

# WHANGANUI RIVER TOP 10 HOLIDAY PARK

## COVID - 19 POLICY

### OUR COMMITMENT

Rest assured, we are committed to the safety of all our guests, team, and visitors. We are committed to working with you to make any adjustments to your reservations, in line with the required New Zealand Government Covid-19 restrictions.

We continue to keep the safety and wellbeing of our customers and team at the forefront of our thinking. Our COVID - 19 Policy has been developed to keep all guests informed about what we are doing in response to the COVID - 19 Pandemic. If you cannot find the information you are looking for below, please email us for assistance.

Whanganui River TOP 10 Holiday Park is committed to providing a safe, clean and enjoyable Holiday Park for all of our guests to holiday in over Summer.

When staying at Whanganui River TOP 10 Holiday Park, our standard terms and conditions apply except for the following changes.

### VACCINE PASS REQUIREMENTS

Following a stringent risk assessment of our park at the start of December 2021 we introduced the requirement for all guests to have a valid vaccine pass. In line with Government and Ministry of Health guidelines, we will no longer be requiring Vaccine Passes for stays at the park from 5<sup>th</sup> April 2022.

Should the situation in New Zealand change and following government and ministry of health guidelines, along with continuing risk assessments of our park, we reserve the right to re-introduce the requirement at a later date should we feel the need arise.

### COVID - 19 SAFETY MEASURES

Please see the list of safety measures we will have in place. We ask that you kindly comply with these guidelines. Failing to do so, may result in your booking being cancelled.

- **MASKS** – Masks will be compulsory at all times for everyone aged 12 and over in all indoor communal areas and reception. Please wear your mask over your nose and mouth.
- **NO VISITORS** – Only overnight registered guests will be allowed in the park at any time. Guests who admit visitors to the park during their stay may be asked to leave with no refund.
- **SOCIAL DISTANCING** – Please try and remain 2m from staff and other guests not in your bubble.
- **SANITISE** – Sanitiser is available around the park and at the entrance to all communal rooms for you to use. We ask our guests to use the sanitiser on their way into each room/area please.

- **DISINFECT** – Disinfectant and cloths are available for you to wipe down surfaces before and after use. We ask our guests to please spray and wipe down all surfaces and equipment they have used (eg. Door handles, taps etc).
- **COMMUNAL FACILITIES** – Our communal facilities are open, but we encourage guests to use their own facilities where possible, particularly when the park is busy. Communal crockery is not available – if you are staying in a campsite or a standard cabin you should provide your own.
- **COMMUNAL AREAS WILL BE CLOSED FOR CLEANING** - between 10am – 2pm daily communal rooms will be closed to guests whilst cleaning takes place. Each room will be closed for between 10-40 minutes.
- **CONTACTLESS SERVICES** – If you are staying in a Motel, Deluxe Unit, Self-Contained Unit or Ensuite, we will not be able to enter your unit to provide a daily service. Instead, if you require clean towels, dish cloth etc or your bin emptied, please turn your Service Sign to Green/Yes please before 11am and leave dirty towels etc outside. We will replace with fresh items. If you require additional amenities (tea/coffee etc) please call reception.
- **THE SWIMMING POOL, PLAYGROUNDS & GAMES ROOM** will be open – we ask guests to sanitise before and after use of these areas and to respect social distancing requirements and mask requirements whilst indoors.
- **REDUCED OPENING HOURS** – Reception will be opening for slightly reduced hours, closing at 7pm. Emergency out of hours contact details are available outside reception.
- **RESPECT STAFF** - We kindly ask that all guests holidaying at Whanganui River TOP 10 show respect to all staff by following the guidelines set out in the COVID – 19 Policy. We are all doing our best in often confusing and difficult times. Abusive behaviour towards staff or deliberate non-cooperation will result in your booking being cancelled without refund.

### **COVID-19 CANCELLATION POLICY DUE TO TRAVEL RESTRICTIONS**

You can **BOOK WITH CONFIDENCE** at Whanganui River TOP 10. All our new bookings will get a no penalty guarantee if you have to change a booking due to Covid-19 travel restrictions. Whether that is because someone in your party gets ill with Covid and has to isolate, or whether travel restrictions come into place through the Traffic Light System meaning you can't get here, there will be no penalty to change your stay dates or postpone your booking for up to 12 months. See this link for full details of our [BOOK WITH CONFIDENCE GUARANTEE](#). If you change dates, the rates for the “new” period apply, so there may be a deficit or a credit. We can advise of any differences in price before you make any changes. Any credit is valid for 12 months from the date of issue and subject to availability. Refunds may be available in exceptional circumstances and will be advised on a case by case basis. The Book With Confidence Guarantee does not cover an event cancellation or an unfavourable weather forecast!

**WHAT TO DO IF YOU ARE UNWELL IMMEDIATELY BEFORE OR DURING YOUR STAY?**

Should you have any flu or COVID – 19 symptoms immediately before your stay, please stay home and take a Covid-19 test. If you, or someone in your party test positive, please contact us to rearrange your stay dates.

Should you develop any cold or flu like symptoms during your stay please self-isolate and phone 063438402 to let the office team know. Please also phone Healthline for guidance on 0800 611 116. If you develop any cold or flu like symptoms during your stay please avoid using any communal areas of the park.