

Terms & Conditions

Deposits/Pre-payments

- **Bookings made directly with the park are required to pay a minimum of the first night's stay as deposit. The remainder being payable on or before arrival.**
- **Deposits for website bookings must be paid by credit or debit card.**
- **Deposits for bookings made by phone can be paid by credit/debit card or by internet banking. In either case a credit card will be required to secure the booking.**
- **Other terms will apply to bookings made through 3rd party websites, including top10.co.nz**

Cancellations

- **The 1st night deposit for stays including dates from 24th December to 6th January or Easter weekend is non-refundable at any stage after booking.**
- **Cancellations 15 days or more before arrival date: \$30 fee per unit/site cancelled. Any remaining deposit will be refunded.**
- **Cancellations 3-14 days before arrival date: the 1st night deposit or 50% of the full booking fee is payable (whichever is the greater).**
- **Less than 3 days prior to arrival or No Show: The full booking fee is payable for all nights booked.**
- **Cancellation of individual nights, shortening of stays, or early departures will be treated as a cancellation of those nights and the above terms applied.**
- **NOTE: For bookings made through other sites, including top10.co.nz, Booking.Com, Expedia etc, please refer to your original terms from that website and cancel your booking through the site you booked.**
- **GROUPS: Please refer to Group Booking Conditions sent with your original quote.**

Child policy

- **For the purpose of reservations the following ages are applied to guests:**
 - **Adult: aged 15 years and over**
 - **Child: aged 2-14 years inclusive**
 - **Infant: aged 0-23 months**
- **The above refer to guest ages at time of stay.**

Privacy policy

- **When you register or give us personal information when making a reservation at this park, it will be held on the TOP 10 Holiday Park Group central database.**
- **Your personal details will then be able to be accessed by TOP 10 Holiday Parks Central Office and other TOP 10 Holiday Parks if you are making a reservation with them.**
- **Whanganui River TOP 10 Holiday Park will not, except as required by law, share this information with any other third parties without your permission.**

TOP 10 Membership

- *Please note if you purchase a TOP 10 Membership at booking stage or during your stay with us, all the terms of that membership will apply.*
- *The terms of membership can be viewed [here](#) or by viewing the following page on the TOP 10 Website: <https://top10.co.nz/membership/membership-conditions>*

Check in / Check out

- *Check in is available from 2:00pm until our Reception closes on the day of arrival.*
- *Full payment of any balance on the reservation is required at or prior to check in.*
- *Guests will be required to confirm their identity and provide all vehicle registrations at check in.*
- *Late arrivals may be organised in advance at no extra cost. Please contact the park directly to organise this. Full payment of the reservation is required in advance for all late arrivals.*
- *Check out is by 10:00am or earlier on the day of departure.*
- *If you require a late check out please enquire regarding availability in advance of your arrival. A fee may be payable. Whilst we aim to be accommodating, late checks out may not always be possible.*

Behaviour

- *We reserve the right to eject guests from the Park who are deemed by management to be behaving in a socially unacceptable way; causing damage; disturbing other guests; using unacceptable language or otherwise breaking Park Rules. No refund will be given and charges will apply for any damage caused.*
- *Park Rules are provided to all guests at check in on the reverse of the Park Map.*
- *Security Cameras are in operation around the holiday park.*
- *We reserve the right to refuse a reservation at any time from any person if we reasonably believe the person:*
 - *- is not the person named on the reservation*
 - *- is not the person named on the credit card or not be authorised to use the card*
 - *- is not able to pay for any additional charges*
 - *- may cause damage to the property of the Park or other guests*
 - *- may exhibit socially unacceptable behaviour*
 - *- is younger than 18 and not accompanied by a responsible person over that age*
 - *- is concealing a dog or other unauthorised animal*

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Supervision of Children

- ***All The lead guest is responsible for the supervision and behaviour of all children included in their booking.***
- ***All children under 14 must be supervised inside the park grounds by a responsible adult aged 18 or over. All children under 5 must be actively supervised by a responsible adult aged 18 or over.***
- ***Swimming Pool: A responsible adult aged over 18 must be within the fenced swimming pool area with all children under 14. Children under 5 must be actively supervised (i.e. within reach).***
- ***Spa: A responsible adult aged over 18 must be in the spa with any child under 16.***
- ***We ask all guests to be vigilant of children playing in the holiday park grounds.***
- ***Please drive carefully at walking pace.***

Smoking or Vaping

- ***Smoking or vaping is strictly not permitted inside any building within the holiday park. This includes all cabins, units, glamping tents, communal buildings, spa and Reception.***
- ***Smoking or vaping is not permitted inside the fenced swimming pool area or by children's playgrounds or the jumping pillow.***
- ***If smoking or vaping outside your unit/cabin please ensure all windows and doors are firmly shut to avoid any smoke going inside.***
- ***If smoking or vaping outside please be mindful of other guests who may not want to inhale residual smoke.***
- ***For the comfort of everyone in the park we ask guests not to smoke or vape in crowded outdoor areas.***
- ***Please dispose of cigarette butts responsibly in an appropriate bin.***
- ***Guests smoking or vaping in any building or area listed above may be fined up to \$150 and will be asked to leave the holiday park immediately without refund.***

Pets

- ***Guests wishing to bring animals with them to the holiday park are asked to read our Pets Policy in full before booking. Pets are allowed in camping areas only and are not permitted in the park if your reservation includes any of our roofed accommodation.***

Visitors

- ***Guests wishing to invite visitors to the holiday park during their stay are asked to read out Visitor Policy in full before booking.***

**We look forward to welcoming you at
Whanganui River TOP 10 Holiday Park**