

Te Rāhui Rēhia o Kaitereterē

**Kaiteriteri**

Recreation Reserve

# GUEST INFORMATION

Accommodation terms and conditions



# Welcome to the Kaiteriteri Recreation Reserve

The Kaiteriteri Recreation Reserve is over 83 years old and includes Kaiteriteri Beach, Kākā Point Historic Reserve, Kaiteriteri Estuary and the Kaiteriteri Mountain Bike Park. Our operating model is relatively unique in that we are a Crown entity with guardianship over recreation land but we are not and never have been government funded. The Reserve is entirely self-funding through our own accommodation, retail and hospitality businesses. 100% of the profits from these business groups are invested back into the maintenance and development of the Reserve, community partnerships, environmental and conservation projects and events. It is this social enterprise model that makes the Kaiteriteri Recreation Reserve such a special place.

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If you have accepted an accommodation booking on the Kaiteriteri Recreation Reserve, you are deemed to have accepted these terms and conditions along with our code of conduct and are therefore subject to them.



# RESERVE APARTMENTS

- **Deposit:** A deposit of the first night's tariff per apartment is required to confirm all reservations. Balance of accounts are payable on arrival and payment must be made for the full time booked. A valid credit card must also be supplied upon arrival as a security for any in-house accounts.
- **Guarantee Policy:** All reservations must be guaranteed by a valid credit card with sufficient funds at the time of booking.
- **Age Policy:** All reservations received must be made by persons who are 18 years or older and Proof of ID may be requested on check in. Any person under the age of 18 year must be accompanied by an adult at all times. Failure to comply may result in termination of the accommodation reserved.
- **Children Policy:** There is no additional charge for children under five years of age and using either existing bedding or a baby cot. Baby cots are available at no additional charge and are subject to availability at the time of booking.
- **Rates Quoted – Currency and GST:** All accommodation rates and services advertised by the Reserve, whether directly, via marketing or online are quoted in New Zealand dollars on a per night basis and are inclusive of GST of 15%. Management reserves the right to alter tariffs without notice.
- **Minimum Stay:** A two-night minimum stay period applies between 25 December and 14 February.
- **Carparks:** There is one car park space allocated for each apartment plus one designated disabled car park space for the complex. Additional car park spaces may be available in the main public car park.
- **Force Majeure:** Kaiteriteri Recreation Reserve will not be in any breach of this agreement or in any way liable, if it is prevented from meeting its obligations due to an event of force majeure, such as an Act of God, War, Earthquake, Riot, Storm, Flood, Explosion, Strike, or any other cause not reasonably within the control of the Reserve.
- **Check in time** is from 2.00pm. You are welcome to store your luggage on the Reserve if you arrive earlier and the apartment is not available. We will contact you when the apartment is ready.

- **Check out time** is up until 10.00am. Please contact the office if you require a later check out time.
- Any early arrival or late departure requests are subject to availability. A charge of \$40 per hour will apply each hour from 11.00am onwards for late departures.

## Cancellations and Refunds

- Reservations are only confirmed upon receipt of deposit or full payment. A full refund will be given if your booking is cancelled at least 14 days before your planned arrival. If you cancel within 14 days of your expected arrival, a cancellation fee of one night's accommodation will apply.
- There will be no fee reduction or refund for early departures and late arrivals.
- Bookings made through third parties are subject to that particular company's policy.
- If you have not arrived or contacted us within 24 hours after the original arrival date, we have the discretion to cancel your reservation.
- **Package / Special Rates:** All specials and package rates will have individual cancellation policies that will be conveyed to the guest for direct bookings or for online bookings they will be visibly displayed on both the reservation and payment screens and will require the customer to accept the terms and conditions at the time of confirming the booking.
- Is defined in Section 5(1) of the Kaiteriteri Recreation Reserve By-Laws and includes obstructing, disturbing or interfering with any other persons' use or enjoyment of the Reserve. Foul, abusive, indecent or obscene language (this includes abusive language, aggressive or argumentative attitude displayed toward Kaiteriteri Recreation Reserve employees and management), or being intoxicated, noisy, riotous, or to misbehave in any other way. Any breach of By-Law 5(1) could result in immediate expulsion from the Reserve without a refund and forfeiture of any rebook status and / or, as provided for under Section 104 of the Reserves Act 1977, a fine not exceeding \$5,000. All criminal behaviour will be reported to the New Zealand Police.



