

Martinborough TOP 10 Holiday Park – Terms and Conditions of Stay

All guests are expected to behave considerately at all times. By staying with us, you accept these Terms and Conditions. Management reserves the right to cancel or terminate a stay for objectionable behaviour or breach of these terms, Health & Safety, or Fire regulations. All instructions given by Martinborough TOP 10 Holiday Park staff and management must be followed.

Accounts

Full accommodation fees are payable on arrival. No refunds for early departures. Chargebacks, extras, incidentals, or damage costs will be added to your account and may be charged to your credit card. You are liable for any collection costs incurred.

Alcohol

Alcohol may only be consumed on your own site or in your cabin.

- Excessive drinking, drunkenness, and parties are not permitted.
- Breach may result in immediate termination of your stay or suspension of your right to consume alcohol on-site.

Bonds

A good conduct bond of up to \$100 per person may be required at check-in or at any time during your stay.

Cabins & Units

- No smoking inside. Minimum \$200 cleaning charge for smoky or excessively dirty rooms.
- Dishwashing is not included in your room rate — charges apply.

Campervans & Caravans

Must have a current electrical WoF, their own wastewater container, and LPG compliance with NZS 5428:1996.

Check-In & Departure

- Check-in: from 2pm (3pm for third-party bookings, e.g. Booking.com)
- Departure: strictly by 10am. Late departure must be pre-arranged; charges apply otherwise.

Children

Children must be with a parent or legal guardian. Parents/guardians are responsible for their children's behaviour at all times. Younger children must be supervised in all communal facilities.

Damage

The cost of any damage to property will be recovered from the responsible guest.

Dogs

Dogs are not permitted. Certified disability assist dogs are welcome with proof of certification. Guests with undeclared dogs will be required to leave without refund.

Electric Vehicles (EVs)

- EVs may only be charged between 10am–2pm, maximum two hours.
- 16-amp sockets are for campervans/caravans only — not for EV charging.
- Current draw must not exceed 10 amps.

Facilities & Barbecues

All facilities and barbecues must be left clean and tidy after use.

Groups & Group Events

A group is 6 or more adults travelling, staying, or congregating on-site (including visitors), whether booked together or separately.

- We no longer accept bookings of 12 or more adults.
- A good behaviour bond of \$50 per person or \$500 (whichever is greater) may be required.

We do not host group events (e.g. birthdays, reunions). Our team can help find a suitable off-site venue. Breaches may result in a liquor ban, bond forfeiture, and/or removal without refund. Management decisions are final.

Noise

- Silence after 10pm and before 7am. No loud music at any time.

Noise issues after 10pm: call 0800 780909 or use the handset outside reception. After-hours callouts incur a \$75 fee per offending party, or bond forfeiture.

Respect for Our Team

Please treat our team with the same respect you'd expect yourself. Verbal abuse, intimidation, or threatening behaviour toward staff will not be tolerated and will result in immediate removal without refund.

Smoking & Vaping

Not permitted in any facility buildings, accommodation units, or communal outdoor areas. Smoke only on your own site and dispose of butts safely.

Tents

Electricity may only be connected via an approved isolating transformer or RCD Safety Switch.

Vehicles

- Register all vehicles at the office before entering.
- Park on your site or as directed. Unregistered vehicles will be removed.
- Speed limit: walking pace only (5 kph).

Visitors

Visitors are at management's discretion. Numbers may be limited at peak times, event weekends, and public holidays.

- All visitors must sign in at reception and follow staff instructions.
- Visitor cars are not permitted within the park.
- All visitors must leave before reception closes.

Guests are responsible for the actions of their visitors.

Guest Agreement

I agree to the Martinborough TOP 10 Holiday Park Terms and Conditions of Stay. I understand that a breach of these terms may result in forfeiture of my bond. Serious or repeated breaches may result in immediate cancellation of the remainder of my stay without refund.

Name: _____

Value of bond paid: _____

Signature: _____

Date: _____