



# Shelly Beach TOP 10 Holiday Park



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## Guest Information

This guide is to help all to have a great stay here at Shelly Beach TOP 10 Holiday Park. Your feedback is welcome at any time and sought to ensure you have a fantastic holiday experience. If you are disturbed by unreasonable noise at night, please use doorbell by reception's front door or phone us on 07 866 8988 so that we can address the issue promptly. Our standard *Booking Terms & Conditions* can be found on [www.shellybeachcoromandel.co.nz/bookingconditions](http://www.shellybeachcoromandel.co.nz/bookingconditions)

**Arrival and Departures** All our units are NON-SMOKING and NON-VAPING. Please leave your unit/site clean and tidy on departure. Check-out time is 10.00am. If you wish to stay another night, please let our reception staff know ASAP to check availability. Late check outs may be available for an additional charge, please see reception.

**Behaviour and Conduct** We are a Family Friendly holiday park (Groups may be charged a behaviour bond)

- Reasonable behaviour and dress at all times.
- Liquor is permitted on guest sites/units and within the dining room and BBQ areas only but will not be tolerated around the grounds or in other communal buildings.
- Excessive drinking, noise, parties and drugs are forbidden in park.
- No loud music, swearing or bad language.
- Quietness between 10.00pm and 7.00am, includes no radio or music please. If we hear you two tent sites away, then you are too loud. New Year's Eve this may be extended.
- Management reserves the right to refuse admission to any person and/or remove them from the holiday park, who in their opinion does not conduct themselves in a decent and reasonable manner. No refund will be made in such circumstances.
- Consideration must be shown at all times to other guests.
- Loss or accidents are the responsibility of management.
- No fires or fireworks on sites or beach please.

**Boom Gate** An Entry Code will be given upon arrival valid for entry to the park until 10am of the day of your departure - please use keypad outside shop for entry. No code is required for exiting.

**Cancellations & Early Departures** Our standard cancellation policy is on display in reception and our website. If an amendment or cancellation results in shortening of stay, no refund will be made.

### Campervans, Caravans & Tents

- Electricity can only be connected through an approved isolating transformer or RCD safety switch. Management reserves the right to disconnect any RCD leads it deems as unsafe.
- All campervans/caravans are to have a current electrical warrant of fitness (EWOFF) and comply with LPG standards (NZS 5423:1996).
- Chemical toilets and waste water must be emptied in the dump station only, do not empty chemical waste down the toilets.
- The Camping Regulation Act requires all caravans/campervans/tents to be positioned 1.5m from site boundary line and 0.5m from internal park roads.

- Vehicles must be parked within your site (if you have extra vehicles please advise reception).

### Heated Pool & splash zone

This is an unsupervised pool and splash zone for our guests. Children 14 & under must be accompanied by an adult at all times. Please follow rules outlined in the area. Hours outlined on the pool gate.

### Children's Playground & Jumping Pillow

Use of playground and jumping pillow is at your own risk - we ask that all children be supervised while using these areas. Please no shoes or socks on the jumping pillow or trampolines. No use after dark.

**Damage** All damage is to be reported to reception immediately. If required, the cost of damage to park property will be recovered. This includes the discharge of fire extinguishers without need.

**Emergencies** In ALL emergencies call 111 ASAP. For in park emergencies please let staff know ASAP by contacting office via emergency doorbell or calling the office number. Our Main Assembly point is by the flagpole by the entrance, or secondary point on grass play area by beach.

**Pets** Sorry No Pets during peak periods. During non-peak times pets are by arrangement with managements approval prior to arrival - please see reception staff for rules on our Pet Policy.

**Reception & Booking Services** Hours are on display outside reception - During Peak Times 8.00am to 8.00pm, and 8.30am to 7.00pm (off peak times). Security and noise issues only outside of these hours please. Free booking service at reception for:

- All your Coromandel Activities & Restaurants.
- Your next TOP 10 Holiday Park or your Interislander Ferry crossing.

**Rubbish & Recycling** Please do your bit and help us to recycle by placing your rubbish and recycling in the correct bins. Please ensure your recycling is cleaned and boxes flattened so it can be processed. Please absolutely NO fish or bait scraps in our bins.

**Speed limit** The speed limit within the Park is 10 kph. Please respect this limit as pedestrians and children are always present.

**Store** We have a Camp Store by reception for cold drinks, ice creams and other basic supplies.

**Visitors** For the safety of all in our park, all visitors must report to reception on arrival prior to entering the holiday park. Visitors are by courtesy of management at all times and must depart by 9.00pm. During the busy peak season, armbands may be required to be worn. If an armband is not shown on request, you may be asked to vacate our park. Visitors cars are only permitted in the holiday park grounds by managers approval.

**WiFi & Cellphone Coverage** On check in you should receive complimentary internet access instructions - more data can be purchased on the app. Remember our remote location means speeds can vary! Cellphone coverage can differ depending on your carrier on the Peninsula - we suggest by the beach is the best point for service within the park.



