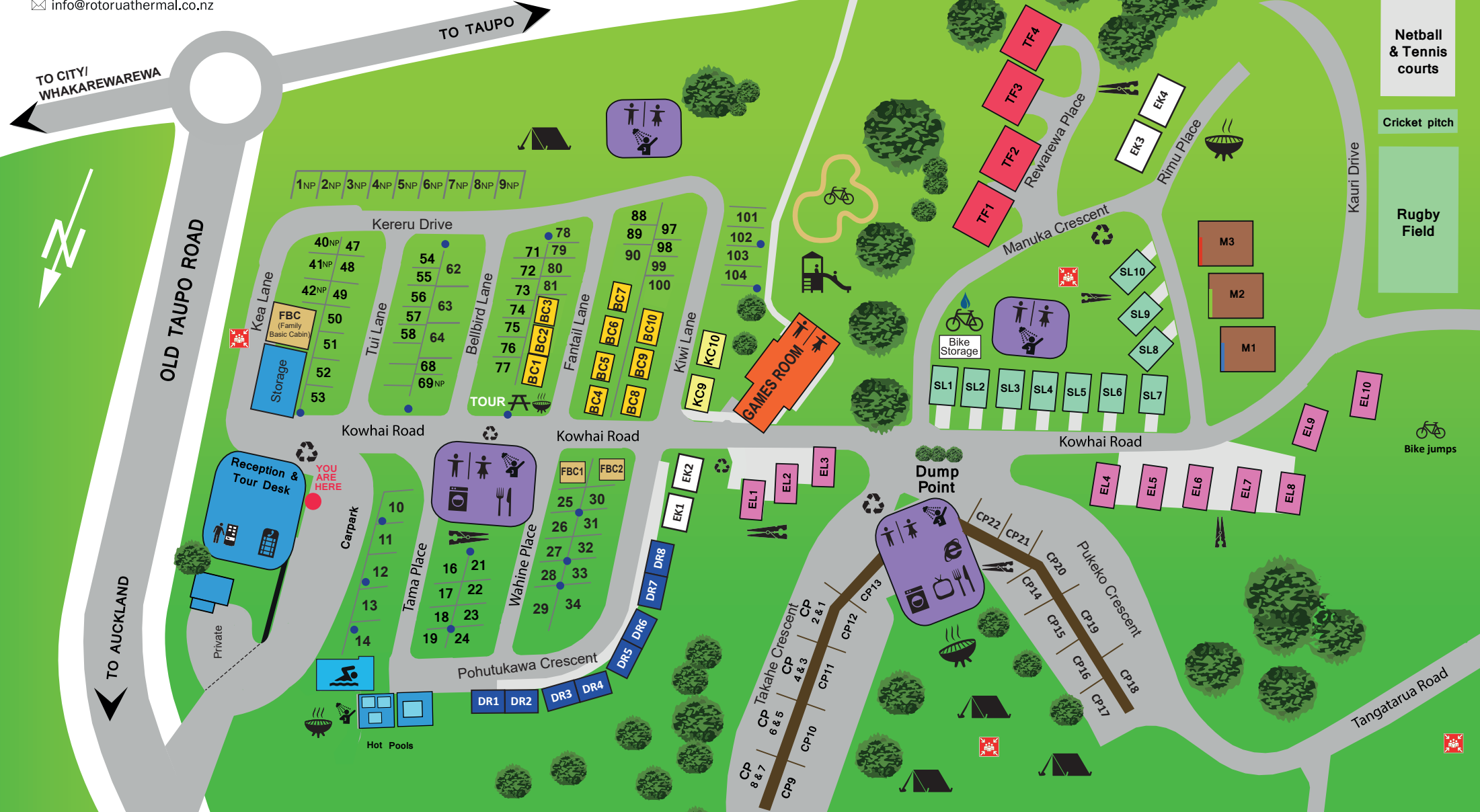


Rotorua Thermal Holiday Park

463 Old Taupo Rd
Rotorua 3015
New Zealand
☎ +64 (07) 346 3140
✉ info@rotoruathermal.co.nz

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|--------------------------|---------------------|----------|--------------------------|-----------------------------|----------------------|
| Large Family Basic Cabin | Motel Units | Toilets | Tenting Area | Seats & Tables | Playground |
| Games Room | Kitchen Cabins | Showers | Bike Cleaning Station | Clothesline | Children's MTB Track |
| Ensuite Kitchen Cabins | Dorm Rooms | Laundry | Swimming Pool (seasonal) | Evacuation Assembly Area | Water Tap |
| Tourists Flats | Standard Log Cabins | Kitchen | Family Room | Drinks and Snacks | BBQ |
| Ensuite Log Cabins | Basic Cabins | Internet | Non Powered Site | Recycling & Rubbish station | |
| Communal Areas | Campervan Parks | | | | |

RECEPTION HOURS:
Summer: 7.30am - 9.00pm
Winter: 8.00am - 8.00pm
(Reception hours are subject to change due to demand)
CHECKOUT: 10.00am
POOL HOURS: 7.30am - 10.00pm



Welcome to Rotorua Thermal Holiday Park

To ensure that all our guests have an enjoyable, relaxing and worry-free stay, please read and understand the following:



RECEPTION HOURS: Summer: 7.30am – 9pm.
Winter: 8.00am – 8.00pm. (Reception hours subject to change).

