

Terms and conditions

Reception hours: Reception is open daily. Reception hours are 8am - 8pm, excluding public holidays. Please enquire with reception and a copy of our on-site rules available at the reception. If you have any concerns or queries, please feel free to contact reception.

Reservations: Reservations are a contract between The Hamilton City Holiday Park and the person named on the reservation. It is not transferable to any other person. This means that the person named on the reservation must occupy the camping site or room for the duration of the contract and is responsible for all occupants and visitors of that camping site or room.

For group bookings this means one person is ultimately responsible/liable for group behaviour and damage. Amendments to confirmed group bookings may incur an admin fee, per change. The Hamilton City Holiday Park reserves the right to refuse entry and/or request termination of booking without refund regarding inappropriate behaviour or disorderly conduct.

Check-in and check-out times: Check-in is from 2:00pm. Please advise reception if you will be arriving later than 8pm so arrangements can be made for a late check-in. You may contact reception on (07) 855 8255 or email hchp@xtra.co.nz.

Check-out is no later than 10:00am on the day of departure. A late check-out may be arranged at management discretion but must be arranged prior to the departure date and is only subject to availability. Management reserves the right to charge a minimum of \$50 for guests who do not check out as agreed contracted times. Management may choose to charge the nightly rate if breach of unarranged checkout time exceeds 2 hours.

Prices: Our prices are reviewed regularly. Please be aware that prices may change when booking in advance from one season to the next. Prices are subject to change without prior notification.

Payments: The balance of the reservation booking must be paid in full at the time the booking is made. If other circumstances apply, alternative arrangements may be made with reception prior to the arrival date. Other arrangements regarding payments may be arranged at management's discretion. Management reserves the right to request a bond of up to \$500,- on bookings.

All lead guests agree that The Hamilton City Holiday Park will store their credit card details provided in a secure encrypted program.

Cancellation policy:

All cancellations must be confirmed in writing to hchp@xtra.co.nz

Cancellation charges:

- Cancellations within 7 days of arrival will be charged 100% of full stay.
- Cancellations received between 8 days and 14 days of arrival will be charged 100% of first night.
- Cancellations received more than 14 days of arrival will be charged a \$30,- admin fee for every unit or site cancelled.
- No-shows will be charged 100% of total booking.

This booking is not transferable to another party.

Changes that reduce the booking will be treated as cancellations.

Any changes made to a confirmed booking will incur an admin fee of \$30.

If it is not possible to make the requested change and you wish to cancel our above policy will hold. Early departures will be treated as cancellations.

Group/Agent Bookings cancellation Policy:

All cancellations and changes must be made in writing.

Cancellation charges:

- The group must prepay a non-refundable booking deposit of 50% of the total booking value at the time of booking confirmation.
- The total balance must be settled 60 days prior to arrival date, if the guest fails to settle the total balance in time, an additional admin fee of \$30,- may incur.

- Cancellations received within 30 days of arrival will be charged 100% of the total booking value.
- Cancellations received more than 30 days of arrival will be charged 50% of the total booking value.
- No-shows will be charged 100% of the total booking value.

This booking is not transferable to another party.

Changes that reduce the booking will be treated as cancellations.

Any changes made to a confirmed booking will incur an admin fee of \$30.

If it is not possible to make the requested change and you wish to cancel our above policy will hold.

Early departures will be treated as cancellations.

Please note that a bond may be requested for your stay and can value up to \$750,-.

School or team-based group booking terms and conditions:

In addition to our general terms and conditions, school or team-based groups must agree to the following:

There must be at least 1 active, adult or supervisor in each area with the children.

Refunds: There will be no refunds or price change for early departure or late arrival. This also applies to guests who are asked to leave because of their behaviour or choices. Any refunds granted will need to be paid back to the card from the original transaction upon managements discretion.

Caravans and Campervans: All campervans and caravans must display a valid Electrical Warrant of Fitness and must comply with LPG standards. Management reserves the right to disconnect or deny reservations to any caravan/ campervan that does not meet these requirements.

Electric vehicle charging: If you need to charge your electric vehicle there may be additional fees. Please enquire with reception for more information.

Park Access: Upon arrival you will receive a unique gate code which is required to enter the park. It is important that you do not disclose your code to others. You will also be issued a code to access our kitchen facilities.

Parking: Vehicles must be stated in your booking, we require your registration number for health and safety reasons. Your Vehicle must be parked on your site/ designated area only. Unless previously arranged with management. All vehicles parked onsite are parked at owner's risk. Hamilton City Holiday Park is not liable for any damages.

Pet Rules: The park is a pet friendly park most of the year by prior arrangement and as long as rules are adhered to. Park allows dogs as long as they are deemed to be well behaved and quiet. Dogs to be on leashes at all times and owners must clean up any mess. Under no circumstances are pets to be in the communal areas or accommodation. Failure to comply with these rules will result in dismissal of the park grounds.

Smoking: Please be aware that this is a family-friendly park. Smoking in communal areas is forbidden and we do not encourage smoking in areas where children are present. Please be considerate of others. There is to be no smoking inside the units. If there is evidence of breeching this, management may choose to fine the lead guest up to \$200.

Noise: To ensure that all guests have a pleasant stay we expect common sense and consideration to be shown at all times.

We enforce reasonable quietness between 10.00pm and 7am. During excluding hours, we expect that our guests are mindful and respectful to other guests.

We operate and enforce a strict "1-strike" policy. Failure to abide by these rules may result in being ejected with no refund.

Alcohol: Please be aware that we are a family friendly holiday park. Alcohol may be consumed on your own site/ cabin, however, not within the communal buildings and areas. Intoxication is frowned upon within the park. If management deem you a risk to yourself or others, they reserve the right to eject you from the park with no refund.

Visitors: All visitors are at the sole discretion of the management and must report and register at reception. Visitors are to park in designated visitor parking spots and not on guest's sites or accommodation. All visitors are the reservation holder's responsibility and must leave the park by 9:00pm. Please do not be offended if visitors who do not register at the reception are asked to leave the park. This is for resident's security and enjoyment of park facilities.

Damages: The person listed on the booking is responsible for any charges incurred due to any damage, breakages or soiling of park property. Please note that there is a set charge for the damage or breakage of park property. Please enquire with reception for these details.

Please note that an additional cleaning fee of up to \$100 may apply to excessively dirty sites or units.

Heating:

All heat sources and all personal electrical appliances such as but not limited to heaters and hair straighteners must be turned off when not in use or you are not on site.

Open fires: Open fires and Charcoal BBQ's are strictly prohibited. There are gas BBQs provided by the park should you wish to use.

Gang insignia: Gang insignia including patches must not be worn or displayed in the park.

Complaints process: Complaints about Hamilton City Holiday Park should be made in writing to hchp@xtra.co.nz addressed to the manager.

Hamilton City Holiday Park's complaints handling process:

- Receipt of complaint will be acknowledged in writing.
- All complaints will be reviewed to ensure that we fully understand the concerns.
- We will conduct an investigation into areas of concern and keep the guest up to date with the progress.
- On completion of the investigation, we will provide the guest with a full response in writing.

By making a booking or by checking into the Hamilton city holiday park you automatically agree to all our terms and conditions.