

When you check in you agree to abide by the following terms and conditions:

Arrival and Departure: Please check in at Reception when you arrive.

Check In is 2pm to 6pm daily.

Check Out is strictly by 10am for ALL accommodation and guests must vacate Sapphire Springs at this time. **NO EXCEPTIONS.**

Mineral Pools and Spa Pools: Access to the warm outdoor mineral pools and hot tubs is provided complimentary with your accommodation up until 10am on the day of your departure. Entry to the hot private spa pools is extra cost. We apologise for any inconvenience when the pools are closed for cleaning.

If guests wish to use the Pools, Park and Bush Walks after 10am on the day of departure, the following Pool and Park Entry Fee will apply:

- Adults (14 years and over) \$10.00
- Children (1 to 13 years) \$7.50
- Seniors (Gold Card Required) \$8.00

Supervision: Sapphire Springs Holiday Park & Mineral Pools is here for you & your family to enjoy. **CHILDREN MUST BE SUPERVISED AT ALL TIMES.** Sapphire Springs accepts no responsibility for the well-being of children.

Visitors: ALL guest's visitors must report to the office on arrival. Visitors wishing to stay for more than 1 hour, or enter the pool and park area, are required to pay the day entry fee. Visitors picking up or dropping off to your unit or campsite for less than 1 hour: no charge but must report to the office on arrival. ALL visitors must park their cars outside the camping area or in the car park at the pools. Visitors are not permitted to arrive after 8pm and they must vacate the park by 8pm OR pay the nightly tariff. Failure to comply will result in your visitors being asked to leave the premises.

Private Spas: All children MUST be accompanied by an Adult. Rates are per person per 45 minutes as follows:

	Guest Rate	Casual Rates
• Adults (14 years and over)	\$12.00	\$15.00
• Children (1 to 13 years)	\$6.00	\$7.50
• Seniors (Gold Card Required)	\$11.00	\$14.00

Smoking/Vaping: Absolutely **NO SMOKING OR VAPING** in all of our accommodation units and any communal buildings including the kitchen, dining, toilet, shower and laundry areas, BBQ areas or inside the fenced pool area.

Speed Limit: Please observe the speed limit of 5kph or less, this is a family park and there are small people at play. Our roads are a "Shared Zone" for all pedestrians, bikes & vehicles.

Camp Shower, Laundry, Bathrooms, Kitchen & Pool Barbeque: Please ensure you leave the kitchen, dining, barbeque, laundry, and bathrooms clean and tidy for the next person. Showers, Washers, Dryers, and Barbeque are coin operated. Showers - \$2 coin, Washers - \$4 (2 x \$2 coin), Dryers - \$4 (2 x \$2 coin), BBQ - \$2 coin per 15 minutes. We apologise for any inconvenience caused when the kitchen, dining, laundry and ablutions are closed for cleaning.

TV Room: Open Daily Until Closing. NO FOOD or DRINK to be consumed inside.

Quiet/Noise: We are a family based Park, please be thoughtful of other guests at all times. Complete quietness between the hours of 10pm and 7am. An exception may apply for New Year's Eve at Management's discretion.

Dogs: Dogs may be allowed by arrangement if you are staying in the camping area or in our dog-friendly cabin. They must always be kept under control and on a leash. Owners must clean up after their pets. Excessive or aggressive dog barking will not be tolerated. Pets are not permitted in any of our accommodation units or in or around the communal kitchen and ablution buildings. Dogs are not permitted past Reception into the pool, park & bush area. No other pets allowed.

Internet/Mobile reception: No internet/mobile reception is available in the park. Wi-Fi available in communal areas and premium accommodation. Please see reception for more information.

Open Fire/Fireworks Ban: Under no circumstances are guests permitted to start a fire, brazier or let off fireworks, due to Health and Safety.

Alcohol: Alcohol is to be consumed on your site or in your unit. No drug taking, excessive alcohol and parties. This will not be tolerated, and offenders will be asked to leave.

Behaviour: Management reserves the right to refuse admission to any person and to remove from the park any person who is in their opinion disorderly or disreputable or who does not conduct themselves in a decent and reasonable manner. No refund of fees will be made in such circumstances. If you are experiencing a problem, please advise management immediately. **Day or Night.**

Damages: Management will charge additional costs for damages and/or additional cleaning required to Sapphire Springs' property.

Theft: As a reminder, please ensure that you keep all valuables secure. Put away recreation equipment, lock your doors and ensure all vehicles are secure. Sapphire Springs is not responsible for any lost or stolen items.

Equipment Failure: If you have a problem with any of our equipment, please do not hesitate to report it to Reception and we will endeavour to rectify it as soon as possible.

Tents: Electricity can only be connected through an approved and current certified isolating transformer or RCD safety device.

Caravans/Campervans/Motorhomes: Must have an electrical warrant of fitness and comply with LPG Standard (As/NZS3100). Management reserves the right to disconnect any Caravan/Campervan or Motorhome that does not have a current electrical certificate of fitness.

Hazards: We would like to bring to your attention the following hazards within Sapphire Springs Holiday Park: the river, banks and roadways that form the environment within the holiday park and bush reserve; the swimming pools/spas and any wet floor areas. Please ensure your children are aware of them also. Please Note: Hazards are not limited to these indicated above.

Accidents: ALL incidents or accidents must be reported to Reception, as soon as practicable.

In case of a Fire or Emergency:

- Set off the nearest fire alarm call point by breaking the glass and turning on the switch.
Phone "111" and ask for the Fire Service. Tell them where the fire is and give them the address: Sapphire Springs Holiday Park, 308 Hot Springs Road, Katikati.
- Only after the Fire Service has been called, please phone staff at Sapphire Springs "07 549 0768".
- **Evacuation Assembly Points**
 - Reception Car Park
 - Pools Main Car Park

Thank you for your patronage, we wish you a happy and relaxing stay, if you have any queries or concerns, please talk to one of us.

07 549 0768

www.sapphiresprings.nz

info@sapphiresprings.nz

