



Guest Information

Memories for Life™

Welcome to TOP 10 Holiday Parks



Five top reasons to stay with TOP 10 again

1. Consistently higher standards of quality

All TOP 10 Holiday Parks go through rigorous internal assessments to ensure our standards meet your expectations.

2. Warm welcome and clean facilities

Each Park is monitored through independent customer surveys.

3. Each Park has a bed for every budget

From well appointed self-contained units to cabins, motorhome and tent sites.

4. 50 fantastic Holiday Parks located throughout New Zealand

We are open for you 365 days a year.

5. TOP 10 money back guarantee

If you are not satisfied with our facilities or service on arrival, we will cheerfully refund your deposit.

We hope you enjoy your stay

TOP 10 Park Classifications

CLASSIC



Everything you've come to expect from a TOP 10 including a kids playground, BBQ area and TV Room plus 100mb free WiFi* and selected recreation facilities for you to enjoy during your stay. Almost all of these parks offer units and motels.

SUPERIOR



All of the amenities of a Classic TOP 10 plus somewhere to swim in the summer (either in the park or within easy walking distance), plus 250mb free WiFi*, Sky in the TV room and easy access to basic groceries and coffee. These parks all have motel units on site plus some additional recreation facilities and amenities.

PREMIUM



Offering all the facilities of the other two categories, these parks also offer a heated swimming pool or spa pool complex, Sky in the TV room and motel units, 500mb free WiFi* and our most comprehensive range of recreation facilities and amenities for everyone to enjoy.

All TOP 10 Holiday Parks continue to offer spectacularly clean facilities and market leading customer service. For full details on each Park please visit: top10.co.nz

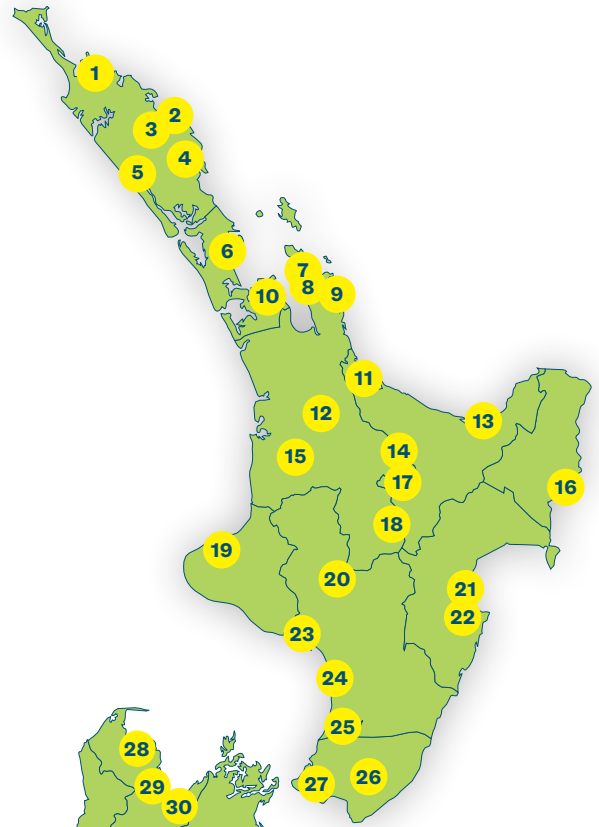
* Due to the remote nature of some parks there are limited instances where WiFi and connectivity can be challenging and (particularly in high season) these parks may not be in a position to provide the indicated data bundles.

