00pm. Management reserves the right to cancel tenancy at any time of any person or group, who in the opinion of the management, behave in an objectionable manner or contravene the Holiday Park rules. There will be no refund of fees paid. Loud swearing or bad language will not be tolerated. Ōhope Beach TOP 10 Holiday Park reserves the right to refuse entry and/or request termination of booking without refund regarding disorderly conduct.

**BIKES/SCOOTERS/SKATEBOARDS** Parents are responsible for children's safety and well-being. Safety and consideration to other guests is critical when riding bikes, skateboards, or scooters. Helmets must be worn when riding bikes. As a safety measure, bikes, skateboards, and scooters are not to be ridden in the park grounds once the park lights come on and must be away at nightfall (as soon as the security lights come on). They are not allowed around the communal blocks or on decks. Any found in these areas will be removed. As a safety measure children are not permitted to ride their bikes, scooters or skateboards around the main entrance of the park.

**CARAVANS / CAMPER VANS / TENTS** Must have an electrical warrant of fitness and comply with LPG Standard (AS/NZ3100). They must have their own wastewater container. Chemical toilets must be emptied in our dump stations only. Management reserves the right to disconnect any caravan/camper van that does not have a current electrical warrant of fitness. Tents can only connect through an approved and current certified isolating transformer or RCD safety device. Some are available for purchase from reception. Management reserves the right to disconnect any RCD leads that it deems unsafe.

**CHILDREN** Parental control is expected at all times. Management has imposed a 10:00pm curfew for all children, this means that children will be told to return to their site/unit if found roaming or congregating in the Holiday Park grounds or amenities after this time. Children's safety is the responsibility of the parents.

**DAMAGE** Management will charge additional costs for damages and/or any additional cleaning required to the Holiday Park property.

**FIREWORKS/BBQS** Only gas BBQs are allowed in the park. Please make sure all BBQs are safe for use and gas is turned off after use. Strictly no open wood or charcoal fires. Fireworks are not permitted in the park.

**GANG INSIGNIA** including patches must not be worn or displayed in the park.

**GATE PIN CODE/PARK ACCESS** A gate pin code will be issued on arrival which is required to enter and exit the park. It is important that children do not use the code and that you do not disclose your code to others.

**GROUPS** We reserve the right to charge a bond to all groups, refundable after departure if all rules are adhered to.

**IDENTITY BRACELETS** High season only. To protect guests and limit access to the park from non-residents security bracelets will be issued. If lost or removed a \$10.00 charge for a replacement will be incurred. All visitors during peak season must wear their wristbands at all times.

**PARKING** To avoid congestion residents' vehicles that are registered at the office are the only vehicles allowed in the park, one vehicle to be parked on own site only – not on driveways or neighbours' sites. Boats are to be parked on own site only. This will be strictly enforced. All units have one parking space only. If your vehicle does not fit on the site, it must be parked on Harbour Road.

**PETS** are NOT permitted into the park during high season. Ōhope Beach TOP 10 Holiday Park accepts Pets/Animals on designated sites after Waitangi Weekend until mid-December. Pets are NOT permitted in roofed accommodation, no exceptions.

**SECURITY** Whilst we generally have no problems, we remind guests to take sensible precautions in securing their possessions. Please ensure that you keep valuables secure. Put away recreation equipment & lock doors and vehicles. We have limited storage areas available for valuables, please enquire at reception.

**SMOKING** We have a non-smoking policy in all our accommodation units, pool area and communal areas. When smoking please be considerate of others. Smoking in units will occur a \$200 charge.

**SPEED** Walking pace only for cars, bikes and scooters. Our roads are a 'Shared Zone' for all pedestrians, bikes and vehicles. WATCH out for children please.

**VISITORS** are welcome to the park, but must leave their vehicles on Harbour Road. All visitors are at the sole discretion of the management and must report and registrar at reception.

Visitors will incur a \$10 charge per person or a charge of \$30 per family (2 adults and 2 children). Additional members to a family party will be charged at \$10 per person. All visitors are the site holders responsibility and must leave the park by 10:00pm.

Visitors are required to wear an armband when on site. Please do not be offended if visitors who do not register at the reception are asked to leave the park. This is for resident's security and enjoyment of park facilities. At busy times, visitors will not be able to use the swimming pool facilities.

