

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 [NZ 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

Full COVID – 19 Vaccine Pass requirements for all guests 12 years and over staying [from 20th December 2021](#). **No Vaccine Pass = No stay.**

As per NZ Government policy for businesses operating in the Red or Orange Traffic Light zones, we have undertaken an intensive risk assessment of our business and following the outcome of this assessment, Whanganui River TOP 10 Holiday Park will be required to operate a “no jab = no stay” policy for all guests, visitors, staff and contractors aged 12 years and over.

This policy will apply from 20th December 2021 and until further notice. With a review no later than 15th February 2022.

The reservation holder is responsible to ensure the entire group in the booking is fully vaccinated and can provide the required proof of NZ Government Digital Vaccine Pass prior to their stay.

Children under the age of 12 years old at the time of their visit will not be required to show proof of vaccination.

Your honesty, co-operation and kindness will ensure that we can make the most of Summer in the Whanganui Region.

PROOF OF NEW ZEALAND GOVERNMENT VACCINE PASS

From 15 November, the New Zealand Government will be providing eligible New Zealanders with a NZ Government Digital Vaccine Pass as proof of full vaccination.

The Reservation Holder will be required to show this Vaccine Pass for all eligible guests in your booking party. We will also require photo ID to verify the Vaccine Pass belongs to the guest.

We expect the following approach to be adopted:

Proof of full vaccination for all guests 12 years+ must provide on or prior to check in.

Please be assured that all information provided will remain private and secure. No personal information from the Vaccine Pass will be stored on your booking.

Please note, the purple card issued at the time of vaccination will not be accepted as proof.

COVID – 19 “NO VACCINATION” CANCELLATIONS

We acknowledge that not everyone wishes to be vaccinated against COVID – 19. However, in order to fully operate during peak season, Whanganui River TOP 10 Holiday Park is bound by NZ Government legislation. If you are not vaccinated and you have a booking please contact us, and you will be entitled to a full refund. Cancellations will only be accepted via email. Please see correspondence from us regarding the date the cancellation notification should be received by us.

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.

VACCINE PASS - Will be required from 20th December 2021 for all guests 12 years+.

MASKS – Masks will be compulsory at all times for everyone aged 12 and over in all indoor communal areas and reception.

NO VISITORS – Only overnight registered guests will be allowed in the park at any time from 1st December 2021.

SOCIAL DISTANCING – Please try and remain 2m from staff and other guests not in your bubble.

SCAN IN – All guests must scan in each day using the Covid tracer app.

SANITISE AND DISINFECT – Sanitiser is available around the park and in all communal areas for you to use. Disinfectant and cloths are available for you to wipe down surfaces before and after use. We ask our guests to use these please.

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.

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 unit that offers a daily service and you chose to accept that service, we ask you to vacate the unit whilst our staff do this please.

CONTACT TRACING – We will collect all names and contact details of all adults in the park.

REDUCED OPENING HOURS – Reception will be opening for slightly reduced hours, closing at 7pm Sunday to Thursday and 8pm on Friday and Saturdays. Emergency out of hours contact details are available outside reception.

THE SWIMMING POOL AND PLAYGROUNDS will be open – we ask guests to sanitise before and after use of these areas and to respect social distancing requirements.

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. 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 or cancel 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. This does not cover an event cancellation or an unfavourable weather forecast!

WHAT TO DO IF YOU ARE UNWELL DURING YOUR STAY?

Should you have any flu or COVID – 19 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 are unwell, please stay home and get a COVID - 19 test.