

# Ōhope Beach TOP 10 Holiday Park

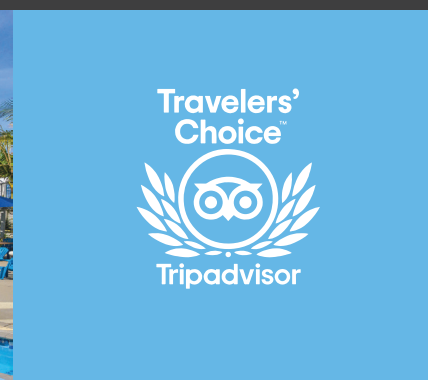
367 Harbour Road, Ōhope 3121, Bay of Plenty, New Zealand  
07 312 4460 • 021 0282 4792 (night) • 0800 264 673 (NZ only) • enquiries@ohopebeach.co.nz • www.ohopebeach.co.nz

WI-FI PASSWORD: 1953  
<https://hqwifi.co.nz>  
GATE CODE:

*Ōhope Beach - New Zealand's most loved beach*

Accessible access	Fish bins/gutting area	Spa pool	Volleyball
Amenities	Games room	Street light	Washing line
Basketball court	Kitchen	Swimming pool	Waste - black
BBQ	Laundry	Television	Waste - grey
Beach showers	Lost property	Tennis court	Water fountain
BMX track	Mini golf	Toilets	Water tap
Boat wash	Outdoor movie screen		
Bouncy pillow	Phone		
Defibrillator	Pizza oven		
Emergency assembly points	Playground		
EV charging station	Recycling/refuse station		
Fire extinguishers	Sauna		
First aid	Showers		

XXX Apartments, cabins, units  
 XXX Non-powered sites  
 XXX Peak season sites  
 XXX Permanent sites  
 XXX Powered sites  
 XXX Tent experience sites





# IMPORTANT INFORMATION

## RECEPTION

Reception is open daily.

**High season:** 8:00am-8:00pm | mid-December to after Waitangi Weekend, Easter & Labour Weekend. Enquire with reception for specific dates.

**Shoulder/Low season:** 8:00am-7:00pm | After Waitangi Weekend to 18th December

**Christmas Day:** open for limited hours, please enquire with reception.

## ARRIVAL

Check in from 2:00pm for roofed accommodation. 12:00pm for sites.

## DEPARTURE

Check out 10:00am.

## EARLY DEPARTURE

There will be no reduction for early departure or late arrival. This includes conditions due to natural causes, i.e., weather. Guests are liable for the full amount of stay as booked.

## BOOKING TERMS AND CONDITIONS

Please view our full terms and conditions on our website [www.ohopebeach.co.nz/terms-and-conditions](http://www.ohopebeach.co.nz/terms-and-conditions)

## PARK RULES

All rules set by management must be complied with at all times, non-compliance may result in you being asked to vacate the park. Management reserves the right to alter booking terms and conditions and park rules from time to time without prior approval.

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. 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.

**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. Helmet use and cycle safety is enforced at all times. As a safety measure, bikes, skateboards, and scooters are not to be ridden in the park grounds once the park lights come on, after 7:00pm (winter) and 8:00pm (summer) 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. 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. These are available for purchase from our shop. Management reserves the right to disconnect any RCD leads that it deems unsafe.

**CHILDREN** Parental control is expected at all times. Children will be told to return to their site/unit if found roaming or congregating in the Holiday Park grounds or amenities after 10:00pm quiet 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 and electric BBQs are allowed in the park. Please make sure all BBQs are safe for use and gas is turned off after use. Fireworks and open fires/flames are not permitted on the beach or 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 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 WRISTBAND** To protect guests and limit access to the park from non-residents security bracelets will be issued. If lost 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. Vehicle's must be parked on your own site— not on driveways or neighbours' sites. Boats are to be parked on own site only. If your vehicle does not fit on the site, it must be parked on Harbour Road.

**PETS** are accepted on designated sites after Waitangi Weekend until mid-December. Pets are NOT permitted in roofed accommodation or over high season.

**SECURITY** Please take sensible precautions in securing your possessions. 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 of our accommodation units, pool area and communal areas. When smoking please be considerate of others. Smoking in units will incur 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.

## BEHAVIOUR/CONDUCT/NOISE

Ōhope Beach TOP 10 Holiday Park does not accept abuse in any form aimed at our staff members and/or patrons. We are a family-based park and ask that you are thoughtful to your fellow guests at all times - day or night. Absolute silence is expected between the hours of 10:00 pm and 7:00 am. The only exception is New Year's Eve, which is 12:30 am. Management reserves the right to refuse entry or 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.

**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 check in and pay the visitors fee at reception. All visitors are the site holders responsibility and must leave the park by 10:00pm. Please do not be offended if visitors who do not register at the reception are asked to leave the park. At busy times, visitors will not be able to use the swimming pool facilities.

## FACILITIES & SERVICES

**ACCOMMODATION** 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.

**COOKING EQUIPMENT** is available for hire from reception.

**DINING AREA** These facilities are located within the A-Block facilities building.

**GAMES/MOVIE ROOM** Open 8:00am to 10:00pm daily.

**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. We also work with HALO Whakatane in helping strengthen the local pest control operations. In doing so we have a number of traps located on our boundaries and within the dunes, please be mindful that children and pets stay within our boundaries. 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.

**FAMILY/ACCESSABLE FACILITIES** Speak to reception if you require the code or keys to access these facilities.

**LAUNDRY** All MayTag washing machines and dryers use 3x \$2 coins per cycle. All LG washer/driers use either \$1 or \$2 coins and cost \$6. Washers are cold water only.

**MAIL/MESSAGES** These can be collected from reception during office hours.

**MINI-GOLF** Clubs and balls are available to hire from the shop.

**MOVIE SCREEN** Check the park noticeboard for movie showtimes.

**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 during peak season 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 8:30am-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** stations are placed around the park. If it is recyclable, please recycle.

**RUBBISH** is collected daily. Please wrap any broken glass. During peak season, we will collect rubbish curb side, please put any rubbish for collection out before 10:00am.

**SHOP** Peak season 8:00am-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. Please ensure that all sand is rinsed off at outside showers before showering.

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

**SPORTS EQUIPMENT** We have a range of sports equipment available for our guests to use. Please ask at the shop or reception.

## SWIMMING POOL/SLIDE COMPLEX & HOT SOAK POOL

Opens at 8:30 am. Closing times vary, please check pool gate for times. All children must have adult supervision. Younger children must wear waterproof swimmer nappies which are available for purchase from reception. Remember to bring your own pool towels. No glass in the pool area, no food or alcohol to be consumed in the pool area. The pool is not supervised and is open year round. The swimming pool is heated but operates as a cold pool during winter months, our soak pool is heated year round.

**TRIKES** are available for hire. Enquire at reception for more information.

**WASTE STATIONS** The park has 4 waste dumps. The waste stations at B and C block are for grey water only (not toilet waste). The waste station at A and S 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 enquire at reception.

## 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 .....	07 312 5008
Ōhope Chartered Club Courtesy Van .....	0800 005 008
Ōhope Golf Club .....	07 312 4486
Whakatāne Information Office .....	07 308 6058