# RESERVE CAMP & CABINS

- A booking fee of \$10 with a deposit of one night's tariff is required. The deposit will be taken into account on final payment.
- Full payment is due as per your booking confirmation on or before arrival. Guests who are staying more than four weeks in one visit may make an alternative arrangement with the office. Adjustments will be made for temporary additional guests, or any other charges to the original booking.
- Extra guests coming to stay on your site must check in to the office *upon arrival* and pay their fees. Failure to do this is an offence. There can only be a maximum of six occupants per night on each site including adults, children and infants.
- Management reserves the right to change tariffs without notice. Note that our tariff / prices are reviewed annually. Be aware that our prices may change from the time of your bookings in advance of one season to the next and the new rates will apply.
- We have the right to request a \$150 per person behaviour bond to be paid upon arrival for groups, which is subject to the group abiding by the terms, conditions and Code of Conduct of the campground. Kaiteriteri Recreation Reserve has the right to refuse entry and/or request termination of booking without refund regarding disorderly conduct.
- We aim to place you on the site that you desire but at times this is not possible. We also reserve the right to change your site due to operational requirements.
- Unless by prior arrangement during specific events, sites are not to be reserved or used solely for the purposes of parking boats, vehicles, trailers or equipment.
- We do not accept bookings from Wicked Campers due to the inappropriate nature of their vehicle branding.
- Our health and safety policy requires all guests on campsites to adhere to the one metre rule. This is specified in more detail in our Code of Conduct.
- For those guests holding rebook privileges, please refer to our rebook policy.
- **Check in time** is from 2.00pm and you are welcome to store your luggage (for Cabins) on the Reserve if you arrive earlier. We will contact you when the cabin or site is ready.
- **Check out time** is before 10.00am on the day of departure. All vehicles and equipment must be off the site by this time. The site is to be left clean and tidy.
- **Late check out - Cabins only:** Check out time is before 10.00am on the day of departure. Please contact the office if you require a later check out time. Any late departure requests are subject to availability. A charge of \$20 per hour will apply each hour from 11.00am onwards for late departures.

## RESERVE CAMP & CABINS

### Cancellations and Refunds

- Reservations are only confirmed upon receipt of a non-refundable \$10 booking fee, plus deposit or full payment. A full refund, less \$10 booking fee will be given if your booking is cancelled at least 14 days before your planned arrival. If you cancel within 14 days of your expected arrival, a cancellation fee of one night's accommodation will apply.
- There will be no fee reduction or refund for early departure and late arrivals.
- If you have not arrived or contacted us within 24 hours after the original arrival date, we have the discretion to cancel your reservation.
- Rebook cancellation terms and fees are as per the Priority Re-booking policy.
- The booking fee is non-refundable.
- If you are unable to attend, you are not to arrange for anyone else to use the site.
- Is defined in Section 5(1) of the Kaiteriteri Recreation Reserve By-Laws and includes obstructing, disturbing or interfering with any other persons' use or enjoyment of the Reserve. Foul, abusive, indecent or obscene language (this includes abusive language, aggressive or argumentative attitude displayed toward Kaiteriteri Recreation Reserve employees and management), or being intoxicated, noisy, riotous, or to misbehave in any other way. Any breach of By-Law 5(1) could result in immediate expulsion from the Reserve without a refund and forfeiture of any rebook status and / or, as provided for under Section 104 of the Reserves Act 1977, a fine not exceeding \$5,000. All criminal behavior will be reported to the New Zealand Police.

