Te Rāhui Rēhia o Kaiteretere

Kaiteretere

Recreation Reserve

GUEST INFORMATION

Accommodation terms and conditions



Welcome to the Kaiteretere Recreation Reserve

The Kaiteretere Recreation Reserve is over 90 years old and includes Kaiteretere Beach, Kākā Point Historic Reserve, Kaiteretere Estuary and the Kaiteretere Mountain Bike Park.

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.

We ask that guests familiarise themselves with the following policies so that their stay and the stay of other guests will be safe and enjoyable. By confirming the booking you accept these terms and conditions.

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GENERIC TERMS AND CONDITIONS

- 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 fees without notice.
- A deposit of the first night's stay is required to confirm all reservations. Balance of accounts are payable on arrival and payment must be made for the full time booked.
- Kaiteretere 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 a superior of force of nature, 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.
- 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.
- 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.
- We do not accept accommodation bookings for guests who are subject to bail conditions.
- All reservations made must be by guests 18 years of age or older and proof of ID may be requested on check in. People under the age of 18 are not permitted to stay without a person older than 18.
- 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.
- As defined in Section 5(1) of the Kaiteretere 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 Kaiteretere 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 re-book 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.
- Any breach of these terms and conditions or code of conduct could result in immediate expulsion from the Reserve without a refund and forfeiture of any re-book status.



LONG-STAY GUESTS

(May to October season)

We welcome guests wishing to stay with us for an extended period during the quieter winter months. Long-stay accommodation is subject to availability and approval by Kaiteretere Recreation Reserve.

Our aim is to provide a safe, welcoming and enjoyable environment for everyone staying at the Reserve. To help us achieve this, the following conditions apply to long-stay accommodation:

- All long-stay guests are expected to comply with the Reserve's Accommodation Terms and Conditions and Code of Conduct throughout their stay.
- Long-stay arrangements are approved on an individual basis and are subject to ongoing compliance with these terms and conditions.
- Kaiteretere Recreation Reserve reserves the right to approve or decline requests for long-stay accommodation.
- WINZ payments are not accepted for long-stay accommodation.
- We are unable to provide long-stay accommodation to guests who are subject to bail conditions.

APARTMENTS

- Valid credit card details may be required for bookings as security against any charges incurred.
- There is no charge for additional 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.
- 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.
- Reservations are only confirmed upon receipt of a 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.

CAMP AND CABINS

- A deposit of one nights accommodation will be required to confirm your booking. The deposit will be taken into account on final payment.
- Guests who are staying more than four weeks in one visit may make an alternative arrangement with the office.
- Extra guests coming to stay on your site must check in to the office upon arrival and pay their fees. There can only be a maximum of six occupants per night on each site including adults, children and infants.
- 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.
- Reservations are only confirmed upon receipt of one nights accommodation as a deposit or full payment. A full refund, less transaction 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.
- If you are unable to attend, you are not to arrange anyone else to use the site.

One metre rule

To comply with the New Zealand Camping-Grounds Regulations 1985*, when setting up your campsite please ensure that solid walls of any tent, caravan, motorhome or campervan are no less than one metre from any internal campsite boundary.

This includes any slide-out portions of your motorhome or caravan.

*KRR have an exception to the New Zealand Camping-Grounds Regulations 1985 which allows 1 metre spacing rather than the 1.5 metre spacing in the regulation.



PRIORITY RE-BOOKING POLICY

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. Kaiteretere 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. 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.
- Gap Year: Use of the site can be missed for one year, every five years, without jeopardising you re-booking but it will be forfeited when the site is not used by the re-book name, for two years within a five-year period.
- 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.
- All additional guests must be booked in and charged appropriately. 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.



