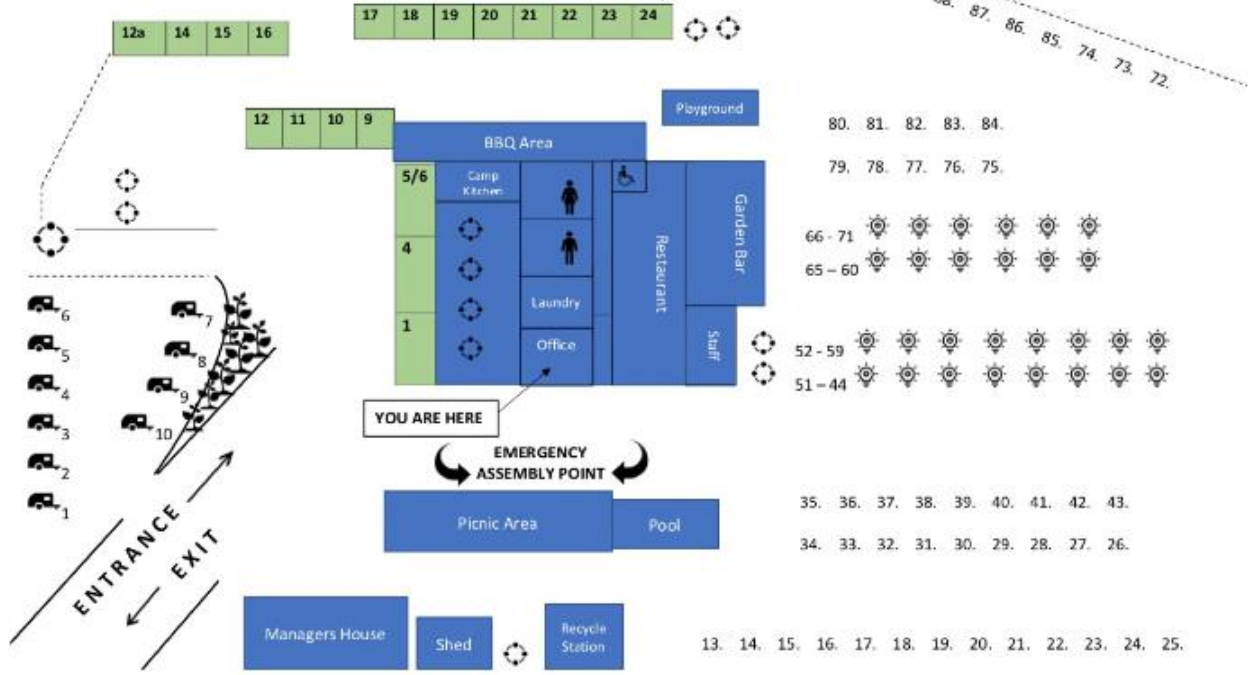




6 Matai Street, Waipapakauri, 0486
 Ngapaeholidaypark@hotmail.com +64 9 406 7298

MAP Keys:

- Powered Site
- Campervan - Powered
- Water Tanks



CHECK-IN/CHECK-OUT

Please check-in no earlier than 2pm and check-out no later than 10am. Pre-arranged late check-ins & early arrivals accepted.

SERVICES & FACILITIES

Please view the attached site map for facilities located around the premises. Please visit or call our office on (09) 4067 298 for enquiries.

SITE RULES

Please keep your speed below 5km & noise restrictions come into affect after 10pm to ensure an enjoyable experience for all.



EMERGENCY ASSEMBLY POINT:

In the case of a fire or emergency, please assemble at the 'Emergency Assembly Point' near the swimming pool. This point is marked by a sign. Please do not move from this point until the hazard has been eliminated and you have been given permission by the Operations Manager, Health and Safety Officer or Emergency Services present.

First Aid Trained: Keryn, Pera, Sandra (also Kaio and Liz)

Fire Warden: Keryn & Pera

Health & Safety Officer: Pera

CHILDREN'S FACILITIES:

Please ensure your children are supervised at ALL times while swimming by someone over the age of 18 years old. They will be asked to leave the pool area otherwise. Please also ensure your children are supervised on the playground and within the table tennis/dining area. We love our tamariki to have fun – but safely. Non-guests can swim, with the same supervision rules and a koha put into the key box at the front of the office. There is a cricket set in the office free to use too.

LIBRARY:

We have a range of books available for your reading pleasure in our office. Please return after you have finished, or, if you would like to keep it, please swap it with a book you would like to gift in return.

WIFI:

The WIFI name is ngapaehouse and the password is Panda299. We are currently undergoing an upgrade to our technology system where will soon be running off satellite (Starlink). This will allow stronger connectivity around our entire site for internet and phone services. At the moment we have three extension google pods on site to allow the best possible connection while we wait for the new hardware to arrive. Please remember that the signal is best closer to the office, and sometimes the back units will not get a strong connection, if any at all. Please feel free to utilise the dining area and connect your devices to the internet from there. This also effects our ability to set up new televisions in the self-contained rooms so we have opted for shared viewing in the dining area in the meantime.

