

Welcome to

NGAPAE HOLIDAY PARK



6 Matai Street, Waipapakauri, 0486
 campngapae@outlook.com +64 9 406 7298

MAP Keys:

- Campervan Powered Site
- UnPowered-Vehicles
- UnPowered-Tents
- Water Tanks



GUEST INFORMATION



Wifi: Te OneroaATohe 1
 Password: Pioke2020

**WELCOME TO NGAPAE HOLIDAY PARK
INTRODUCING OUR TEAM**

ZANDRA WAAKA: MANAGER
WENDY CROMBIE: ADMINISTRATION
STEVE POPATA: MAINTENANCE
JUSSON HENRY: GROUNDS SUPPORT
KIRSTY SHEPHERD FOSTER: HOUSE KEEPERS
RUTH VENDT: HOUSE KEEPERS

WE HAVE THREE TYPES OF UNITS AVAILABLE

Basic Ensuite Self-Contained

Each unit has it's own inventory and different bedding configurations.

Basic Units: Are supplied with sheets, pillows and pillowcases only. Guests who book the basic units are to bring their own blankets and towels. Towels however can be available on request at an extra cost of \$2.00 each. These units have the use of the communal kitchen and bathroom facilities. Items from the kitchen are not to be taken into the units.

Ensuite Units: Are supplied with all linen including light blankets and towels. Each unit contains small fridge, toaster and jug along with complementary tea and coffee, cups, plates and cutlery required for the number persons each room sleeps. These units have the use of communal kitchen facilities. Items from the kitchen are not to be taken into the rooms.

Self-Contained Units: Are supplied with all linen including light blankets and towels. Each unit contains fridge, microwave, toaster, jug, small pot and frypan suitable for use on the units induction stove tops along with complementary tea and coffee, cups, plates and cutlery required for the number persons each room sleeps.

Items from any of the units are not to be removed or shared between rooms, any missing items will be charged to the main contact of each booking.

WE HAVE TWO TYPES OF CAMPSITES AVAILABLE

Powered Non Powered

Powered sites: Are suitable for campervans and caravans only. Each site is provided with power and water. We also have a certified **Dump Station** on site. Please refer to the map for the location of this.

Non Powered sites: Our Non Powered sites are divided into three different locations

Tents Vehicle Vehicle & Tent

Please refer to site map for the location of each site type. These sites have the use of the communal kitchen and bathroom facilities. **Items from the kitchen are not to be removed from the building.**

FACILITIES

Laundromat:

Our laundromat is open to all guests from 9am – 6pm daily. The machines are coin operated at \$4.00 per wash and \$4.00 per dry. Coins are available from the office and only \$2.00 coins are to be used. Please supply your own washing powder however you may purchase washing powder from the office. Please be respectful of other guests who also require our laundromat self-service facilities, by not leaving your washing for long periods of time in the machines. There are 2 washing lines located onsite please refer to the map for the location of these.

Communal Bathroom Facilities:

See site map for location of the communal bathroom facilities. Showers operate via tokens which can be purchased from the office at \$3.00 per 5 minutes of shower time. Please see the office if you require access to our disability bathroom facilities and a key will be provided to you for the duration of your stay.

Communal Kitchen:

We have four electric cooktops each with 4 hobs, a microwave, a small benchtop oven, toasters, and jug provided. Guests need to provide their own kitchenware and cooking utensils. We do however have a limited supply available on request if required. Please ensure to keep kitchen clean and tidy and be mindfull of others. **Items from the kitchen are not to be removed from the building.**

BBQS & Garden Bar:

All guests have the use of the BBQs located in the garden bar. Due to health and safety please do not move BBQs or tables from the designated site without management approval. Please let us know if the gas bottles feeding the BBQs runout so they can be replaced by staff. BBQs are to be cleaned after each use, any BBQ left unclean will incur a cleaning fee of \$15.00.

Any cleaning needed and any missing items will be charged to the main contact of each booking.

Pool & Playground:

Please ensure your children are supervised at ALL times while swimming by someone over the age of 18 years old. They will be asked to leave the pool area otherwise. Please also ensure your children are supervised on the playground and within the table tennis/dining area. We love our tamariki to have fun – but safely. There are some games available in the office for supervised play.

TV ROOM:

We have a television in the main dining area room. This area is open during these hours 10am-6pm all children must be supervised at all times this is not a place you leave your children alone as we have guest walking through here everyday, all items that are being charged in the dining area mobile phones,laptops etc is the responsibility of that person. Ngapae Holiday Staff will take no liability for these items if they are misplaced. Please keep this area tidy.

HOUSEKEEPING AND HOUSE RULES

Speed Limit:

Vehicle speed to be 5km or less at all times.