PAYMENTS

- Online payments are made via our payment platform using a third-party provider, 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.
- 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. Kaiteretere Recreation Reserve Accommodation is not liable for any exchange rate variances and you may incur transaction fees.
- Deposits paid for Apartments, Cabins or Campsites on the official summer release dates are nonrefundable and non-transferable to any other booking, dates, or accommodation.
- Refunds will only be made to the original credit or debit card the initial payment was taken from. We do not hold cash on site, so initial cash payments may be refunded to a credit or debit card or your bank account.
- Data security: Kaiteretere Recreation Reserve takes the appropriate measures, in accordance with all regulatory requirements, to protect personal information 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 security.
- WINZ payments are not accepted for accommodation at Kaiteretere Recreation Reserve.

PERSONAL INFORMATION

Confidentiality and security

Please refer to our privacy policy:
experiencekaiteretere.co.nz/privacy-policy

CODE OF CONDUCT

Conduct

Please always be considerate to other guests and KRR staff.

Mobile accommodation safety

All mobile accommodation must have a current electrical warrant of fitness, smoke alarm and fire extinguisher.

Tent safety

An approved RCD cord is to be used if using power in a tent. A limited amount of these are available for hire from the office. Guests must also have smoke alarms and a fire extinguisher.

Visitors

Visitors are permitted 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.

Alcohol

Please be aware that there are a number of alcohol ban zones on the Reserve, and surrounding area.

Guests over 18 years of age may consume alcohol on their site or unit. Please do not walk around the premises with open alcoholic beverages.

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.

Boom gates

For added security, boom gates have been installed. Access is restricted to registered guests only. Any unauthorised entry or damage to the gates will result in charges.

Vehicles

Vehicles and boats must be able to park within your campsite boundary or allocated car park and not encroach on the road, accessways or other sites.

Prohibited items

Any offensive weapon or objects, as well as firework of any kind (in the camp and on the Reserve / beach), are prohibited.

Drones

Approval from the Department of Conservation is mandatory for all drones and other motorised flying objects, restricted solely to professional marketing and promotional purposes.

Recreational drone use: Apply for permits (**doc.govt.nz**)

Damage

The Reserve may seek reimbursement for any costs incurred as a result of damage to its assets, property, or accommodation.

Bikes, scooters, skateboards and other devices

KRR recommends the use of our Mountain Bike Park and bike skills area. During the busy periods, the campground has no safe areas for riding, therefore, we do not recommend these activities in the campground.

If choosing to ride in the campground:

Ride with care: Always operate bikes, scooters, and skateboards cautiously and be mindful of other guests around you. Please keep left where possible.

Respect buildings: Riding is not permitted in or around any buildings.

Keep it slow: Please keep your speed to walking pace (no more than 5 km/h).

Supervision: Parents and caregivers, please supervise your children to ensure their safety. Parents and caregivers are responsible for children's safety and compliance with the rules of the campground.

Follow the rules: All standard road regulations apply within the campground.

Shared spaces: Remember, our roadways are shared with pedestrians, cyclists, scooters, motorhomes, caravans, boat trailers, tractors and delivery trucks. Please ride with caution.



E-bike charging

For safe and efficient e-bike charging, always use the manufacturer-recommended charger. Charge in a well ventilated area, and avoid overcharging. Regularly inspect the charger and cables for damage.

EV charging

Electric vehicle (EV) charging is available at the designated charging station. For information on charging rates, please contact Guest Services.

Speed

Vehicle speeds must be no greater than 5 km/h.

Smoking

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

Pets

Under current bylaws, pets are not permitted anywhere on the Reserve, with the exception of certified guide dogs etc.

Misbehaviour

Is defined in Section 5(1) of the Kaiteretere 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 Kaiteretere Recreation Reserve employees and management), or being intoxicated, noisy, riotous, or to misbehave in any other way.

Any breach of By-Law 5(1) or the Reserve's code of conduct and terms and conditions could result in immediate expulsion from the Reserve without a refund and forfeiture of any re-book 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.

