

Martinborough TOP 10 Holiday Park Terms and Conditions of Stay

We ask all guests to behave in a considerate manner at all times. We reserve the right to cancel the tenancy at any time of any person or group who behaves in an objectionable manner or who breaches these Terms and Conditions of Stay or Health & Safety and Fire regulations.

At check in, or at any time during your stay, you may be required to provide a good conduct bond of at least \$50 per person staying (refundable on check out). This requirement may be waived at the discretion of management. **Staying with us indicates your acceptance of these Terms and Conditions.**

Accounts – The balance of accommodation fees are payable on arrival for the full time booked, no refunds for early departures. All chargebacks, extras, incidentals and costs of damage will be added to your account and may be invoiced or charged to your credit card at our discretion. You will also be charged for all collection costs incurred.

Alcohol may only be consumed on your own site / cabin. Excessive drinking or drunkenness and parties are not permitted. Breach of this condition of stay may result in immediate termination of your stay or suspension of your right to consume alcohol at Martinborough TOP 10 Holiday Park.

Cabins / Units - Do not smoke in the cabins. A minimum \$150 cleaning charge will apply for smoky or excessively dirty rooms. Dish washing is not included in your room rate and charges apply.

Campervans & Caravans - must have a current electrical WoF, their own waste water container and comply with LPG Standard (NZS 5428:1996).

Check In and Departure Times - Check in is from 2pm (3pm for third party bookings e.g. booking.com) and departure is strictly by 10am for all guests. If you have not arranged a late departure with reception and stay in the holiday park beyond 10am extra charges will apply.

Children – must be staying with a parent or legal guardian appointed by the NZ court system. Parents / guardians are responsible for the actions of their children. Younger children must be supervised at all times and accompanied by an adult in the communal facilities.

Covid 19 – Please follow all instructions issued by our TOP 10 team, comply with signage and help us keep our guests, team and community safe.

Damage - Cost of damage to property will be recovered.

Dogs – Guests and their visitors are not permitted to bring dogs. Certified disability assist dogs are welcome, with proof of certification. Guests with undeclared dogs will be required to leave without refund.

Electric Vehicles – Due to power supply constraints guests can only charge vehicles between 10am and 2pm, for a maximum of two hours. The 16amp sockets are for campers/caravans, and are not to be used for charging EVs. The current draw must be limited to a maximum 10 amps.

Facilities and barbecues must be left clean and tidy after use.

Groups and Group Events – a group is defined as 6 or more adults travelling or staying together or congregating on site (including visitors), whether booked as a group or as multiple smaller bookings. We no longer accept groups of 12 or more adults.

We reserve the right to request a **good behaviour bond** equal to \$50 per person or \$500 (whichever is the higher amount) prior to your arrival or at any time during your stay.

We do not cater for **Group Events** at Martinborough TOP 10 Holiday Park as these can have an adverse impact on other guests. Our reception team can help you to find a suitable venue for birthdays, reunions and other gatherings.

Any breach of these terms and conditions of stay will be dealt with by park management who reserve the right to impose a liquor ban on the group, retain part or all of any bond paid and to require all members of the group to leave without refund. Management decisions are final.

Noise - We expect silence after 10pm and before 7am. Loud music is not permitted at any time. If you are bothered by noise after 10pm please call 0800 780909 or pick up the handset outside reception. Any callouts after hours for noise or bad behaviour within the park will incur a \$50 fee to each of the offending persons or forfeiture in full of any bond paid.

Smoking is not permitted in any of the holiday park facility buildings, in accommodation units or in the communal outside areas. Please smoke only on your site and dispose of cigarette butts safely and tidily.

Tents - Electricity can only be connected to tents through an approved isolating transformer or RCD Safety Switch.

Vehicles must be registered at the office before entering the campground and parked on your site or as directed by staff. Unregistered vehicles will be removed. Speed is strictly walking pace only (5kph).

Visitors - are allowed at the sole discretion of management and charges may apply. Numbers may be limited at peak times, event weekends and public holiday weekends. For the safety and security of our guests all visitors must sign in at reception, before entering the park, and follow all instructions given by Martinborough TOP 10 Holiday Park staff. Visitors cars are not permitted within the park and all visitors must leave by 9pm. We cannot accept new visitors outside reception hours unless you have made prior arrangements with management. Guests are responsible for the actions of their visitors.

Instructions given by Martinborough TOP 10 Holiday Park staff and management must be followed.

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

Name:

Value of bond paid:

Signature:

Date: