



Napier Beach

TOP 10 Holiday Park

Welcome to Napier Beach TOP 10 Holiday Park. While staying with us, our trained staff can organise day trips, winery tours, sightseeing, Art Deco Tours and much more.

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Holiday Park Guidelines

Just a few things you need to know to enjoy your stay.

Reception Hours

Peak (Dec–Feb)	8.00am to 7.00 pm
Off-peak (Mar–Nov)	8.30am to 6.00 pm

Café Hours:

Peak (Dec–Feb)	8.00am to 2.30 pm
Off-peak (Mar–Nov)	8.30am to 2.30 pm

Check in/ out: All parties must report to the reception on arrival. Late arrivals will only be permitted by prior arrangement.

Check in: 2pm onwards

Check out: By 10am on day of departure, if you require a later departure you are welcome to stay another night please contact the office.

Emergency: In the event of an emergency dial 111 and then immediately contact the office/ manager. **In the event of a civil defence emergency – if you hear a continuous on-off siren, evacuate the campground and head to higher ground as highlighted in red on the map displayed at reception.**

Security: Safely store your belongings, lock doors and close windows when not around your site. Please report any suspicious behaviour to the office.

Speed: A maximum limit of 5km applies to everyone on the campground. Please watch out for children and bikes, they are unpredictable.

Visitors: Visitors must report to reception on arrival and depart by 10pm. Visitors' cars are to be parked out on the road and not in the campground.

Children: Parents or caregivers are responsible for children at all times. Children under the age of 6yrs old must be accompanied to all facilities.

Facilities:

- **Snapper Café Own Café:** On site for breakfasts, lunches and cabinet food. Night menu available on Friday, Saturday & Sunday.
- **Camp Shop:** A large range of drinks, snacks and ice creams, as well as some basic camping needs and health products are available at the camp reception.
- **WiFi:** Our Park has unlimited WiFi for all guests. Please see password on the front of your map or visit reception.
- **TV Room:** Sky TV available in the lounge.
- **Kitchen:** Shared kitchen facilities available
- **BBQ Areas:** Two new BBQ areas are situated in the park.

- **Disabled Bathroom:** Is situated in the main toilet block.
- **Showers:** All showers have \$1 coin charge for 5 minute shower.
- **Dump stations:** Two stations are available for greywater/ sewerage disposal.

Hireage: Pedal cart, electrical lead and cooking utensil hire available at reception.

Most hires have a bond requirement, which is returned upon undamaged and cleaned items being returned to the office.

Cleanliness: Please treat our property with pride and respect. Leave all facilities as you found them – neat and tidy, and please report any damage or condition that needs management's attention.

Cooking – in consideration of other guests we do not allow cooking of seafood, curries or other spicy/odoriferous foods in units or the shared and confined kitchen.

Recycling – Please use our designated recycling centres as intended, separating items into the correct waste containers so we can all do our bit for the environment.

Dump stations and Bathrooms – DO NOT put sanitary pads, nappies or other objects down the toilets or dump stations. Use the appropriate rubbish bins provided.

Laundry: Washing machines (3) takes 2 x \$2 coins = \$4 charge. Dryers (2) takes 2 x \$2 coins = \$4 charge.

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

Fires: No open fires (includes candles, fireworks and flamed BBQ fires) are permitted on the premises and any fires on the beach must have a permit issued by FENZ and meet Napier City Council requirements.

Conduct, Noise, Disturbance Policy: We are a campground and accommodation provider for everyone. Please don't put us in the position where we have to deal with complaints from other users about you and/ or your guests behaviour. If you are having fun at the expense of others, then you need to develop an awareness around your own behaviour and actions. Failure to do this, results in us asking you to leave without any refunds.

- **Noise policy** - Quietness between 10.00pm and 8.00am.
- **No smoking policy** - No smoking is allowed in units or around camp facilities.

- **No drugs are permitted.** The matter will be reported to Police and you will be asked to leave without warning.
- **Alcohol** - Excessive drinking and party's/ noise are forbidden – you will be asked to leave without warning.
- **No bad language** or swearing at all times.
- **Reasonable behaviour** and dress standard at all times.
- **Consideration** to all other guests must be shown at all times.

Damages/ Cleaning Policy:

Wilful or accidental damage: A guest will be responsible for any damage to the unit/ cabin/ property, loss of property or income. These costs include;

- the direct repair costs;
- the daily accommodation costs at carded rates, until the room is able to be let.

Additional cleaning: We reserve the right to charge an additional cleaning charge of \$200 per night if the condition of the room has been left in an unsatisfactory condition requiring extra cleaning.

Dog Policy: We are dog friendly at the sole discretion of management and under following conditions:

- You must volunteer you have a dog and it must be noted on your booking. A charge of \$50 applies to non-declared animals and you risk being told to leave.
- Dogs are NOT permitted in the peak period (20th December to 15 February).
- Dogs are NOT permitted in any units unless authorised by management prior to check in (conditions apply).
- Dogs are NOT to remain in the campground without their owners. If you go out, your dog goes with you.
- All dogs must be on a lead at all times, especially during the night and toilet stops.
- You must have a bag and collect any droppings and place in rubbish bins, at all times.
- There are designated areas within the campground map where dogs are not permitted.
- Your dog must not cause noise or other nuisance events. Please ensure you are the party to control your dog to avoid the embarrassment of management asking you to leave.
- No large dogs over knee height.
- No cats.

- Non-powered
- Powered Sites
- Beach Front Motels
- Beachside Motels
- Chalets
- Ensuite Cabins
- Basic Cabins
- Long Term Stay, Residents, Other
- Private
- Park House
- Water Tap
- Power
- Dump Station
- Recycle Bins
- Parking
- Jumping Pillow
- Toilets
- Laundry
- BBQ Area
- Dogs on Lead
- Showers
- Assembly Point
- Wheelchair Access
- Family Room
- TV Room
- Kitchen
- Cycleways
- Bluff Signpost
- No Dogs
- Playground
- Chess
- Petanche
- Dining Hall



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