We're everywhere you're going



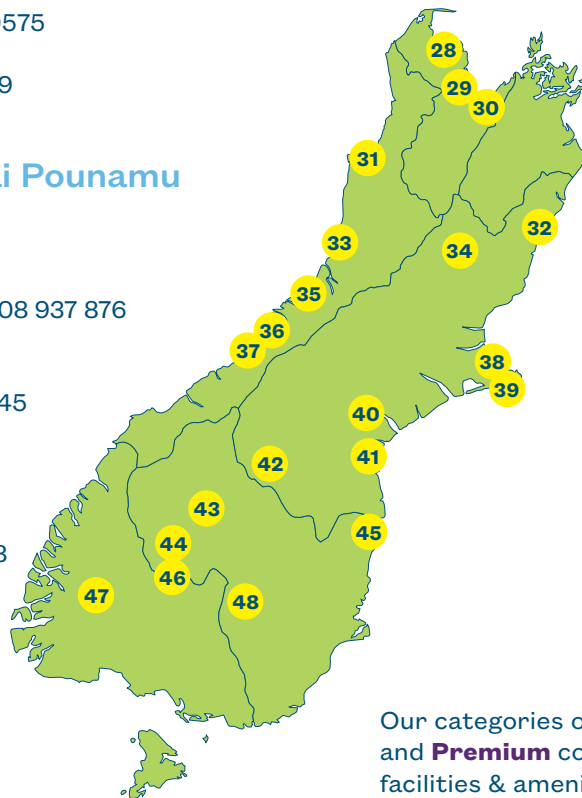
North Island Te Ika a Māui

1. **Whatuwhiwhi** 0800 142 444
2. **Russell** 0800 148 671
3. **Paihia** 0800 402 7678
4. **Whangārei** 0800 455 488
5. **Kauri Coast** 0800 807 200
6. **Red Beach** 0800 746 390
7. **Coromandel (Shelly Beach)** 0800 424 655
8. **Coromandel (Town)** 0800 267 646
9. **Hot Water Beach** 0800 246 823
10. **Orere Point** 0800 391 905
11. **Ōmokoroa** 0800 525 699
12. **Cambridge** 0800 226 274
13. **Ōhope Beach** 0800 264 673
14. **Rotorua (Blue Lake)** 0800 808 292
15. **Waitomo** 0508 498 666
16. **Gisborne (Waikanae Beach)** 0800 867 563
17. **Taupō** 0800 777 272
18. **Motutere Bay** 0800 668 229
19. **New Plymouth** 0800 758 256
20. **Ohakune** 0800 825 825
21. **Napier Beach** 0800 287 275
22. **Hastings** 0508 427 846
23. **Whanganui River** 0800 272 664
24. **Himatangi Beach** 0800 329 9575
25. **Levin** 0800 683 549
26. **Martinborough** 0800 780 909
27. **Wellington** 0800 948 686



South Island Te Wai Pounamu

28. **Pohara Beach** 0800 764 272
29. **Motueka** 0800 668 835
30. **Nelson City** 0800 778 898
31. **Westport (Carters Beach)** 0508 937 876
32. **Kaikōura** 0800 363 638
33. **Greymouth** 0800 867 104
34. **Hanmer Springs** 0800 904 545
35. **Ross Beach** 0800 767 723
36. **Franz Josef** 0800 467 897
37. **Fox Glacier** 0800 154 366
38. **Christchurch (Spencer Beach)** 0800 521 018
39. **Akaroa** 0800 727 525
40. **Geraldine** 0800 393 693
41. **Timaru** 0800 242 121
42. **Omarama** 0800 662 726
43. **Wānaka** 0800 229 8439
44. **Queenstown** 0800 462 267
45. **Oamaru** 0800 280 202
46. **Kingston** 0800 807 836
47. **Te Anau** 0800 249 555
48. **Roxburgh (Clutha Gold)** 0800 455 656



Our categories of **Classic**, **Superior** and **Premium** communicate what facilities & amenities a visitor can expect. More info at: top10.co.nz/classifications

Keep that TOP 10 *Holiday Feeling*
going, anywhere you can...



JOIN



the TOP 10 Club

The savings

Enjoy the benefits and savings from the very day you join.



SAVE at least 10% off accommodation at all TOP 10 Holiday Parks. Keep hanging out with us and those savings go up - to as much as 15% off*



BIG SAVINGS on Scenic Train journeys and on-board purchases



BIG SAVINGS on Interislander ferries and on-board purchases



SAVE 10% off accommodation at over 130 fully branded BIG4 Holiday Parks around Australia (up to \$50 per stay)



SAVE at over 300 activity operators, cafes and restaurants throughout the country



Bronze STATUS

10% OFF*
Up to \$40 per stay

Silver STATUS

+ \$2000 spent²

12% OFF*
Up to \$60 per stay

Gold STATUS

15% OFF*
Up to \$80 per stay
+ \$4000 spent³

More stays, more savings!
Earn this now!

¹ Immediately received upon joining

² \$2000 must be spent on TOP 10 accommodation within the membership period

³ \$4000 must be spent on TOP 10 accommodation within the membership period

* Additional terms and conditions apply

Just \$55 for two years

Sign up today



Join online at
top10.co.nz

Sign up at
any TOP 10
park reception



Call us on
0800 867 836



Give the gift
of a great holiday



Order Gift Vouchers Now

TOP 10 gift vouchers are a fantastic gift idea for that special friend, family member or work colleague for Christmas, Birthday, Mother's or Father's Day or even as a retirement present.

Giving your family members a fun holiday in the sun is a perfect start to summer, and a great way to wind down at the end of a long year.

TOP 10 gift vouchers are an easy way to pay for accommodation in any TOP 10 Holiday Park in New Zealand. They are valid for 2 years from the date of purchase and available in denominations of \$50.

