

## KAITERITERI RECREATION RESERVE

### TERMS & CONDITIONS: CAMP & CABINS

#### **BOOKINGS:**

***Please Note:*** If you have accepted a booking for our campsites or cabins you are deemed to have accepted these terms and conditions along with our code of conduct and are therefore subject to them.

- A booking fee of \$10 with a deposit of one night's tariff is required. The deposit will be taken into account on final payment.
- Full payment is due as per your booking confirmation on or before arrival. Guests who are staying more than 4 weeks in one visit may make an alternative arrangement with the office. Adjustments will be made for temporary additional guests, or any other charges to the original booking.
- Extra guests coming to stay on your site must check in to the office *upon arrival* and pay their fees. Failure to do this is an offence.
- Management reserves the right to change tariffs without notice. Note that our tariff/prices are reviewed annually. Be aware that our prices may change from the time of your bookings in advance of one season to the next and the new rates will apply.
- Group bookings can be made by arrangement through our office.
- Responsibility for each site must be with a named person over the age of 18 and this person must be staying on site.
- We aim to place you on the site that you desire but at times this is not possible. We also reserve the right to change your site due to operational requirements.
- Unless by prior arrangement during specific events, sites are not to be reserved or used solely for the purposes of parking boats, vehicles, trailers or equipment.
- We do not accept bookings from Wicked Campers due to the inappropriate nature of their vehicle branding.
- Our health & safety policy requires all guests on campsites to adhere to the 1 metre rule. This is specified in more detail in our code of conduct.
- For those guests holding rebook privileges, please refer to our rebook policy.

## PRIORITY RE-BOOKING PRIVILEGE:

Kaiteriteri Reserve Camp operates a priority booking system for specific guests during the peak summer season that recognizes their patronage. This longstanding system has not changed but there are criteria around entitlement to this privilege to ensure that it is applied consistently and fairly:

- We honour all existing re-bookings that were in our system prior to the 2015/16 season, but no new rebook privileges are available.
- Re-bookings only apply for the *same name, same site or cabin and for the exact same dates* every year. The named person must be on site whenever the site is occupied.
- We recommend that re-bookings for the following season should be made prior to departure.
- Payment to secure the site must be made no later than the 15th April. If payment is not made, the booking will be cancelled and the site added to our vacant list. On the 1st May, availability will be opened to the public.
- Late arrival or early departure will not affect your re-book dates for the following season but you will not be refunded unless in exceptional circumstances. You will also not be refunded for any day that you leave your site vacant and unoccupied during the period of your re-booking. The Reserve office must be informed prior to your late arrival or early departure.
- Use of the site can be missed for one year, every 5 years, without jeopardising your re-booking but it will be forfeited when the site is not used for two years within a 5 year period.
- Site priority may be cancelled where the conduct of any guest is unreasonable or there is abuse of the re-book system. Please notify the office of any additional guests so you can be charged appropriately.

**The Reserve recognises that the re-booking privilege is important to families who have been visiting for many years, and we certainly appreciate your patronage. Kaiteriteri is central to many family holidays and for guests who use this time to catch up with friends. Please understand however that there are a very large number of New Zealand families we turn away every peak season because we are unable to accommodate them due to the re-book policy.**

## CHECK IN / CHECK OUT:

- **Check in:** Standard check in time is from 2.00 pm for the cabins and 2.00 pm for the powered sites. You are welcome to store your luggage on the Reserve if you arrive prior to 2.00 pm and the cabin is not available. We will contact you when the cabin is ready.
- **Check out:** Check out time is before 10.00am on the day of departure. All vehicles and equipment must be off the site by this time. The site is to be left clean and tidy.
- **Late check out - Cabins only:** Check out time is before 10.00am on the day of departure. Please contact the office if you require a later check out time. Any late departure requests are subject to availability. A charge of \$20.00 per hour will apply each hour from 11.00am onwards for late departures.

## **CANCELLATIONS AND REFUNDS:**

- Reservations are only confirmed upon receipt of a non-refundable \$10 booking fee, plus deposit or full payment. A full refund, less \$10 booking fee will be given if your booking is cancelled at least 14 days before your planned arrival. If you cancel within 14 days of your expected arrival, a cancellation fee of one night's accommodation will apply.
- There will be no fee reduction for early departures and late arrivals.
- Rebook cancellation terms and fees are as per the Priority Rebook policy above.
- The booking fee is non-refundable.
- If you are unable to attend, you are not to arrange for anyone else to use the site.

## **PERSONAL INFORMATION (PI):**

- Information Required & Collection:* We will only collect PI that is necessary for the purposes of data processing and may be collected in certain circumstances, without limitation, as follows;
  - 1) Hospitality activities such as bookings, check in and check out, room charges during the guests stay, and any claims or requests.
  - 2) Participation in marketing programs, with customers' consent.
  - 3) Provision of information by third party service providers such as tour operators, travel agencies, GDS reservations, online booking engines etc.
  - 4) Internet activities such as filling in any online collection forms such as questionnaires etc.
  - 5) We do not knowingly collect PI from children under the age of 18 years, except name, age and nationality as provided directly by an adult on their behalf or without a relevant adult's permission.
- Confidentiality & Security:* We will implement reasonable technical and organisational measures to protect the customers' PI against accidental or unlawful alteration / loss, or from unauthorised use, disclosure or access.
- Storage:* PI will be kept for the period for the purposes of the data processing and in accordance with regulatory and statutory requirements.