HANMER SPRINGS FOREST CAMP

Group Reservations Form

Thank you for wanting to host a camp with us. Please fill in and return this form to **reservations@hanmerforestcamp.co.nz** — a deposit is required to secure your booking.

03 315 7202 · reservations@hanmerforestcamp.co.nz · hanmerforestcamp.co.nz

FOR OFFICE USE ONLY

☐ Dep Inv Sent / SS Updated ☐ Deposit Received ☐ Credit Note ☐ Confirmation

Notes

Contact Details

Group Name

Address

Contact Name

Contact Email

Phone Number

Alternate Number

Accounts Email

Reason for Booking

Dates & Information

Arrival Date

ETA

(Check-in 2pm–5pm)

☐ **Early Check-in (+$100)** — allows arrival at 12pm

Departure Date

ETD

(Check-out and Site departure time 10am at the latest)

☐ **Late Check-out (+$100)** — all keys back to reception by 10am. Guests must depart by 12pm. This is for communal facilities use only.

Number of Guests

Adults (16+)	Children (5–15yrs)	Infants (0–4yrs)	Day Guests ($6pp/day)

Please confirm numbers attending three weeks prior to arrival date and submit the rooming list at least two weeks prior to arrival date. Reductions in guest numbers or rooms within the 3 weeks prior to arrival are non-refundable.

Accommodation

Lodges, Huts & Sites (tick to select)

- ☐ **Full Camp booking** — private use of all facilities (175 beds/191 berths)
- ☐ **Abilities Lodge** (28 beds/31 berths) — minimum charge applies
- ☐ **Matariki** — self-contained (3 beds/5 berths)
- ☐ **Ngahere** — self-contained (2 beds/3 berths)

Ensor Lodge

- ☐ **Mountain Beech** (36 beds/44 berths) ____
- ☐ **Larch** (23 beds/24 berths) ____
- ☐ **Sequoia** (38 beds/40 berths) ____

Forestry Huts

- ☐ **Forestry Huts** — Twin (21 available) ____
- ☐ **Forestry Huts** — Double (3 available) ____

Kitchens, Extras & Hire

- ☐ **Big Kitchen** (100 people)
- ☐ **Maling Kitchen** (45 people)
- ☐ **Reid Kitchen** (40 people)
- ☐ **Small Kitchen** (20 people)
- ☐ **Cleaning** (refer to Cleaning Terms & Conditions)
- ☐ **Bedding Hire** — Single/Double bed packs, Towels
  - Single — Number required ____
  - Double — Number required ____
- ☐ **Rec Hall** — Day use ($105)
  ☐ Projector/Sound ($25/day)
- ☐ **BBQ Hire** ($10 per use)
- ☐ **Tea Towels & Wash-up Liquid** ($0.75 / $4 per bottle)
- ☐ **Unpowered Tent Sites** (22 available)
  - Number required ____

Other requests (please specify)

Deposit

A deposit of $500.00 (or 50% of total cost if less) is required to secure a group booking. For full camp bookings, please contact the Camp Managers regarding deposit amount.

Please wait for a booking confirmation to pay your deposit, deposits are to be made directly to our bank account.

Please use your booking name and camp date as reference when making a deposit.

Card on File (at Management's Discretion)

We reserve the right to request a valid credit or debit card be held on file at check-in to cover any additional costs. Where a card is held on file, you authorise us to process reasonable charges against it for damage, additional cleaning, or breaches of the camp policies set out below.

Catering & Activities

Would you like us to pass your details on to **Four Square** for catering?	☐ Yes	☐ No
Would you like us to pass your details on to **Rusty Carrot** for catering?	☐ Yes	☐ No
Would you like us to pass your details on to **Activity Hanmer** for camp activities?	☐ Yes	☐ No
Would you like us to help you book any **external activities** in Hanmer Springs?	☐ Yes	☐ No

Cleaning Terms & Conditions

- You are required to leave all buildings used by your group clean and tidy, taking all belongings with you.
- Please notify us about any spillage, soiling, or damage to camp rooms before your departure. If any damage occurs, you will be charged accordingly.
- Our staff will do a cleaning check on your rooms before you depart. Please notify us 30 minutes before your group departs so we can check all rooms, kitchens and lounge rooms, allowing time to rectify any cleaning. (Giving us less than this time tends to result in 1–2 people having to stay behind to rectify any issues.)
- Bathrooms are cleaned by staff; you are not required to clean the bathrooms you use.
- A cleaning checklist will be provided on check in. Cleaning is to be completed by 10am.
- If cleaning is not carried out to a satisfactory level, or your group decides last minute you'd like to pay for cleaning, the on-the-day prices below will apply.
- In the kitchens, all groups are responsible for bringing their own washing-up liquid, sponges and tea towels. Kitchens are equipped with crockery, cutlery and various kitchen equipment.
- Rubbish is to be sorted into paper/plastics (recycling), glass and general rubbish. Separate bins are provided inside/near the kitchens. Cardboard is to be removed off site. Please set aside time for a litter pick with your group on departure day.
- Pillows that need a replacement will be charged to the CC on file or to the invoice. Please leave our pillows at the camp. Our pillow covers are extra protectors — please bring your own pillowcase for your use.

Cleaning Expectations

Rooms

- Brush off all mattress protectors from dirt, grass and hairs.
- Place 1x pillow per single bed and 2x pillows per double bed, standing upright or laid on the bed.
- Bunk rooms — place all mattresses on their side, protectors facing out.
- Collect all rubbish, checking under and behind mattresses.
- Vacuum the bunks and under beds where space allows and vacuum the floors.
- Turn off heaters and lights, and close and lock the door behind you.
- Please notify staff that the rooms are ready to be checked.