Parking

Please note that parking within the Reserve is at your own risk. Kaiteretere Recreation Reserve cannot accept responsibility for any damage to or theft from vehicles while on site.

EMERGENCY INFORMATION

Address: 5 Kaiteretere-Sandy Bay Road, Kaiteretere, 7197

Evacuation point - Kaiteretere Beach

Fire

- Warn others of the fire if it is safe to do so.
- Move to the evacuation point immediately.
- Make sure that everyone in your group / party is accounted for. If anyone is missing, notify the warden at the evacuation point.
- Do not block road access.
- Fire extinguishers are located on the map provided.
- Updates may come via text from the camp.

Earthquake

- DROP down on your hands and knees. This protects you from falling but lets you move if you need to.
- COVER your head and neck (or your entire body if possible) under a sturdy table or desk (if it is within a few steps of you). If there is no shelter nearby, cover your head and neck with your arms and hands.
- HOLD on to your shelter (or your position to protect your head and neck) until the shaking stops.
- Be cautious of fallen or falling debris.
- If the earthquake lasts longer than a minute or is strong enough to make it difficult to stand move quickly to the nearest high ground.
- Make sure that everyone in your group / party is accounted for. If anyone is missing, notify the warden at the evacuation point.
- Updates may come via text from the camp.

Tsunami

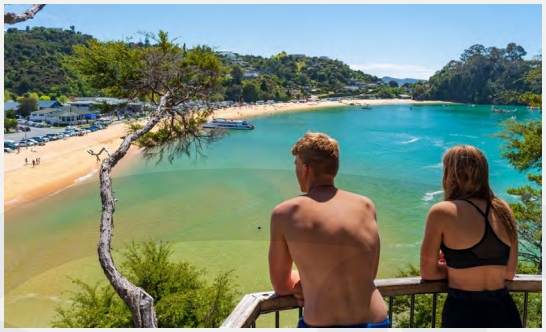
- Civil Defence issues official tsunami alerts for New Zealand using the emergency mobile alert system.
- There are no tsunami sirens in Kaiteretere.
- Move quickly to the nearest high ground. This could be Withells Walk, Ruru Rise track or Kākā Point.

Medical events

- An AED / defibrillator is located at the front door of the camping ground office.
- For all serious medical events call 111.

Emergency Response Plans

- KRR has Trigger Action Response Plans (TARPs) in place for a range of emergency events. These plans guide our response and may include closing or evacuating affected areas. Guests must follow staff instructions during an emergency.



GUEST INFORMATION

Kaiteretere Store

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

Waterfront Restaurant and Takeaways

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

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.

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 is there is a serious problem at the pumps.

Gas BBQs

No open flame items are permitted on the Reserve such as charcoal BBQ, candles, braziers, fire pits and open flame heaters of any type.

Mini golf

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

Vehicle repair and road information

For any vehicle assistance, the closest garage is NS Rogers in Riwaka – phone 03 528 9212. For information regarding road conditions please call 0800 444 449, or visit **www.aa.co.nz/travel/roadwatch**.

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 and recycling

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 car park.

Showers

Campground showers are free for camp guests.
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.



BOATING AND FISHING

Boat ramp

For all up to date boat ramp and boating information see **experiencekaiteretere.co.nz/kaiteretere-boat-ramp**.

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.

Boat trailers

Please ensure that vehicles and boats are parked entirely within your designated campsite area or allocated parking space and do not extend onto roads, access pathways, or neighbouring sites. Please note that trailers cannot be accommodated in apartment car parks and should instead be parked in our designated trailer park.

Yachts

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

Fish filleting

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.



Enjoy your stay!

Te Rāhui Rēhia o Kaiteretere

Kaiteretere

Recreation Reserve

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5 Kaiteretere-Sandy Bay Road, Kaiteretere 7197

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Reserve Apartments
Reserve Camp
Kaiteretere Store

Kaiteretere Mountain Bike Park
Kākā Point Café
Waterfront Restaurant



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