











BBQs (gas only)



✓ Hot Tub (3pm-9pm) ✓ Laundry

at Reception

We offer FREE booking service for any activities/ area. Talk to our friendly reception staff today!











GUEST INFORMATION

Reception Hours

8am to 8pm Peak Season | 8am to 7pm Low Season

Laundry

Dryers are a 40 minute cycle. 2x \$2 coins are required per load. Laundry powder is sold at Reception.

BBQs are for guest use only and are free of charge. Please clean after use.

One card phone is available opposite Reception in front of the park. The park has very limited cell phone reception.

Recreation Room

TV, DVD, table tennis, pool table and air hockey table.

Wireless internet access available anywhere in the park. This can be purchased online or from Reception.



Park Policies

Arrival / Departure Time

Check in time is from 2pm.

Departure time is by 10am, late departures may result in an additional fee. No refunds will be given for early departures.

Emergency After Hours

For 24hr emergency assistance there is a phone located at the front of Reception that will connect you to a Manager.

In the event of an emergency, staff will direct you to the assembly points outlined on the map.

Registered First Aiders are available on-site 24 hours.

24 Hour Phone: 0800 808 292

In Emergency Dial: 111

Urgent Medical and Pharmacy: Lakes Prime Care, Cnr Arawa & Tutanekai St, Phone 07 348 1000

Guest Conduct

Quiet time in the park is from 10pm - 7am. Excessive drinking and parties are prohibited. Objectionable behaviour or excessive noise could result in you being asked to leave the park without a refund. Children must be supervised by a parent at all times.

Pets

Pets are allowed in pet friendly section at the front of the park only, by prior arrangement.

Pets must be tied up on site at all times and can only be walked off the park.

No pets are allowed in the park during Peak season (December to January).

Phone Reception

There is limited/no cell phone reception on site - see the Reception if you require assistance.

There is a long range phone available for emergencies only.

Recycling

Please sort and place rubbish in the labelled bins provided.

Visitors

Visitors to the park must check in at Reception upon arrival and must depart the park by 9pm.

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