## FACILITIES & SERVICES

**ACCOMMODATION** All our units are smoke free. Please do not smoke in units. There is an ashtray on a table outside each unit. Please notify office of any breakages or faults in your unit so we can rectify.

**CHRISTMAS DAY** Santa visits the park at 11:00am, all children can meet him at the tennis court.

**GAMES ROOM/TV/DINING AREA** These facilities are located within the A-Block facilities building.

**HAZARDS** within the park we would like to bring to your attention the following hazards. The roadways, entrance to the Holiday Park, the swimming pool, playground and jumping pillow. Any wet floor areas, BBQ, stoves, hob tops and kitchen appliances.

Please note these hazards for your own safety and take due care ensuring that your children are also aware. Please note hazards are not limited to these indicated above and if any hazards come to your attention, please advise reception as soon as possible.

**KIDS CLUB** Creative, active, and entertaining activities for all ages are offered during school holiday's. Please see park notice boards for schedule.

**LAUNDRY** All MayTag washing machines and dryers use 2x \$2 coins per cycle. All LG washer/driers use either \$1 or \$2 coins and cost \$5. Washers are cold water only.

**MAIL/MESSAGES** These will be taken, and the names put on relevant board in the information kiosk. These can only be collected during office hours.

**NIGHT PHONE** For emergencies and late check-ins call 021 0282 4792 or use the intercom outside reception.

**PIZZA OVEN** is available for your use on Saturdays and Wednesdays (between October and April) and on Saturday's only during the remainder of the year. If you wish to use the pizza oven for your group, speak with the reception staff.

**PLAYGROUND/COURTS/JUMPING PILLOW** The hours of use are 8:00am – 8:00pm high season; 8:30am – 6:00pm shoulder and low season. Young children must be supervised, and playground rules adhered to at all times.

**RECYCLING** Recycling stations are placed around the park. If it is recyclable, please recycle.

**RUBBISH** Rubbish is collected daily. Please wrap any broken glass.

**SHOP** Peak season 7:00am – 8:00pm / Shoulder season 8:00am – 7:00pm.

**SHOWERS** Our showers are unisex and are operated on an electronic timer. Push button on right on outside of chosen cubicle. Shower time starts from when button is pushed - 5 minutes. There is a 1-minute delay between cycles. Please ensure for the sake of hygiene that all sand is rinsed off at outside showers before showering. For safeties sake children under 7 years must be accompanied by an adult.

**SPA / SAUNA** bookings can be made through the reception. For more information, check out the compendium in your room/facilities block.

**SWIMMING POOL/SLIDE COMPLEX** Hours 8:00am – 7:00pm. All children must have adult supervision must. Younger children must wear waterproof swimmer nappies which are available for purchase from reception. Remember to bring your own pool towels.

Note - the pool is not supervised and is closed during winter months.

**WASTE STATIONS** The park has 3 waste dumps. The waste stations at B and C block are for grey water only (not toilet waste). The waste station at A block is for camper vans and all sewer waste.

## THINGS TO SEE & DO

**FISHING** is a popular pastime at Ōhope. The harbour offers safe fishing while at sea we can boast some of New Zealand's most productive waters. Excellent trout fishing can be found in our local rivers and nearby lakes.

**SHOPPING** Whakatāne is a 15-minute drive from the park gate. There most of the major shopping chains are represented along with the most popular fast-food outlets. There is also a Cinema for those rainy days.

**SWIMMING, SURFING, WATER-SKIING, WAKE BOARDING, WIND SURFING & KAYAKING** are all activities easily carried out with Ōhiwa Harbour on one side of the park and the surf beach at our front door.

**ŌHOPE INTERNATIONAL GOLF COURSE** is just 1.5 km down the road. Visitors are always welcome.

**WALKS** There are some great walks in our area. Please ask at the office for information on these.

For further information about other activities please feel free to see the office.

## USEFUL NUMBERS

Emergency Services .....	111
Whakatāne Police Station .....	07 308 5255
Ōhope Medical Centre .....	07 312 5340
Ōhope Pharmacy .....	07 312 4250
Ōhope Bowling Club .....	07 312 4596
Ōhope Chartered Club (visitors welcome) .....	07 312 5008
Ōhope Chartered Club Courtesy Van .....	0800 005 008
Ōhope Golf Club .....	07 312 4486
Whakatāne Information Office .....	07 308 6058