

# Terms & Conditions of your stay at Otorohanga Kiwi Holiday Park.

**Please read carefully before your stay to maximise the enjoyment of your holiday.**

All bookings are accepted on the basis that you have read, understood and agree to abide by the following Terms & Conditions.

All rates are GST (15%) inclusive and are in New Zealand Dollars (\$NZD).

Reservations are a contract between Billie-Ann Gadd Trading as Otorohanga Kiwi Holiday Park and the person named on the reservation. Bookings are not transferable to any other person. Otorohanga Kiwi Holiday Park reserves the right to charge 100% of the balance owing to the credit card details, provided by the guest, for all accommodation reserved, at any time. We accept payments by internet banking, Visa and MasterCard. A 2% fee will be added to all bookings paid via credit card.

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

The maximum number of persons permitted to occupy the booked premises, will form part of the booking contract and will be nominated when you make your booking. Persons found occupying the premises over and above the number on the booking, will incur an additional fee or early termination for breach.

**CHECK IN:** Self Check-In kiosk at Reception. 1pm - 11.30pm. For late check in (After 11.30pm) prior arrangements can be made. Email [info@kiwiholidaypark.co.nz](mailto:info@kiwiholidaypark.co.nz) CHECK  
**OUT:** All guests must check out by 10am. Leave unit key in KEY DROP BOX.

**PARKING:** One car park is available at all sites and near your accommodation unit/camp site. Prior arrangement must be requested for additional onsite parking.

**CONDUCT:** All guests must restrict their noise level after 10pm and before 7am. No music or radios after 10pm. Alcohol must only be consumed on sites booked to guests. Otorohanga Kiwi Holiday Park reserves the right to refuse entry and/or request termination of booking without refund regarding disorderly conduct.

**SMOKING/VAPING:** NO smoking or vaping in any areas, other than the designated SMOKING AREA.

**SWIMMING POOL/SPA POOLS:** We ask you to follow all signage at the pool/spa pool area. Be considerate of others, especially young/small children. Swim nappies must be worn by all under 2yr olds. NO DOGS allowed in Pool Area.

**DAY VISITORS:** NO day visitors allowed during Summer Period and during Public Holidays. All day visitors must park outside Holiday Park grounds in Parking area along Limestone Drive. NO Visitor parking at Park entrance and reception area.

**INDEMNITY:** Guests staying at Otorohanga Kiwi Holiday Park will be liable and take full responsibility for any damage and/or breakages incurred during their stay and the cost of repairs.

**CARAVANS/CAMPERVANS:** Require a current Electrical Warrant of Fitness displayed and comply with LPG Standard (As/NZS3100). Management reserves the right to disconnect and caravan/campervan that does not have a current electrical warrant of fitness.

**CANCELLATION POLICY:** Any refunds relating to cancelled bookings will be less a \$20.00 cancellation fee per unit/site. Payments are non-refundable if a booking is cancelled within 14 days of arrival. A No-Show is considered a cancelled booking, and NO refund will be given.

No Refund will be given for early departure due to weather conditions. Grace period: 12-hour free cancellation if the booking is made and cancelled within a 12-hour period.

If you have booked through a third party (online travel agent) you must request to cancel through that third party.

**CREDIT CARD DETAILS:** kept on file - guests will incur a chargeback for missing/damaged items or extra cleaning charges if units are left in a manner considered beyond reasonable wear and tear.

**PET POLICY:** Pets are Welcome. All pet owners MUST follow all dog rules.

NO dogs allowed in communal areas. All dogs MUST be on a lead at all times. All Dogs must be taken off the Park property twice daily for toilet walks. See location of Dog walking area next door to Holiday Park on our Park Site Map.

Dogs must be added to all online bookings. Maximum of two dogs allowed during any one stay.

Management reserves the right to evict guests at any time, if dog rules are not abided by and/or your dog is not kept under control. NO refund will be given on accommodation or dog charges.

**GROUP BOOKINGS:** Group bookings are considered to be two or more units/sites booked together. 50% Deposit must be made 30 days prior to arrival date and full payment must be made 14 days prior to arrival date. We reserve the right to charge a bond to all groups, refundable after departure if all rules are adhered to.

**GROUP CANCELLATIONS:** Deposits will be refunded 21 days prior to arrival minus a \$40 cancellation fee per unit/site. NO refund for cancellations 14 days prior to arrival.

**PRIVACY POLICY:** We collect your personal name and contact information so we can contact you.

Depending on your online activity we may collect the following personal information: Name and other contact information, your location, interactions with us or the site, device or browser information, billing or purchase information.