KEY REPLACEMENT FEE:

If you lose a key for our cabins, you will be charged a **\$25 replacement fee.**

DAMAGES:

By booking your stay with us at Ngapae Holiday Park, you agree to respect all facilities during your time here. Damages to property within the cabins and onsite are the responsibility of the main contact within each booking. A credit card is required to confirm all bookings and will be charged for any damages incurred.

CABINS:

We have three types of cabins. Bunk Rooms (Sleep 6), Ensuite Rooms (Bathroom) and Self-Contained Rooms (Kitchen + Bathroom). Each room type has it's own inventory and different bedding configurations.

Bunk Rooms use the communal kitchen and bathroom facilities. Items from the communal kitchen are not to be taken into the bunk rooms. Each room has the correct amount of cups, plates and cutlery required per how many the room can sleep. Items are not to be moved between rooms.

Self-Contained Rooms have all of the above plus dishwashing liquid, kitchenware and pots that can only be used on the new state of the art induction stove tops.

BBQ TABLES & BBQS:

These can not be moved around the site. Our BBQ's and BBQ tables have their designated spaces and due to health and safety, we can not have these moved around the site. You will be asked to move them back if these are moved. Each cabin also has their own bbq chairs that are placed on the porch, please do not move these so that your cabin has extra. Instead, opt to use the shared bbq area in the garden bar or outside the communal kitchen. Please also feel free to bring your own bbq chairs. Please clean the bbq after use. Any bbq left unclean for the next guest will incur an extra cleaning cost of \$15 ontop of your booking.

NOISE COMPLIANCE:

Please no noise after 10pm.

WATER USE AND DRINKING:

You will see our water quality compliance certificate displayed at the front entrance of our office. This has been issued by Northland Regional Council as we supply water to our site via bore. For extra precautionary measures, we have also installed a state of the art water purification filtration system by Aquafilter NZ which makes our water extra safe for drinking. You are welcome to fill your bottles, as guests, from our taps and hoses for drinking purposes.

LINEN:

Bunk Cabins are supplied with sheets, pillows and pillowcases. Guests who book bunk rooms are to bring their own blankets and towels. Guests who require blankets to be added to their bunk rooms can do so at an extra \$3 per blanket + towel.

Ensuite Cabins have sheets, pillows, pillowcases and towels provided.

Self-Contained Cabins have pillows, pillowcases, sheets, towels, blankets and tea towels provided per cabin.

LAUNDROMAT:

\$3 per dry

\$4 per wash

Please supply your own washing powder. You can also purchase washing powder from the office, change is also available at the office. Please be respectful of other guests who also require our laundromat self-service facilities by not leaving your clothes for long periods of time in the machines or on the floor in the way.

SITE & CABIN CLEANING:

Our cleaning staff do a great job. In order for our guests to enjoy a top level of comfort and a smooth stress free check-in to check-out process, our staff require time and space to clean the cabins and prepare them for **check-in time at 2pm**. We are strict with our check-in time, especially over the busy period, as it is our duty of care to provide an excellent standard in cleanliness for our guests during COVID-19, and further into the future. Rushing our staff may delay your check-in time further.

FISHING & FILLETING STATIONS:

We love to fish too! To allow us to provide a comfortable and clean experience for all guests, we ask that you use the filleting stations placed around the back of unit 24 to fillet your fish. There is a bin there for any fish waste. This gets turned to burley, given for pig food or we dispose of the waste in the most environmentally conscious method possible.

Please do not leave bait in our freezers within the cabins. This will incur an extra cleaning cost of \$15 on top of your booking. Cleaning bait out of freezers leaves an unpleasant odour for the next and requires us to air the unit out plus take extra cleaning measures before we can book this out again. You may incur loss of booking costs too. If you require storage for your bait or your fish, remember to bring a chilli-bin and also ask us at the office if we have communal freezer space to store your bait or fish during your stay.

RUBBISH:

We work really hard to maintain a smooth recycling process so we can be better kaitiaki (guardians) for our taiao (natural environment). You can help us by using the correct recycling bins (cans, cardboard, glass and plastics) which are situated around the site. Our recycling truck comes on a Tuesday morning and will not take our recycling if the recycling isn't perfectly placed. Mixed rubbish needs to be bagged before binning and placed in the correct bin or the large blue skip bins along by unpowered site 72. This truck comes every two weeks on a Thursday so please keep these times in mind when dumping your rubbish responsibly.