TOP 10 gift vouchers can open up the possibilities of all these great experiences! Why not do it together? After all memories are made of this.



To order simply call **0800 867 836**, email info@top10.co.nz, or visit top10.co.nz/vouchers

十大假日公园欢迎您



十大假日公园在过去30年来为新西兰的假日公园（露营地/汽车营地）建立了质量标准，让您可放心享受物超所值的住宿和洁净完善的设施。

新西兰人拥有在露营地度假的传统，没有体验我们假日公园的假期是不完整的。

我们共有47家假日公园，提供各种类型的住宿选择——从汽车旅馆、自助式套房，到小木屋、帐篷和供电营地（房车和旅宿车），应有尽有。

我们所有的假日公园均位于公园一般的独特环境中，提供放松休闲的住宿场所，设有儿童游戏场地、BBQ烧烤、安全的室内和室外休闲区。假日公园拥有丰富的儿童娱乐设施，让家长们可放松享受度假时光。许多假日公园还设有网球场、游泳池、spa水疗池和蹦床等设施。如需了解此假日公园所提供的具体设施和住宿类型，请咨询前台服务人员。

在十大假日公园，您可认识其他游客，结交许多新朋友，探索该地区的所有热门景点，与全家尽享欢乐时光。

假日公园内有不成文的“客人礼仪须知”，我们希望您能了解一下，从而保证您和其他客人都可以在假日公园享受一段舒适的住宿体验。现在花些时间阅读一下这些事项可以帮助您最大程度地享受假日公园的入住时光。

建议/小贴士：

十大假日公园俱乐部会员卡：您可以在入住假日公园时从前台购买“十大假日公园俱乐部会员卡”（TOP 10 Club Membership），购卡后可立即享受此次住宿的优惠折扣。持该卡在入住十大假日公园集团下的假日公园时均可享受优惠。办理会员卡的费用为\$49新西兰元。每次住宿持该卡可以享受9折优惠，每次最多可节省\$40新西兰元。每张会员卡仅可享受一间客房或一个营地的优惠。您的会员卡有效期为2年。持该卡还可享受许多其他景点及活动的折扣优惠，包括Interislander岛际渡轮（连接南北岛的渡轮）9折优惠和房车保险的9折优惠。欲了解当地提供的所有折扣优惠，请咨询您入住的公园前台，最大程度地享受会员福利。

您需要入住哪种类型的营地：如果您是驾驶房车出行，您需要入住供电营地。供电营地为您的房车提供电源。不供电营地一般用于帐篷露营。如果您不清楚如何为房车连接电源或水源，请在抵达时告知前台工作人员，他们将很乐意为您提供帮助。

供电营地的使用：园区设有供电、供水和排污系统，供您在入住期间使用。这也是您清理车上污水的好机会。如果您是驾驶多辆房车出行，希望可以并排或就近停放，请告诉我们，我们会为您安排。

费用：每个营地的收费视使用营地的人数而定（包括成人和儿童）。一般来说，营地标示的价格为2人入住的价格，具体价格随人数而变，并非统一价格。请在抵达时向前台确认入住该营地的总人数。所有公园都接受信用卡或现金付款。请注意，我们必须时刻知晓使用您营地的客人总数，以确保在发生火灾或意外事件时掌握正确的客人信息。

厕所/淋浴：所有假日公园的厕所均为坐便，提醒客人请勿踩踏坐便。除提供的手纸外，请勿将其他物品扔入坐便。其他物品请扔到我们提供的垃圾桶内。请勿在任何情况下将公共淋浴区作为厕所使用。另外，洗澡时请拉好浴帘，减少水花外溅。

厨房：所有公园都提供公用厨房区，设有炉灶、厨具和BBQ烧烤设施，供客人免费使用。我们要求您清洁您使用过的公用设施，包括清洗厨具，并擦干放好。

大部分室内住处都提供电热水壶。电热水壶仅供烧水使用，请勿用于任何烹饪，因为不当使用可能引起火灾或造成水壶损坏。

此外，假日公园还提供烤面包机。提醒您只能将单个面包片放置于烤面包机内，不可放入夹了其他食物的三明治，因为不当使用可能引起火灾或造成面包机损坏。

许多假日公园还提供电饭锅。如果您在厨房中没看到电饭锅，可以询问前台工作人员是否提供。

吸烟：假日公园内的大部分区域均为禁烟区域。请您仅在指定的可吸烟区吸烟，具体可以咨询前台。根据法律规定，所有室内住处均为禁烟，如果您在室内住处里吸烟，将需要支付昂贵的额外清洁费用。