Kitchen & Lounge Areas

- Wipe down all surfaces with disinfectant and check the couches for rubbish.
- Clean microwaves and ovens, inside and out.
- Wash, dry and put away dishes; empty and wipe down fridges.
- Put all rubbish/recycling outside for collection. All cardboard must be taken off site — failure to do so will result in a charge.
- Vacuum lounge and kitchen areas.
- Notify staff to carry out a cleaning check before you mop the kitchen floor.
- Turn off all lights before closing and locking all doors.

I agree to our cleaning terms and conditions and accept that failure to meet the above will result in on-the-day prices being charged to the final invoice.

Signature

Date

Cleaning Prices

Area	Pre-Ordered	Pre-order?		On the Day*
Abilities Lodge	$200.00	☐ Yes	☐ No	$325.00
Per Ensor Cabin or Forestry Hut	$8.00	☐ Yes	☐ No	$10.00
Big Kitchen	$130.00	☐ Yes	☐ No	$200.00
Reid / Maling / Small Kitchen	$105.00	☐ Yes	☐ No	$170.00
Rec Hall	$65.00	☐ Yes	☐ No	$105.00

**Prices subject to change at management's discretion.*

Camp Policies

- On arrival, please ask the group leader to check in at the office. We will not hand out keys to anyone except the group leader, unless notified prior to arrival. The group leader will be required to sign the agreement confirming they understand the camp's terms and conditions.
- Please allow a 5–10-minute briefing at reception with the group leader before checking into your rooms. This is to be relayed to the group by the leader after checking in.
- We ask groups to respect other guests. Children need to be well supervised at all times. Quiet time is 10pm – 8am.
- Please switch off all lights when not in use. Ensure all waste is correctly recycled, and food scraps are placed in the correct bin with no plastic, tin foil or other non-food products — a waste disposal charge may otherwise be added to your bill.
- We are a no-smoking establishment, with a strict no-smoking code throughout the camp. Please inform smokers in your group that they must use the designated smoking area at the front of the camp. A charge of $200 applies for anyone smoking in or around buildings or the campground.

- Dogs are only permitted on campsites, in tents or campers. Dogs are not permitted in any of the accommodations or communal areas (kitchens, toilets etc). Dogs must always be on a leash. Excessive barking or aggressive behaviour may result in being asked to leave. Please pick up after your dog. If evidence of dogs being kept in prohibited areas is apparent, you may be fined $200.00 for cleaning and asked to leave. Exceptions can be made for service dogs, provided certification is supplied prior to arrival.
- Please ensure chewing gum and aerosol deodorants are not brought to camp — aerosols can set off the fire/smoke alarms in rooms and cabins.
- Alcohol consumption is permitted in moderation. Intoxicated or noisy people or groups will be required to leave camp immediately and can face a fine of up to $1000. Please be respectful of other guests on site.
- The camp office is open 8:30am–5pm Sunday–Thursday, and 8:30am–6:00pm Friday–Saturday. Outside these hours, please contact us via the intercom system for urgent requests only — a wifi code is not an emergency! A call-out fee of $50 applies if staff are called out for anything other than an urgent request or emergency.
- Personal property is at the guest's own liability; the camp is not liable for any damage or theft. Property left on site will be kept safe for up to 30 days, after which unclaimed items will be donated to the camp or a local charity.

I hereby agree that I and my group understand, will abide with and accept the camp policies, and agree to pay for any loss of income or damage caused by myself and/or my group's actions or omissions towards Hanmer Springs Forest Camp, its property and staff.

Signed

Date

Cancellation Policy

- Any cancellation will result in your deposit being forfeited. No exceptions.
- Rescheduling your booking will result in an additional $100 administration fee. Bookings can only be rescheduled once and must be within 12 months of the original arrival date.
- Cancellations due to flight disruption, road closures, or weather events are treated the same as any other cancellation and fall under our standard cancellation policy above. We strongly recommend all guests take out travel insurance to cover this risk, as we cannot offer refunds or exceptions for events outside our control.

Groups of 10–20 Persons

- More than 60 days before arrival: deposit forfeited.
- 31–59 days before arrival: a cancellation fee of 50% of total booking cost.
- 15–30 days before arrival: a cancellation fee of 75% of total booking cost.
- 14 days or less before arrival: a cancellation fee of 100% of total booking cost.

Groups of 20+ Persons

- More than 90 days before arrival: deposit forfeited.
- 60–89 days before arrival: a cancellation fee of 25% of total booking cost.
- 30–59 days before arrival: a cancellation fee of 50% of total booking cost.
- 15–29 days before arrival: a cancellation fee of 75% of total booking cost.
- 14 days or less before arrival: a cancellation fee of 100% of total booking cost.

Abilities Lodge Booking

- More than 120 days before arrival: deposit forfeited.
- 90–119 days before arrival: a cancellation fee of 25% of total booking cost.
- 60–89 days before arrival: a cancellation fee of 50% of total booking cost.
- 30–59 days before arrival: a cancellation fee of 75% of total booking cost.
- Less than 30 days before arrival: a cancellation fee of 100% of total booking cost.

Whole Camp Booking

- More than 120 days before arrival: deposit forfeited.
- 90–120 days before arrival: a cancellation fee of 50% of total booking cost.
- 60–89 days before arrival: a cancellation fee of 75% of total booking cost.
- Less than 60 days before arrival: full payment of total booking cost.

Please touch base with us three weeks prior to your arrival to update us of any changes to your numbers. We require your final numbers and rooming list at the latest the day before your arrival.

Bookings are secured when the reservation form is received and the deposit invoice has been paid. Prices are subject to change. Quotes are only valid for 7 days.