



Holiday Park & Thermal Pools

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Booking Terms and Conditions

- A deposit equivalent to one night's stay is payable when making a reservation, (two night's stay for the Christmas/New Year period and Public Holiday Weekends).
- Reservations are confirmed on receipt of the deposit, and the balance of the reservation is payable in full on arrival.
- Management will endeavour to allocate guests their preferred site or unit. However, we reserve the right to alter if necessary or cancel tenancy at any time.
- Reservations are a contract between Sapphire Springs Holiday Park & Thermal Pools and the person named on the reservation and is not transferable to any other person. This means that the named person must occupy the unit/site for the duration of the contract and is ultimately responsible for all occupants and visitors of the site/unit.
- Guests staying in the Motel Units or Bungalow are required to provide valid credit card details to be kept on file for the duration of your stay. If no credit card is available a cash bond of \$100 will be required. Refunds of cash bonds are made upon departure after a unit inspection.

Cancellations

A 75% refund will apply to cancellations 14 days or more before the date of arrival, (42 days or more for the Christmas/New Year period and Public Holiday Weekends).

No refunds will apply to cancellations within 14 days of the date of arrival, (within 42 days for the Christmas/New Year period and Public Holiday Weekends).

No refund for late arrival or early departures, and no refund for inclement weather or power outages.

Alterations

Alterations prior to 14 days of arrival can be made subject to availability and may require a site/unit change, (42 days or more for the Christmas/New Year period and Public Holiday Weekends).

Management reserves the right to cancel a reservation if the alteration reduces the reservation to below minimum stay requirements and cancellation penalties will apply.

Alterations to reduce the number of guests staying or the number of nights booked or the arrival and departure dates or the type of accommodation can't be made within 14 days prior to arrival, (within 42 days for the Christmas/New Year period and Public Holiday Weekends).

Payment

- Direct Debit: Payments can be made by internet banking into our bank account, please ensure that your name is recorded next to the payment.
 - Account: Sapphire Springs Ltd
 - Number: 02-0466-0320831-00
- Credit Card: (for your security, please phone us with your credit card details. DO NOT EMAIL them to us, as our email system will not accept them.)

Opening Hours

Reception Hours: 8am to 8pm. Outdoor Pool Hours: 7am to 8pm. Spa Pool Hours: 9am to 8pm. The pool area must be vacated by 8pm, when pool and driveway lights will be turned off.

Arrival and Departure

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

Check In must be completed before 8pm, prior to Reception closing. Check Out is strictly by 10am for ALL accommodation and camping sites. Guests must vacate Sapphire Springs at this time. **NO EXCEPTIONS.**

If guests wish to extend their stay, this must be arranged and paid for prior to check out (10am).

If guests wish to remain on their Camping Site after 10am on the day of departure, the nightly Camping Rates will apply.

Thermal Pools and Spa Pools

Access to the warm outdoor thermal pools and hot tubs is provided complimentary with your accommodation up until 10am on the day of 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) \$7.50
- Children (1 to 13 years) \$5.00
- Seniors (Gold Card Required) \$6.50

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)	\$12.00	\$10.00
Children (1 to 13 years)	\$ 6.00	\$ 5.00
Seniors (Gold Card Required)	\$11.00	\$ 9.00

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) \$7.50
- Children (1 to 13 years) \$5.00
- Seniors (Gold Card Required) \$6.50

Visitors picking up or dropping off to your unit or campsite for less than 1 hour:

No Charge, but must report to 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, toilet, shower and laundry areas, internet usage areas, BBQ areas or inside the fenced pool area. Additional charges may be made if you fail to observe this rule.

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/token operated. Tokens are available from Reception.

Showers - \$2 Coin, Washers - \$4 (2 x \$2 coin), Dryers - \$4 (2 x \$2 coin), BBQ - \$4 (2 x \$2 coin).

We apologise for any inconvenience caused when kitchen, dining, laundry and ablutions are closed for cleaning.

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 time. Complete quietness between the hours of 10pm and 7am. An exception may apply for New Year's Eve at Management's discretion.

Pets

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 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.

Open Fire/Fireworks Ban

Under no circumstances are guests permitted to start a fire, brazier or let off fireworks, due to Health and Safety.

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 experience 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

Within Sapphire Springs Holiday Park & Thermal Pools, we would like to bring to your attention the following hazards: 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.