

Welcome To Te Anau TOP 10 Holiday Park

"We hope you enjoy your time in Fiordland and in particular your stay at our holiday park."

Your hosts are Bradley and Anna

ESSENTIAL INFORMATION

EMERGENCY PROCEDURES:

- i. Sound alarm. Ensure Fire Service is called. Use the direct dial phone located outside Reception during after hours to contact night duty manager.
- ii. Leave premises immediately by nearest escape route.
- iii. Report to assembly area at Playground area (out front of reception) for further instructions.
- iv. Only if conditions permit, should attempts be made to extinguish fire.

Incase of earthquake:

DROP COVER HOLD until shaking stops and proceed to the evacuation assembly point.

TELEPHONE:

There is a 24 hour phone located outside Reception, please use this for any emergencies outside Reception hours. Our listed phone number is not manned outside of reception hours.

INTERNET:

Free 500mbs of wifi is available for guests, wifi password is Top1020. Extra unlimited wifi is available for purchase for \$2 per 24hours from reception.

NO SMOKING:

All units and communal facilities are smoke free. Ashtrays are provided outside for all smokers. Smoking is not permitted inside any of our buildings. Smoking inside has been prohibited by New Zealand Law since 2004. We are required by Law to ensure guests comply with the No-Smoking inside requirement.

SMOKING IN UNITS AND DOORWAYS WILL INCUR AN INSTANT CHARGE

RECEPTION HOURS:

- i. Summer; Monday to Sunday 8.00am – 9.00*pm
- ii. Winter; Monday to Sunday 8.30am – 6.00*pm
- iii. Public Holidays and Christmas Day, shorter hours may apply.

*Hours are advised on sign at reception door.

CHECK OUT TIME:

Check out time is 10.00 a.m.

- i. Please return all keys to reception on departure.
- ii. If checking out before reception opens, please lock the door and put key in the key drop box, located by reception door.
- iii. If you wish to have a late check-out, this must be prearranged with management and there is a \$30 charge.

WE ARE PET FRIENDLY BY ARRANGEMENT:

If you have made a prior arrangement with management, we welcome your pets. No pets are allowed inside any buildings or communal facilities. Pets must be contained in your van and remain restrained at all times. All pets to be checked in on arrival, failure to do so may result in additional charges and your immediate departure.

VISITORS

For the safety of all in our park, all visitors must report into reception on arrival prior to entering the holiday park. Visitors are by courtesy of management at all times and must depart by 9pm. NO visitors cars are permitted in the holiday park grounds.

BEHAVIOUR AND CONDUCT

Reasonable behaviour and dress at all times. No loud swearing or bad language. Excessive drinking and parties are prohibited. Quietness between 10:00pm and 8:00am includes no radio or music please. If we hear you two tent sites away then you are too loud. Management reserves the right to refuse admission to any person and/or remove them from the holiday park, any person who in their opinion does not conduct themselves in a decent and reasonable manner. No refund will be made in such circumstances. Consideration must be shown at all times to other guests. Loss or accidents are not the responsibility of management.

DAMAGE/ CLEANING FEE

All damage is to be reported to reception immediately. If required, the cost of the damage to park property will be recovered. This includes the discharge of fire extinguishers without need. Extra cleaning fees will also be charged if extra cleaning is required after your departure.

FOR HIRE

We have a number of fabulous hire options available at the park.

*GO KART HIRE * E-SCOOTER HIRE * DVD'S *COOKING PACKS

COOKING/CROCKERY PACKS

ALL ACCOMMODATION UNITS CONTAIN CROCKERY FOR YOUR USE.

Complete cooking packs are available for hire from reception.

These are a pack for 2 people \$5 or 4 people \$10.

These packs contain pots & pans, Crockery, cutlery and utensils for cooking and are for hire to ensure hygiene standards are met.

ABOUT US

Welcome to Te Anau the gateway to Fiordland National Park. Our Holiday Park is a family business owned and operated. We are proud to be rated as a Qualmark 4 star plus park and host to visitors from all over the country and the world.

Proud to be a superior member of the Top 10 Holiday Parks Group and HAPNZ (Holiday Parks Association of New Zealand).

We have campervan/caravan sites, tent sites, a dormitory, deluxe cabins, ensuite units and studio motels. We have a family ensuite unit and a 3 bedroom house for families. Our Holiday Park is fully fenced (**excluding the vehicle entry and exit point**) and child friendly.

Our communal facilities toilet/shower block, kitchen/dining area, laundry and TV lounge are open 24 hours. An adventure playground is available for children.

Covered guest BBQ area with picnic tables. Boat and car parking is available

Luggage and safe storage (ideal for those tramping)

MORE INFORMATION

PARK MOTEL UNITS

All our motel units are self-contained with a kitchenette. All bedding and towels are provided. Towel service only.

ENSUITE UNITS

All our ensuite units have breakfast making facilities only, for any other cooking please use the communal kitchen/dining area. All bedding and towels supplied. Towel service only.

HOUSE

The house is fully self-contained, with attached garaging. All cooking/crockery utensils are supplied, and all linen and towels provided. Towel service only.