FOOD WASTE:

We also put our food waste back into taiao (the natural environment) by placing all food scraps into the food waste bins for local poaka (pigs) to enjoy. These are collected by local farmers once they are full, so please know that by placing your food scraps in these bins, your helping us operate in a more sustainable manner, you are doing your part and you are also helping local farmers too.

PET-FRIENDLY SITES:

We have strictly three pet-friendly camping sites. There are no pets permitted within our cabins at any time. Our pet-friendly sites are **unpowered site 13, unpowered site 25 and powered site 6**. These sites have been carefully considered in terms of healthy spacing, respect for neighbours who do not have pets and respect for others who do have pets. If you have booked a pet-friendly site, you must have your pets on a lead within our site, you must pick up after your pet and you must not cause disturbance for other guests.

TV ROOM:

There is a large 65 inch television in the main dining room. There is freeview available. This television **MUST NOT** be moved from this area and will soon be mounted onto the concrete wall. Please be mindful of other guests and share the remote 😊

MAINTENANCE:

If a cabin runs out of hot water, please come to the office to let us know. We will need to replace the gas bottle behind your unit.

If a lightbulb blows or a fuse please come to the office so we can sort this out for you.

If a toilet, shower or drainage pipe becomes blocked, or you notice this, please inform us immediately so we can get this fixed asap.

Let us know if a gas bottle for the bbqs run out so we can replace these efficiently and please also clean the bbqs after you use them.

Any after hours urgent maintenance issues please call 021 181 8986 or private message @ngapaeholidaypark on Facebook.

COVID-19:

As we navigate the effects that COVID-19 has had on our business, our families and our community, we would like to remind you that the health and safety of our guests and our staff remains paramount to our every day operations. We will continue to ask you to wear a mask and stay home if you are unwell. If at any time that a guest does test positive for COVID-19 whilst staying with us, we ask that you phone the Operations Manager on 021 181 8986 asap or return home, then notify us if this is possible so that we can navigate our way through our onsite restriction and hazard elimination procedure. We will work with you to create the safest plan possible to ensure your safety and the safety of those around you. If you require a mask at any time, please ask us for one at reception, if you require a RATS test, and if we have any in supply, please simply ask us. We do not require vaccination passes, we just require common sense and a sense of respect and care for one another whilst staying here and enjoying our site plus the local surrounding environment.

If you require any advice around COVID-19, please visit:
<https://www.health.govt.nz/covid-19-novel-coronavirus>

If you have any health concerns and feel that you may have been in contact with others onsite whilst having COVID-19, please immediately notify the Ops manager (Keryn) on 021 181 8986 and remember that we are all in this together. We will work with you to ensure your safety, and the safety of all other guests and staff too.

LOCAL ENVIRONMENTAL REMINDERS:

- Please do not drive on the beach at high tide or if you do not have a 4WD vehicle.
- Most neighbours love to help, but it happens quite often that visitors ignore the rules and the well known characteristics of our world class gem (Te Oneroa a Tohe/90 Mile Beach) then end up getting stuck. Of course we are happy to help, but some neighbours may also charge a towing fee. Please be mindful and instead, opt for parking on the sidewalk or in the carpark at the entrance of the ramp near the local toilets....or better yet, leave your vehicle at your site or cabin and walk from here it is only a short stroll.
- The closest fuel station is in Awanui.
- The closest supermarket is also in Awanui.
- The closest pharmacy is in Kaitaia.
- There are walking tracks through the Community Te Hiku Forest which take you to Lake Ngatu. This is a great day trip for families and recreational fun. Walk out our driveway turn left and then right. Cross the road and you will see the big map and sign ☺
- Please remember there are many children in this area and the speed limit needs to be adhered to for the safety of everyone and to better manage the traffic flow in and around our community.

- No motorbikes are to driven around our campsite. They can park here and drive up the beach, but no leisurely driving onsite in respect of other guests and the safety of all.
- Coastal living means that we are affected by things like salt spray and sand. Corrosion affects our joinery and you will often see our team cleaning, oiling and upkeeping our facilities to battle the elements. Please ensure that you close your door if the lawns are being done as dust will often travel, try to use the hoses or wash down stations outside your unit before using the showers to prevent blockages or opt for the communal bathrooms when coming in from the beach. These little things help us provide our guests with a comfortable and enjoyable stay without interruption caused by drainage blockages.
- There are multiple CCTV cameras operating around our community due to thefts. We take neighbourhood safety very seriously. Please also remember that we can not take responsibility for your vehicles, but we always have someone on site. Be vigilant and lock your vehicles, be mindful and report any suspicious activity to 111 also to our Ops Manager (Keryn) or our other legendary staff Pera and Sandra.

CONTACT US:

We are on facebook: @ngapaeholidaypark

Email us: ngapaeholidaypark@hotmail.com

Call us: (09) 4067 298

Visit our website: www.ngapaeholidaypark.co.nz