### Priority Re-booking Policy

Kaiteriteri Recreation Reserve's Camp operates a priority booking system for specific guests during the peak summer season that recognises their patronage. This longstanding system has not changed but there are criteria around entitlement to this privilege to ensure that it is applied consistently and fairly:

- We honour all existing re-bookings that were in our system prior to the 2015 / 2016 season, but no new re-book privileges are available.
- Re-bookings only apply for the **same name, same site or cabin and for the exact same dates** every year.
- **The named person must check in at the office with a valid Photo ID. If the named person is not present on check in, you will be permitted to stay however this will be considered a Gap Year. If no Gap Years remain, the rebook will be relinquished.**
- Re-bookings do not apply to our Reserve Apartments.
- Payment to secure the site must be made prior to your departure the previous summer. If payment is not made, the booking will be cancelled, and the site added to our vacant list.
- **During the months of December and January, there will be no discounted unoccupied rates or single occupancy rates.** You must arrive on the day of check in and stay a minimum of half of your re-book dates, otherwise it will be considered a Gap Year.
- Use of the site can be missed for one year, every five years, without jeopardising your re-booking but it will be forfeited when the site is not used for two years within a five-year period.
- All additional guests must be booked in and charged appropriately. Failure to do this is an offence. There can only be a maximum of six occupants per night on each site including adults, children and infants
- Site priority may be cancelled where the conduct of any guest is unreasonable or there is abuse of the re-book system.
- Re-book bookings can only be used by the re-book holder, they are not transferrable to another family member or any other person. Should you need to cancel, the normal cancellation policy should be followed and the Camp Office staff will check your eligibility for a Gap Year.

The Reserve recognises that the re-booking privilege is important to families who have been visiting for many years, and we certainly appreciate your patronage. Kaiteriteri is central to many family holidays and for guests who use this time to catch up with friends. Please understand however that there are a very large number of New Zealand families we turn away every peak season because we are unable to accommodate them due to this re-book policy.

# PAYMENTS

- **Online Payment:** All online bookings made on our website are charged at the time of booking using a valid credit card (Visa and MasterCard) and the card number, expiration date and card security code (CCV) must be entered to complete this transaction. Online payments are made via our payment platform using a third-party provider, Windcave, who offer a secure payment system to protect customers' credit card details with security settings that are compliant with all New Zealand regulatory and statutory regulations.
- **International Payments:** Prices are advertised in New Zealand dollars so the amounts charged to credit card payments may fluctuate due to exchange rate fluctuations as bookings are converted into New Zealand dollars at the exchange rate on the day it is processed. If any cancellations are refunded, then these are also processed in New Zealand dollars at the exchange rate on the day that the refund is processed so there may be a variance to the initial amount charged. The Kaiteriteri Reserve Apartments are not liable for any exchange rate variances and you may incur transaction fees.
- **Refunds:** Any refunds will only be made to the same credit card debited for the original transaction.
- **Data Security:** Kaiteriteri Recreation Reserve takes the appropriate measures, in accordance with all regulatory requirements, to protect Person Information (PI) against accidental or unlawful destruction, alteration or unauthorised disclosure or access. We have implemented technical measures such as firewalls, login password systems and physical protection to this end. Credit card details are entered into the Windcave system which has the highest level of Payment Card Industry Data Security Standard (PCI DSS) compliance.

# PERSONAL INFORMATION (PI)

## Information Required and Collection

We will only collect PI that is necessary for the purposes of data processing and may be collected in certain circumstances, without limitation, as follows.

- Hospitality activities such as bookings, check in and check out, room charges during the guests' stay, and any claims or requests.
- Participation in marketing programmes, with customers' consent.
- Provision of information by third party service providers such as tour operators, travel agencies, GDS reservations, online booking engines etc.
- Internet activities such as filling in any online collection forms such as questionnaires etc.

- We do not knowingly collect PI from children under the age of 18 years, except name, age and nationality as provided directly by an adult on their behalf or without a relevant adult's permission.

## Confidentiality and Security

We will implement reasonable technical and organisational measures to protect the customers' PI against accidental or unlawful alteration / loss, or from unauthorised use, disclosure or access.

## Storage

PI will be kept for the period for the purposes of the data processing and in accordance with regulatory and statutory requirements.

# CODE OF CONDUCT

The Kaiteriteri Recreation Reserve is a unique part of New Zealand and as Crown land, it operates under specific legislation and bylaws. We would be grateful if you could familiarise yourself with the following policies to ensure that all guests enjoy their experience.

## Conduct

Consideration to other guests and staff must be shown at all times.

