

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*

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

- *Our Holiday Park is a family business owned and operated, and located in Te Anau, the gateway to Fiordland National Park*
- *Proud to be a superior member of the TOP 10 Holiday Parks Group and HAPNZ (Holiday Parks Association of New Zealand).*
- *We are proud to be a host to visitors from all over the country and the world.*
- *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)*

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



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 the night duty manager.
- ii. Leave premises immediately by the 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 an 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 or noise complaints, outside reception hours. Our listed phone number is not manned outside of reception hours.

INTERNET:

Free unlimited wifi is available for guests, wifi password is **Top1020**.

NO SMOKING/ELECTRONIC CIGARETTES:

All units and communal facilities are smoke & electronic cigarette free. There are designated smoking areas, identifiable with the green umbrella. 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 8.30am – 9.00*pm
- ii. Winter; Monday to Sunday 8.30am – 6.00*pm
- iii. Public Holidays and Christmas Day, shorter hours may apply.

*Hours subject to change and are advised on sign at the reception door.

DEPARTURE / CHECK OUT TIME:

Departure from the park & check out from units 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.

ELECTRIC VEHICLE CHARGING:

Currently our mains power supply to our fixed accommodation is not sufficient enough to allow the charging of electric powered vehicles. Please use the powered charging stations located in Mokonui street in the Center of town. These are located out the front of Baileys Restaurant.

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 LID BINS** are for **GENERAL RUBBISH**
- ii. The **RED LID BINS** are labeled **TIN ALUMINUM.**
- iii. The **BLUE LID BINS** are for **GLASS**, Please take care when disposing of glass (noise control)
- iv. The **YELLOW LID BINS** are for **PLASTIC**
- v. There is a separate **CARDBOARD** bin behind the recycling center 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:

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



GUEST LAUNDRY:

The laundry is located beside the communal kitchen.

- i. Washing Machines \$5 per load, they are coin operated and take \$1 & \$2 coins. Run for 30-40 minutes.
- ii. Dryers \$5 per load, they are coin operated and take \$1 & \$2 coins. Run for 30-40 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.

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. 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.

NOISE:

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. **Please discourage children from running** up and down the wooden areas out the front of accommodation rooms as this creates excess noise for our guests.

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:

CROCKERY & CUTLERY ARE PROVIDED IN ALL ACCOMMODATION UNITS FOR YOUR USE.

Complete cooking packs are available for hire from reception. These are a pack for 2 or 4 people and contain pots & pans, Crockery, cutlery and utensils for cooking and are for hire to ensure hygiene standards are met.



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, heaters and hair dryers, (middle drawer of bedside cabinet) 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. A full linen change and service will be carried out after five consecutive nights.

DELUXE CABINS:

Our cabins are supplied with full linen. A heater, TV, fridge and toaster are provided in all cabins. No Service supplied.

UNISEX DORM/BACKPACKER ROOM:

A large single room has 5 sets of bunks with linen supplied. Use of communal facilities required. Cooking utensils/crockery packs can be hired.

ROOM TELEVISION CHANNELS:

- | | | |
|--------------------|-------------------|---------------------|
| 1. TVNZ 1 | 2. TVNZ 2 | 3. Chanel 3 |
| 4. Bravo | 5. Prime | 6. Rush |
| 7. Maori TV | 8. TVNZ Duke | 9. HGTV |
| 10. Eden | 11. Eden + 1 hour | 21. TVNZ 1 + 1 hour |
| 22. TVNZ 2 +1 hour | 23. TV 3 + 1 hour | 26. Parliament TV |
| 27. Te Reo | | |



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. \$20 for two for 1/2 an hour (Discount available for TOP10 members)\$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.

Please review our park on Tripadvisor, Like our Facebook page and follow us on Instagram @teanautop10

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!

MORE INFORMATION



ENVIRONMENTAL POLICY

We are fortunate to live in one of the most pristine and picturesque locations in the country. In order to preserve our home within the Fiordland National Park, we endeavor to engage in environmentally friendly and sustainable practices.

Here at the park we actively support the “Tiaki Promise - Care For New Zealand.” We invite our guests to participate in these initiatives so together we can limit our environmental impact and keep the area beautiful for future generations to enjoy.

We encourage the following practices within our park.

The usage of recycling bins located throughout the park for guest waste. These are the bins with the “love NZ” Sticker on the lid.

A strong focus on the use of biodegradable plastic bin liners. We use paper waste bags where appropriate. Please reuse plastic bags.

The use of environmentally friendly cleaners and washing powder. Biodegradable laundry powder is available from reception.

Restricting water usage through installing shower water restriction heads.

We have sensor lights in our communal areas to save energy. Please turn off lights and heaters while you are out for the day and only put towels out to be serviced that require it. We use energy saver bulbs throughout the park. We also value community and actively support and sponsor local clubs and environmental initiatives.

Included in the “Tiaki Promise” is the CHECK, CLEAN, DRY initiative put in place by Biosecurity New Zealand to help prevent the spread of the freshwater weed, Didymo. We ask all our guests to check, clean and dry hiking boots and other equipment they have used while out enjoying the outdoors. We have biodegradable detergent available for a charge and can assist guests if they are concerned about their equipment.

We also support the ambitious goal of becoming a Predator Free NZ by 2050. For any of our guests that want to get involved and contribute to reducing the effect of introduced pests on our wildlife, the great people at Wairairahiri jet have a wonderful initiative to help reduce the impact of stoats on our native birdlife and we are proud to sponsor a trap to support this. Check out www.wjet.co.nz/pages/stoat-trap-sponsor-form/

