**Vaccination Certificate Requirement Update**

We at Waiwhenua Farmstay and Riverside Park are committed to the wellbeing and safety of our guests and staff. In line with health and safety expectations and using the Work Safe guidelines we have conducted a risk assessment of the park.

Based on the outcomes of these assessments and the presence of immuno-compromised people on site we have implemented a no vaccination/no stay policy for a determined period.

**Where applicable, the Vaccination Certificate Requirements applies to stays from 15th December 2021 until further notice**

All guests over the age of 12 years are required to show a current Vaccination Certificate or official exemption at the time of check-in. Anyone unable to show or confirm either of these will be declined entry to the park.

We have additional guidelines around what is expected on arrival and during your stay including all guests having to scan in via the COVID tracer app or the manual system provided, wear masks where and when directed and social distance as practicable when asked to do so. All guests are expected to practice good personal hygiene (hand washing, not travelling if anyone in the party is unwell etc.).

We are undertaking an enhanced cleaning regime and offer sanitisation in appropriate areas of the park.

We kindly ask that all guests show respect to staff and other guests at the park.

If you have any further questions regarding vaccination policies, please get in touch with us directly.

**Booking Guarantee:**

We understand that the relative uncertainty we are all feeling might have implications for your confidence to book a stay our parks over the next couple of months and, with that in mind, we have introduced a **Booking Guarantee**

For bookings made from **1st December 2021**, this Guarantee is applicable if you are unable to travel **due to certain COVID-19 related developments**.

Should you someone in your party become sick with COVID-19 or someone as a close contact, you are forced into self-isolation or there is a Government mandate preventing you from travel in/from your local area/region or in the area to which you are intending to travel.

In these cases you will be able to make changes to your booking dates. We will provide a 12-month credit of either the deposit or the full payment with no cancellation or amendment charges added.

In the case of a request for a COVID-19 related amendment on personal grounds, guests may be requested to provide a medical certificate, or that of their determined close contact, to confirm the medical grounds on which the request is based.

**If your request to amend/cancel a booking is not linked to COVID-19 related matters as outlined above, standard T&C’s will apply.**

**All requests need to be by email or in urgent circumstances by phone with a following email.**

This **Book Guarantee** is in place whilst the COVID-19 Traffic Light system is in force in New Zealand and will be reassessed at each government authorised change to this system or at any other time deemed appropriate by management.

Should any of your party become sick or show any signs of sickness during your stay we ask that you immediately notify management by phone, stay in your site other than using the toilet and arrange for a Covid test at the first available opportunity. All necessary precautions and safety requirements are to be practiced. To protect our community and all families present we reserve the right to ask your party to leave the property immediately.

**Sanitation Requirements**

**during your stay**

Notice to all guests:

To slow the spread of the virus, and continue to help protect you, your whānau, and our community, it is important to keep up the healthy habits we know.

* Regularly wash and thoroughly dry your hands or use hand sanitiser as supplied before entering the ablution block and kitchen area
* Keep your distance from people you do not know including a one metre spacing in communal areas
* Clean or disinfect shared surfaces often- spray bottles are there to be used by all guests
* If you have cold, flu or COVID-19 symptoms, stay in your camp site and notify us to arrange a test.
* Sneeze and cough into your elbow.
* If you have cold, flu or COVID-19 symptoms, you should get a test. You must stay home until you get a negative result. Call your doctor or Healthline on 0800 358 5453 for advice about getting tested.
* By getting a test, you are helping to keep your community safe. Testing is always free for everyone.

**Testing sites in Hawkes Bay**

#### Covid-19 testing -Community Testing Centre

People can ring one of the numbers below to immediately book a test, or ring their doctor.

* Napier: 0800 TEST19 (8378 19) open 9am-5pm Mon-Sun.
* Hastings: 06 281 2644 open 8.30am-5pm Mon-Sat.

#### Splash Planet Covid-19 POP-UP testing centre, Grove Road, Hastings

#### Totara Health Flaxmere, Drive Thru Testing, Cnr Chatham Road & Caernarvon Road, Flaxmere, Hastings