吐痰：考虑到其他客人的感受和公众健康，我们要求您不要在任何公共区域吐痰。

噪音：公园的开放式环境意味着噪音容易传播，并会影响到其他客人。因此，大部分公园在晚上10点后或早上8点前均不允许客人制造过大的噪音。

开车：由于所有客人均是驾车抵达假日公园，公园内会有行人和儿童与车辆混行的区域，请您小心驾驶，不要超过限速要求，并在倒车时格外留意。如果您驾驶房车前来并需要帮助的话，请告知公园的前台工作人员。

Wifi无线网络：我们所有的假日公园都提供无线网络，但由于许多公园地处偏远地区，加上独特的地理环境，网络连接和信号有时可能会差强人意。具体详情请咨询假日公园前台。



活动及观光：假日公园前台的工作人员对当地非常了解，可以为您提供旅游活动的建议和帮助。许多假日公园还设有旅游咨询台，并提供特别折扣优惠。前台工作人员还可以告知您去往下一目的地或旅游景点需要多长时间。他们还可以告知您需要为旅游活动留出多少时间。每座假日公园也非常乐意帮助您预订您想入住的下一座十大假日公园。

祝您享受一段美好的假日时光。
感谢您选择入住十大假日公园。

Conservation & recycling guide



Our environment, our future, our responsibility

Conservation is the key to a better environment for all. At TOP 10, we're committed to minimising our impact on the environment without compromising the quality of our products and services for our guests.

We encourage you to join us in our efforts to protect New Zealand's stunning and unique natural environment by embracing the conversation and recycling practices we employ in our Parks.

Thank you for helping us look after New Zealand for future generations to continue to enjoy.



Recycling

We recycle much of your waste and request that you separate recyclables for collection:

Glass, cans & plastic bottles

Please empty and rinse and then place in the designated recycling bins.

Newspaper, cardboard & paper

Please fold newspapers, paper and cardboard flat before placing in the designated recycling bins. Paper must be clean and free of food remnants.

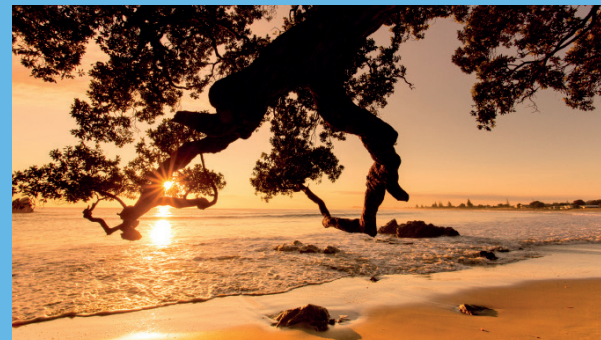
Energy, water and chemical conservation

To assist us in our efforts to conserve energy and water and keep our waterways healthy, we need your support to reduce the level of detergents and chemicals used and discharged into the environment. We encourage the following:

Lighting & Heating – please turn off all lights and heaters when you leave your room.

Water – please consider turning off taps while washing dishes, shaving or cleaning your teeth.

Towels – If your room is serviced and you do not wish your towels to be changed during your stay, please hang them on the towel rails. If you would like them changed please place them on the bathroom floor.



Book direct and save at **top10.co.nz**



Best price guarantee without any hidden fees

At TOP 10, we have the best price available when you book direct with us. We're so confident, that if you find a better rate and let us know within 24 hours from your booking time, we'll give you a \$50 TOP 10 Voucher*.



Easy and straightforward communication

Our friendly, local staff are standing by if you have any questions. When you book direct, there's no risk of your queries being dealt with offshore. Our team are ready for any special requests you have, and can amend, update or cancel your booking without delay. Want a unit near the playground? Need to check in later than usual? Let us know before you arrive, and we'll accommodate you as best we can.

*T&C's apply. Visit top10.co.nz/rateguarantee or contact info@top10.co.nz for more information.



Reinvest in Aotearoa New Zealand

When booking on top10.co.nz, you're supporting local. Booking through other online travel sites, some of your money goes offshore towards commission fees. This reduces the amount our holiday park owners have to maintain and operate the park. Booking direct means you're supporting local and creating jobs for our people in Aotearoa New Zealand.



Choose a great Holiday Park

By choosing TOP 10, you know you'll be booking a holiday park that has a reputation for cleanliness and quality you can trust. In our parks you'll find excellent communal facilities, plenty of space and children's play areas. Some of our parks even have pools, saunas, hot tubs and outdoor movie screenings.

So next time you're booking a TOP 10 Holiday Park, book direct on top10.co.nz where your loyalty is valued and we can ensure you're getting the best price and customer service possible.



top10.co.nz