
BOOKING TERMS & CONDITIONS

CANCELLATION POLICY

Holiday Park & Motels:

- × A deposit equivalent to the first night's stay is required to secure a booking and is non-refundable upon cancellation.
- × If the booking has been paid for in full prior to your arrival and you cancel, we will refund you, less the deposit and a \$20.00 administration fee. Any cancellation made less than 7 days prior will not be refunded unless we are able to re-sell the accommodation.
- × Should you decide after check-in to depart earlier than the nights booked and we fail to resell the cancelled nights, the tariff is chargeable to the guest. Refunds are only made if the unit/camp site is resold.

Group Bookings (13+):

- × We appreciate that unexpected events occur, however late cancellations limit our ability to obtain an alternative booking.
- × Deposits are required to confirm a booking and are non-refundable.
- × For Family Reunions and first-time customers/new groups, 50% of the final bill may be required 3 – 6 months prior to your stay as outlined by the Bookings Administrator, and the final amount will be due before arrival. Any additional costs incurred throughout your stay will be charged on a supplementary invoice.
- × Notice of cancellation within 60 days of arrival will incur a 50% fee on accommodation booked.
- × Notice of cancellation within 7 days of arrival will incur a 75% fee on accommodation and catering on numbers booked.
- × Naturally we will try and resell your accommodation and if successful we will waive the fee to the value of the replacement booking.

Covid-19:

- × Under the circumstance that Covid-19 restrictions outlined by the New Zealand Government prevent your booking from going ahead, your deposit may be forwarded to future dates within one year of original booking. If mutually agreeable dates cannot be secured, a refund of the deposit will be considered. Either of these actions will incur an administration fee deducted from the deposit. (\$20 for Holiday Park & Motels or \$50 for Group Bookings).

MAKING AND CONFIRMING A GROUP BOOKING

Tentative Bookings can be made by telephone, e-mail, or in person communication but must be confirmed within one month of the initial booking request. If the booking is not required, please advise the Bookings Administrator 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 Form is signed and returned together with the appropriate deposit.

A confirmation e-mail will be sent on receipt of the above. No other form of communication is recognised as confirmation of a booking. If a booking enquiry comes in for the same dates as an unconfirmed booking we will make contact and request confirmation. If no confirmation is subsequently made we may cancel the tentative booking.

ARRIVAL AND DEPARTURE

The time you are able to check in to your venue will depend on the scheduled turn over based on other bookings arriving and departing the camp site. For this reason, any variation to the standard arrival and departure times stated on your booking form must be discussed with and approved by the





Bookings Administrator. If departing on a week day, check out of accommodation is by 10am unless otherwise advised. Weekend group bookings usually commence on Friday evening and conclude by 3pm on Sunday afternoon. Long weekends are one day extensions on this format. An early arrival or late departure may incur an additional fee or day visitor charge.

NOTIFICATION OF NUMBERS

We require that you contact El Rancho 7 days before your camp is due to commence, to advise of the final number of people attending for accommodation, catering, and day visitors. These numbers will be used for catering purposes and will be used to make up your account. You will be billed for your final numbers (notified up to 7 days prior to arrival) or actual numbers whichever is higher. The final invoice for your stay will be sent to you via e-mail within fourteen days after your visit. Any deposit will be deducted from the final account. Total amount owing will be due within fourteen days of the invoice date of issue.

CATERING

The minimum number of people we cater for is 35 people. Should you book catering and arrive with less than 35 people, you will be charged for the minimum 35 (the only exception to this would be if we are catering other groups at El Rancho over the same dates that would justify having our catering team in for a combined total of over 35 people). Please note that in general we do not cater Friday night dinner unless special approval is given. Any variation to our standard meal times must be approved in advance of your booking and is at the discretion of our Catering Manager. Special dietary requirements must be sent through to us at least 7 days prior to arrival. If notified after this time we cannot guarantee that we can cater to the required diet. An additional fee applies per person per day for special diets and will be shown on your quote.

TERMS OF AGREEMENT

Any group using El Rancho agrees to abide by the following conditions:

- ✗ Minimum charges for accommodation apply to all bookings and this amount will be shown on your booking form.
- ✗ Our standard minimum rate per venue is 65% bed occupancy of total number of beds booked.
- ✗ All costs quoted are inclusive of GST.
- ✗ Rates are subject to review.

GENERAL RULES

- ✗ Alcohol and drugs are not to be brought onto the property.
- ✗ Firearms & dogs (with the exception of medically certified guide dogs) are not permitted on the property.
- ✗ Fire Safety regulations & insurance policies permit smoking outdoors only. Please make sure all butts are extinguished and placed in bins.
- ✗ It is the responsibility of the group organizer to ensure the venues are secured at night and at other times when nobody is using the venue. The group shall be held liable for any theft of equipment if the venue has not been secured.
- ✗ Damage caused to El Rancho property, facilities, equipment or infrastructure will be a cost to the group if not used appropriately.
- ✗ Noise is to be kept to a minimum at night. Between the hours of 10.00pm and 7.00am groups may continue to socialise, but noise must be kept at a level not to inconvenience other guests, including no use of amplified music.
- ✗ Do not tamper or play with fire-fighting equipment. False alarms may incur a Fire Service call-out which is currently a charge of \$1000 + GST. El Rancho's policy is to recover the call-out charge from any group involved in causing a false alarm.
- ✗ It is your responsibility to use the equipment we supply, plus any more that you bring with you with the safety of your group in mind. This is achieved by following safe practice when operating these activities.





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- × Please bring your own first aid supplies and organize 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. El Rancho has limited first aid supplies on site if required but these will be charged to your account.
 - × Groups are to gather and take any lost property home with them. When personal property is found onsite, it will be held for no longer than one month. We take no responsibility for the loss of items left onsite by guests.

Groups and individuals who are proposing to book any part of the El Rancho Complex should note that the complex is owned by Waikanae Christian Holiday Park Incorporated, a registered Charitable Society. 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 objectives or aims they believe to be contrary to the objectives of the Society.