WHAT IS SUPPLIED

Spare pillows and blankets, alarm clocks, free standing heaters and hair dryers are available in all house, motel and ensuite units.

ROOM SERVICING

Motel, house and ensuite units receive a towel service only. Please help us to conserve water and energy by hanging your bath linen for reuse. If you would like your bath linen to be replaced please leave it in the bath or shower cubicle. It will be replaced when your room is serviced

DELUXE CABINS

Our cabins are supplied with full linen. A free standing heater, TV, fridge and toaster are provided in all cabins.

UNISEX DORM/BACKPACKER ROOM

A large single room has 5 sets of bunks with linen supplied on check-in. Use of communal facilities required.

Cooking utensils/crockery pack can be hired.

ROOM TELEVISION CHANNELS

- 1.** TVNZ 1
- 2.** TVNZ 2
- 3.** Chanel 3
- 4.** Bravo
- 5.** Prime
- 6.** Choice TV
- 7.** Maori TV
- 8.** TVNZ Duke
- 9.** HGTV
- 10.** The Edge TV
- 11.** The Breeze
- 21.** TVNZ1 1 hour behind
- 22.** TVNZ2 1 hour behind
- 23.** TV 3 1 hour behind
- 24.** Bravo 1 hour behind
- 25.** Prime TV 1 hour behind
- 26.** Parliament TV
- 27.** Te Reo

Some sky TV Channels are available in the main communal lounge open 24 hours.

CAMPERVANS AND CARAVANS

- i. All campervans are to have a current electrical warrant of fitness (EWOFF) and comply with LPG standards (NZS 5423:1996)
- ii. All campervans and caravans must have their own waste water containers.
- iii. Chemical toilets and waste water must be emptied in the dump station only, located behind reception DO NOT empty chemical waste down the toilets.

RECYCLING AND RUBBISH:

We provide bins around the park for placing of rubbish for your convenience.

- i. The **GREEN BINS** are for **GENERAL RUBBISH**
- ii. The **RED BINS** are labelled **TIN ALUMINIUM.**
- iii. The **YELLOW LID BINS** are for **GLASS**, Please take care when disposing of glass (noise control)
- iv. The **BLUE LID BINS** are for **PLASTIC**
- v. There is a separate **CARDBOARD** bin behind the recycling centre located near the car wash area. Please flatten all cardboard.

SERVICES AND FACILITIES

FREE TOUR BOOKING OFFICE

We are proud to be a free booking agent for trips and activities. With so much to see and do here in Te Anau and within the Fiordland National park be sure to check in with our educated reception staff to book your next adventure.

Activities include:

- i. Milford Sound - Cruise - Kayak or Flights
- ii. Doubtful Sound - Cruise - Kayak or Flights
- iii. Fiordland Jet Jet Boating
- iv. Boat or Heli Track Transfers
- v. Float Plane
- vi. Historic Cruises
- vii. Glow Worm Caves
- viii. Fiordland Cinema
- ix. Fishing
- x. Mini Golf
- xi. Disc Golf
- xii. Escape Rooms
- xiii. Horse Treking
- xiv. Bike Hire
- xv. Wildlife park and Nature tours.

GUEST LAUNDRY:

The laundry is located beside the communal kitchen.

- i. Washing Machines \$4 per load, they are coin operated and take \$1 & \$2 coins. Run for 32 minutes.
- ii. Dryers \$4 per load, they are coin operated and take \$1 & \$2 coins. Run for 45 minutes.
- iii. An iron and ironing board are provided in the laundry.
- iv. Washing Powder \$2 per sachet is available from Reception
- v. There is a clothesline provided situated alongside site number 1.

FREE COMMUNAL BBQ:

Available for all guests, is located out the front of reception near the playground

HOT TUB

Enjoy a soak in our private on site hot tub. With a temperature of between 38 -40 Degrees the hot tub is perfect to relax after a day of adventure. Max of 4 persons, and open during reception hours. Make a booking with reception today. \$15 for two for 1/2 an hour \$5pp extra adult/child.

PLAYGROUND AND TOYS:

Playground is situated out front of Reception and is suitable for most ages; we ask that all children be supervised while using the playground. Some extra activity options are available please ask reception.

FORGOTTEN PROPERTY:

We do not accept responsibility for your lost property. Any food left behind after check out will be discarded.

OFFENSIVE ODOURS:

There will be a charge for extra cleaning in units with offensive/strong cooking smells.

DAMAGE AND BREAKAGES:

Please report any unit/cabin damages by you or your guests to Reception. There may be charges incurred.

MANAGEMENT RESERVES THE RIGHT TO EVICT ANYONE NOT ACTING IN A RESPONSIBLE MANNER.

On behalf of our team, we would like to thank you for choosing to stay with us.

If you have any questions or queries, please feel free to ask one of our friendly reception staff.

If you notice something that needs to be fixed or replaced in your room, please write what it is in our Mr Fix-It form, which you will find inside this compendium.

We hope you enjoy your stay and hope to see you again soon!

