

BOOKING CONDITIONS – WAIKANAЕ CHRISTIAN HOLIDAY PARK

These terms, conditions and policies apply to all bookings

Making and Confirming a Booking

Tentative Bookings can be made by telephone or email, but must be confirmed within one month of the initial booking request. If the booking is not required the Bookings administrator must be advised as soon as possible.

Unconfirmed Bookings may be automatically cancelled after one month, unless prior arrangement is made with the Bookings administrator.

Confirmed Bookings are recognised only when the Booking Contract is returned completed, together with the appropriate deposit. A letter of confirmation will be forwarded on receipt of the above. No other form of communication is recognised as confirmation of a booking.

Your Booking

Weekend Bookings usually commence on Friday evening (with supper at fully catered venues) and conclude on Sunday afternoon. Long weekends are one day extensions on this format.

Variations to normal arrival and departure arrangements must be discussed with and approved by the Booking Administrator.

Notification of Numbers: You must contact Waikanae Christian Holiday Park 5 working days before your camp is due to commence, to advise of the final number of people attending as well as any special dietary requirements. These numbers will be used for catering purposes and unless updated on your arrival will be used to make up your account.

Balance of payment for the use of the Venues **is required within fourteen days** after your visit. Any deposit will be deducted from the final account. WCHP can accept payment during your stay by cash, EFTPOS, cheque or credit card. A cheque can be posted to us, or you may direct credit our bank account. *A 2.5% early payment discount will apply if the account is settled prior to departure. The discount does not apply to credit card payments.*

Terms of Agreement

Any group using Waikanae Christian Holiday Park agrees to abide by the following:

Minimum Charges apply to all bookings. These are detailed on the current Rate Schedule. Please pay careful attention to these.

Cancellation Policy - please read carefully

If necessary, bookings may be cancelled. Under the terms of this contract:

- 1) Should you cancel more than **6 calendar months** before the booked dates your deposit will be refunded less an administration fee of \$50.00
- 2) Should you cancel within **4-6 calendar months** of the booked date then the deposit will be forfeited.
- 3) Should you cancel less than **4 calendar months** before the booked dates you will be charged 50% of the Minimum Charge, less the deposit already paid.
- 4) Should you book within the 4 month period and cancel the above still applies.

Should the venue be rebooked within this period, the cancellation fee will be reduced by the value of any replacement booking/s. An administration fee per venue of \$50.00 applies.

Policies

- 1) Groups must be properly supervised. The user agrees to comply with the policies of Waikanae Christian Holiday Park as provided in writing and/or as displayed or given verbally at the site. The signer and/or contact person accepts the responsibility of communicating this information to those attending and will be responsible for the conduct of the group.
- 2) The Group Leader must make contact with the Waikanae Christian Holiday Park Office immediately upon arrival. Groups may not take up residence before the leader has "checked in".
- 3) Buildings, equipment, flora, and fauna are to be respected by guests.
- 4) The property is to be left clean and tidy, as instructed by Waikanae Christian Holiday Park staff.
- 5) All damages and breakages must be reported to the office. Payment for damages beyond ordinary wear and tear is the responsibility of the group.
- 6) The Waikanae Christian Holiday Park Director or Duty Manager has the right to ask any group or member(s) of the group to leave the property at any time if their behaviour is unacceptable to Waikanae Christian Holiday Park staff.
- 7) Waikanae Christian Holiday Park's insurance does not cover the personal effects or equipment of clients.

General Rules

- 1) **Fire Safety regulations & insurance policies permit smoking outdoors only.** Please make sure all butts are extinguished and placed in bins.
- 2) **Alcohol and drugs are not to be brought onto the property.**
- 3) **Firearms & dogs are not permitted on the property.**
- 4) Noise is to be kept to a minimum at night. After 11 pm groups may continue to socialise, but noise must be strictly minimised.
- 5) Do not tamper or "play" with fire-fighting equipment. False alarms may incur a Fire Service fine of \$1000 + GST. Waikanae Christian Holiday Park's policy is to recover a minimum of \$333 + GST for each malicious alarm.
- 6) It is your responsibility to use the equipment we supply, plus any equipment that you bring with you with the safety of your group and others on site in mind. This is achieved by following safe practice when operating these activities.
- 7) Please bring your own first aid requirements and organise someone from your group to be responsible for administering first aid and recording of any accidents. All accidents must be reported to the camp staff. Waikanae Christian Holiday Park has limited first aid supplies on site available if required but these will be charged to your account.

Groups and individuals who are proposing to book any part of the Waikanae Christian Holiday Park Complex should note that the complex is owned by the Waikanae Christian Holiday Park Incorporated, a registered Charitable Trust. The main objective of the Trust is spreading of the gospel of Jesus Christ through the use of its complex for camps, conventions and conferences. The Trustees may refuse to accept any booking from a group or individual whose objects or aims they believe to be contrary to the objects of the Trust.