DEPARTURE TIME: Check out is 10.00am for all guests on the day you are leaving. If departing before reception opens, please drop keys off in the letter box at the front of reception.

LATE CHECKOUT: We will accommodate late check-out requests whenever possible, subject to availability. Please enquire at reception in advance or on arrival. Extra charges may apply.



ACCOUNTS: Payments must be made in full at check in. Refunds for early departure are at management's discretion and will only be considered in exceptional circumstances. If you would like to extend your stay, please notify reception prior to checkout (10.00am).



DAMAGES: Any damage to property, communal blocks, and/or accommodation must be reported as soon as possible. Cost of any damages will be charged to the person/s responsible. We reserve the right to charge for extra cleaning required and/or loss of income.



CONDUCT: We expect common sense and consideration to be shown at all times to all other guests. Reasonable and respectable noise levels are required after 9.30pm and before 7.00am. Alcohol is ONLY to be consumed on your own site or in units. Excessive drinking and parties are forbidden. Drug use is forbidden on site and the management reserves the right to refuse admission or remove any person from the park who in their opinion does not conduct themselves in a decent and reasonable manner. No refund will be made in such circumstances. If you are experiencing a problem please inform security immediately so we can rectify it.



SECURITY: To ensure the safety of yourself and your belongings, lock doors and close all windows when your unit is unattended (even if you are still on site). Safely store your belongings out of view. Report any suspicious behaviour to park security.

During office hours - please see reception. After Hours – see the notice board outside reception for on-call duty person or contact Watchdog 10.30pm - 6.00am on 0800 928 2436 or 07 349 2111.

STORAGE SAFE: Documents and any other valuable items can be stored at reception in a secure safe.



EMERGENCY: In the event of an emergency which requires the Police, Ambulance or Fire Service, please dial 111 immediately for assistance and then inform our onsite security personnel. AED located in reception.



VEHICLE SPEED: Vehicle speed is limited to walking pace only (less than 10km/h). Please watch out for children.



PARKING: There is one parking space available per room or site. All vehicles are to be parked in its own designated site at all times. Any extra vehicles/trailers may incur a \$10 charge per night. No parking is allowed on roadways.



VISITORS: Your visitors are welcome, however we ask that all visitors must register at reception and quietly depart by 10.00pm. Visitor's vehicles to be parked at reception.



CHILDREN: Adults and caregivers are responsible for your child's supervision, behaviour and safety at all times.



PETS: Pets are welcome by arrangement. Pets are not allowed in buildings and must be kept on a leash. Animal waste must be picked up and placed in outside bins.



POWERED SITES: All vehicles using powered site facilities MUST have an Electrical Warrant Fitness and comply with LPG standards (NZS 5428:1996).



TENTS: Electricity can only be connected through an approved isolating transformer or RCD Safety Switch.



COMMUNAL KITCHEN/TV ROOM/LOUNGE: Open between approximate 5 am and 11 pm at night, please respect the facilities and clean up after yourself.



SHOWERS: We offer free hot water showers. As they are not on a timer, we ask that you are considerate of other guests waiting and the environment.



LAUNDRY: \$2 x 2 (\$4) coin-operated laundry facilities are available.



SMOKING: Smoking inside any building is prohibited. Cleaning and/or income loss charges will apply if there is any evidence of smoking (seen, smelt or found) in buildings. Please smoke outside, be courteous of other guests and use the ashtrays provided outside your room and around the park.



COOKING: In consideration for all future guests we request that you do not cook shellfish, curries or other odorous foods in the units. Cleaning and/or income loss charges will apply if required.



BBQ'S: Are available free of charge. Please clean after use and inform reception if the gas bottle is empty.



FIRES: No open flames are permitted on the premises, this includes candles. No fireworks.



DUMP STATION: All campervans and caravans must have their own wastewater container and chemical toilets must be emptied in dump stations – see map. Please make sure that you dump grey water and sewerage in the correct drainage holes. No wastes are to run onto ground or into drains.



RUBBISH AND RECYCLING: Please separate all recycling and glass into the appropriate bins designated around the park. Discarding waste and litter around the park is prohibited.



SWIMMING AND THERMAL POOLS: Pool hours are 7.30am-10.00pm (subject to change). **The pools are not supervised and there is no lifeguard on duty.** All children under the ages of 14 years must be supervised at all times. All babies must wear well-fitting swimmer nappies and swim suits. No glass, alcohol and food in all pool areas. Mineral water tarnishes jewellery, it is recommended to remove before entering pool.



BIKES: Bikes are not authorised to be stored in rooms. Locked overnight storage is available – ask at reception. Provide your own bike lock for extra security. Bike cleaning station is located on the park map.



INTERNET ACCESS: We offer 1GB free per day for guests otherwise additional internet charges will apply for purchase, please see reception.



LOST PROPERTY: Will be kept for 1 month then disposed of. If contact is made within 1 month postage/shipping is at your cost.



WHAT TO DO IN ROTORUA? Speak to our Tourdesk operators at reception for advice and bookings of local attractions. Some discounts are available to our guests, please ask when booking.



ACCOUNTS: If booking through an agent, any alterations to the booking must be directed back through the booking agent.



HEALTH AND SAFETY: It is the responsibility of the adults to follow all health and safety guidance around the park and are responsible for the health and safety of children within their care. If you see any health and safety issues around the park it is your responsibility to report this to a staff member as soon as possible so that it may be rectified.

Thank you for taking the time to read this information, we hope you enjoy your stay.