

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

**Opening hours:** Reception/Office: 8am – 8pm. Outdoor Pools: 7am – 8pm. Spa Pools: 9am – 8pm. The Pool area must be vacated by 8pm, when pool and driveway lights will be turned off.

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

Check In for Motel Units, Bungalow, Cabins and Lodge is 2pm to 8pm daily, and 1pm to 8pm daily for Camping Sites.

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

**Thermal Pools and Spa Pools:** Access to the warm outdoor thermal pools 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, see prices below. We apologise for any inconvenience when 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 Rates will apply:

- Adults (14 years and over) \$5.50
- Children (1 to 13 years) \$3.50
- Seniors (Gold Card Required) \$4.50

Entry to the Hot Private Spa Pools is extra cost. Rates are per person per hour as follows:

	Guest Rates	Casual Rates
• Adults (14 years and over)	\$7.00	\$9.00
• Children (1 to 13 years)	\$4.00	\$5.00
• Seniors (Gold Card Required)	\$6.00	\$8.00

**Visitors:** ALL guest's visitors must report to the office on arrival.

**Visitors wishing to visit at your unit or campsite for more than 1 hour, or enter the pool and park area:** are required to pay the day entry fee:

- Adults (14 years and over) \$5.50
- Children (1 to 13 years) \$3.50
- Seniors (Gold Card Required) \$4.50

**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 carpark at the pools. Visitors are not permitted to arrive after 8pm and they must vacate the park by 8pm. Failure to comply will result in your visitors being asked to leave the premises.

**Overnight Visitors:** Must check in at Reception on arrival and will be charged the applicable nightly tariff.

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

**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 - \$2 coin, BBQ - \$2 coin, Dryers - \$4 (2 x \$2 coin). Kitchen and ablutions will be closed for cleaning daily from 6am until 7am. We apologise for any inconvenience this may cause.

**TV Room:** Open Daily 8am – 8pm. 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.

**Pets:** May be allowed by arrangement if you are staying in the camping area. They must be kept under control and on a leash at all times. 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 and ablution buildings. Pets are not permitted past Reception into the pool, park & bush area.

**Internet:** We have a wireless hotspot available to guests. Please enquire at reception.

**Supervision:** Sapphire Springs Holiday Park and Thermal Pools including the playgrounds, pools, river and surrounding bush is here for you and your family to enjoy. **CHILDREN MUST BE SUPERVISED AT ALL TIMES** Sapphire Springs accepts no responsibility for the well-being of children who will remain under the supervision of their parents or guardians at all times during their stay.

**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.

**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.

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

**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, 274 Hot Springs Road, Katikati.
- Only after the Fire Service has been called, please phone staff at Sapphire Springs "07 5490 768".
- **Evacuation Assembly Points**
  - Reception Car Park
  - Pools Main Car Park

**Lodge and Hall:** The hirer of the Lodge or Hall will be required, or appoint an appropriate person, to act as Warden in case of a Fire Emergency. FIRE EXITS MUST BE KEPT CLEAR AT ALL TIMES.

**When the fire alarm goes off the hirer or appointed warden must:**

- Make sure a "111" call has been made.
- Lift the Trap Door on the Fire Escape in the Lodge.
- Instruct people to the nearest exit, directing them to the assembly area.
- Check with users of other parts of the building (toilet/changing rooms) to ensure all areas have been evacuated, assisting people where necessary. If someone is unable to be evacuated ensure they are in a safe place and notify the Fire Service upon their arrival
- Remain outside the building and ensure that no one re-enters the building until the "all clear" is given by the Fire Service.

*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.*