## Alcohol

Alcohol is only permitted to be consumed on your site. Please do not walk around the premises with open alcoholic beverages. Excessive drinking or alcohol fueled parties are forbidden. Please be aware that there are a number of no-alcohol zones around the Reserve, and these are Police enforced.

## Noise

Noise levels are to be kept to a reasonable level at all times. Quieter hours are between 10.30pm and 7.00am. Remember that noise travels easily and consideration must be shown to others if you decide to carry on with your evening entertainment.

## Vehicles

**In peak season,** all vehicles belonging to booked guests must display a parking permit which is available from the office.

**At all times,** vehicles and boats must be able to park within your campsite site boundary or allocated carpark and not encroach on the road, accessways or other sites.

## Trailers

Apartment car parks cannot accommodate trailers, and these will need to be parked in our trailer park.

## Yachts

Due to powerlines, vessels with masts are not permitted in the Reserve's campground.

## Visitors

Visitors are permitted as a courtesy and should depart by 10.00pm. Visitors' vehicles are to be parked in the public car park. Booked guests are responsible for the behaviour of their visitors onsite. There can only be a maximum of six occupants per night on each site including adults, children and infants.

## Prohibited Items

Fireworks of any kind (in the camp and on the Reserve / beach). Any offensive weapon or object.

## Drones

Drones or other motorised flying objects can be a health and safety hazard and a threat to aviation. Approval must be obtained from the Reserve and this is only for professional / promotional purposes.

## Damage

Costs of damage to the Reserve's assets, property or accommodation can be recovered by the Reserve.

## Caravans

By booking a site and making payment, you are confirming you have a current Electrical Warrant of Fitness and fire extinguisher. A current Electrical WOF is essential, as you will not be able to plug in without it. We also highly recommend smoke alarms to be fitted.

## Tents

An approved RCD cord is to be used if using power in the tent. A limited amount of these are available for hire from the office.

## CODE OF CONDUCT

### Bicycles

Bikes, scooters, skateboards and other devices.-

During the peak period, Kaiteriteri Camp lacks safe spaces for children to ride bikes, skateboards, and scooters. Therefore, in the interest of safety and to uphold the peaceful atmosphere of our campground, we have instituted a seasonal bike restriction from December 20th to February 14th. During this timeframe, we kindly request that guests refrain from bringing bicycles or scooters onto the campground unless they are solely intended for use outside the camp or in the Mountain Bike Park.

For those using bicycles outside of the restricted period, please ensure adherence to the following guidelines:

- Parents and caregivers are kindly requested to supervise their children accordingly. Bikes, skateboards, and scooters must be operated with caution and mindfulness of other guests, with speed limits strictly enforced.
- All standard road regulations are applicable within the campground. Roadways are shared with pedestrians, cyclists, scooters, large vehicles including motorhomes, caravans, boat trailers, tractors, and delivery trucks.
- Riding is prohibited after dark. - 30mins after sunset.
- No bikes, scooters, or skateboards are to be ridden in and around the Store, Waterfront restaurant as well as in or near the amenities buildings.
- Please avoid parking bicycles inside the apartments. If you require storage for your bicycle, please visit the campground office for assistance.

### E-Bike Charging

For safe and efficient ebike charging, always use the manufacturer-recommended charger and check voltage and current compatibility. Charge in a well-ventilated area at moderate temperatures, avoiding overcharging. Regularly inspect the charger and cables for damage, and follow provided instructions for optimal charging times. Store the battery in a cool, dry place and consider investing in a smart charger for added convenience and battery health monitoring.

### One Metre Rule

In the interests of safety, when setting up please ensure that solid walls of any tent, caravan, motorhome or campervan are no less than one metre from any internal campsite boundary. **This is a requirement under Fire, as well as Health and Safety Regulations. This applies even if you have family and friends occupying an adjoining site.**

### Speed

Vehicle speeds must be no greater than 5kph.

### Smoking

Smoking is not permitted in any of our facilities or public amenities.



# GUEST INFORMATION

**Medical, Police or Fire Emergency: DIAL 111**

**Our address is: 5 Kaiteriteri-Sandy Bay Road, Kaiteriteri, 7197**

**Our phone number is: 03 527 8010**

For all other non-urgent situations, phone Healthline on 0800 611 116 or call the after-hours Medical Advice line on 03 528 8866.