Noise Compliance:

Out of respect for all guests and neighbouring properties please no noise after 10pm.

Emergency Assembly Point:

In the case of a fire or emergency, please assemble at the '**Emergency Assembly Point**' near the swimming pool. This point is marked by a sign. Please do not move from this point until the hazard has been eliminated and you have been given permission by the Operations Manager, Health and Safety Officer or Emergency Services present.

First Aid Officers: Zandra Waaka; Steve Popata; Kirsty Foster; Jusson Henry, Wendy Crombie

Fire Warden: Steve Popata

Health & Safety Officer: Sandra Waaka

WIFI:

The wifi signal is limited and is best closer to the office and dining room. The back units do not have a strong signal at this time. Please feel free to utilise the dining area and foyer by the office for connections.

Key Replacement Fee:

If you lose a key for the unit you will be charged a \$25.00 replacement fee.

Damages:

By booking your stay with us at Ngapae Holiday Park you agree to respect all facilities during your time here. Damages to property are the responsibility of the main contact within each booking. A credit card is required to confirm all bookings and will be charged for any damages incurred.

This will be charged to the main contact of each booking.

Site and Unit Cleaning:

We have an amazing team who do a great job. In order for our guests to enjoy a top level of comfort and a smooth, stress free check-in to check-out process our staff require ample time to clean and prepare the units for a check-in time of 2pm. Our time is precious, especially during the busy period.

Maintenance:

If a unit runs out of hot water please let the office know ASAP. We will need to replace the gas cylinder feeding the units califont. If you have any other issues such as a blown lightbulb or a toilet or shower blockage, please let the office know so we can rectify it in a timely manner.

Rubbish:

We work really hard to maintain a smooth recycling process so we can be better kaitiaki (guardians) for our taiao (natural environment). You can help us by using the correct recycling bins (cans, cardboard, glass and plastics) which are located at various points around the site. Our recycling truck comes on a Tuesday morning and will not take our recycling if it is not correctly allocated. Mixed rubbish needs to be bagged before placing in the correct wheely bin.

Food Waste:

We also put our food waste back into the taiao (the natural environment) by placing all food scraps into the orange buckets located outside the communal kitchen which are collected by local farmers for their pigs. So please know that by placing your food scraps in these bins you are helping us operate in a more sustainable manner.

Fishing And Filleting:

We love to fish too! To allow us to provide a comfortable and clean experience for all guests, we ask that you use the filleting stations to fillet your fish. These are provided with bins for any fish waste. The filleting stations can be found around the back of unit 24. Please ensure you wash down these stations after each use. Please do not leave bait in our freezers within the units. If you require storage for your bait or unfileted fish, remember to bring a chilly bin or ask us at the office if we have a communal freezer space to store your fish and/or bait during your stay. Bait kept in the unit freezers leaves an unpleasant odour for the next guest and requires us to take extra cleaning measures to air out the unit before it can be rebooked. This will incur an extra cleaning cost of \$15.00. **This will be charged to the main contact of each booking.**

Pet Friendly Sites:

We are limited to having 5 dogs on our property at any one time. Pets are not allowed within our units or buildings, including communal kitchen areas. They must be on leads at all times. You must pick up after your pet and must not allow it to cause any disturbance for other guests.

Water Use And Drinking:

Our water is safe for drinking. You are welcome to fill your bottles from our taps. We have water purification filtration system by Aquafilter NZ and you will see our Water Quality Compliance Certificate issued by the Northland Regional Council displayed in our foyer at the front entrance.

Local Environmental Reminders:

- Please do not try to drive on the beach at high tide or if you do not have a 4WD vehicle. Our neighbours are often happy to help but may also charge a towing fee. Please be mindful and instead opt to park in the carparks near the beach entrance or better still, leave your vehicle at your site and walk from here – it is only a short stroll.
- The closest fuel station is in Awanui (10kms)
- The closest superette is also in Awanui with Pak n Save in Kaitaia (18kms)
- The closest pharmacy and doctors is Kaitaia.
- There are walking tracks through the Community Te Hiku forest, one of which takes you to Lake Ngatu. This is a great day trip for families and recreational fun. Walk out of our driveway, turn left and approx 100 meters down the road on the right is the walking entrance to the forest. You will see a map and sign.
- Please remember there are many children in this area and the speed limit needs to be adhered to for the safety of everyone. The speed limit within the camp ground is 5kms and within the community is 50kms. There are speed humps to better manage the traffic flow in and around our community.
- No motorbikes are to be driven around our campsites. They can park here and drive out to the beach, but not leisurely.

CONTACT US:

We are on Facebook: @ NgapaeHolidayPark

Email Us: campngapae@outlook.com

Call Us: (09) 4067298

Visit our website: www.ngapaeholidaypark.co.nz