There is a First Aid Room located in the Reserve office and a defibrillator on the wall just outside the office.

## Fire Evacuation

Please acquaint yourself with the emergency evacuation plan. This is situated in all public areas.

Kaiteriteri has a Volunteer Fire Brigade. Do not be alarmed at the sound of a siren at any time of the day or night, as this is to alert the volunteers that they are needed. If there is an emergency you will be notified by management and given instructions.

## Tsunami

In the event of a serious earthquake or tsunami warning from Civil Defence an alert will be provided over the PA system. We will evacuate to safe high ground which is Kākā Point (north along the beach front road). Reserve staff will assist in directing you and will provide the all clear when appropriate.

In the event of an 'immediate' tsunami with little to no prior warning we will evacuate to the closest high ground which are the hills surrounding the camp and the top floor of the office or apartments.

## Fuel

There is an NPD station located in the south car park for all your petrol or diesel requirements. This is a self-serve station and requires a debit or credit card with a pin number. This station is owned by NPD, so for any non-urgent problems please call the 0800 number at the pumps. Immediately notify Reserve staff if there is a serious problem at the pumps.

## Kaiteriteri Store

Opening hours are displayed on the front door, our website and social media.

## Waterfront Restaurant & Bar and Gone Burgers

Opening hours are displayed on the front door, our website and social media.

## Vehicle Repair and Road Information

For any vehicle assistance, the closest garage is Riwaka garage – phone 03 528 9345. For information regarding road conditions please call 0800 444 449, or visit [www.aa.co.nz/travel/roadwatch](http://www.aa.co.nz/travel/roadwatch).

## Boat Ramp

Launching boats – \$10 daily fee. Season Pass – \$50, Annual Pass – \$100. These are obtained from the office during the year and from the boat ramp from 26 December.

## Boat Moorings

Subject to availability, \$30 per day.

## Police

For all non-urgent situations, phone 03 528 1220.

## GUEST INFORMATION

### Boat Washing and Engine Flushing

All boat washing and engine flushing is to be conducted in the allocated boat wash area and not on your site. Fish filleting is permitted inside the camp at the fish filleting station. No boats are to be parked at the fish filleting station at any time. Refer to the Reserve map or ask reception for locations.

### Gas BBQs

These are located outside the Camp amenities and specific locations. Personal BBQ's are not permitted on apartment decks. No charcoal or open fires are permitted on the Reserve.

### Food

Food stored in communal kitchens is at your own risk. Please ensure all items are clearly marked with your name and departure date. The fridges will be cleared weekly and unmarked items will be discarded.

### Kitchen Packs

These are available at the office for hire. A deposit is required. Subject to availability.

### Mini Golf

Clubs and balls are available for rent from the Kaiteriteri Store or the mini golf kiosk during peak season.

### Bike Hub

Cyclists can use the new bike hub facilities at the entrance to the main carpark. This facility includes tools, water, pump and power for e-bikes. The code for the e-bike power station can be received from reception.

### Messages / Mail

Messages can be taken at reception and we will contact you via SMS. Mail can also be redirected to the Reserve office and can be collected. This will be notified on our notice board.

### Wi-Fi

Wi-Fi is available. Please ask our reception staff for instructions. Additional Wi-Fi plans are also available for purchase at a reasonable price.

### Laundry

All washing machines operate with \$2 coins and are \$4 per load. All machines require your own laundry detergent. This can be purchased from reception and the store. Dryers use \$2 coins per 15 minutes.

### Rubbish

**Please recycle** – Recycling bins can be found at the western end of each amenity block, by the Store and in the courtyard next to the restaurant. There is also a large recycling container in the main carpark.

For general waste, please assist us by wrapping items in plastic bags and placing them in the bins provided throughout the park. The kitchens have a supply of plastic bags as well as the office.

### Showers

Campground showers are included in your nightly tariff. One press of the timer button will operate the shower for six minutes.

### Water

Our water is of excellent quality and is drinkable from all taps within the park. Do not drink out of the hose by the dump stations. Please be mindful of all water use for conservational purposes. Please note our water does get chlorinated during the summer months by Tasman District Council.

**Enjoy your stay!**