

Kia ora campers,

With the summer holidays nearing, understandably there is lots of uncertainty amongst us all regarding Covid-19. This summer will certainly look quite different to what we are used to experiencing at Camp Waipu Cove. We do ask for your understanding and co-operation as we navigate our way through these challenging times, and the operational changes that will be necessary. We do feel relieved that we will be able to welcome back campers for summer..

Our main priority continues to be the safety of our campers, visitors, and staff. As such, we will be doing our best to provide a safe holiday and working environment for us all. When the traffic light system begins, we will be able to operate under all traffic light levels. Below is what we will be implementing for this summer to make your stay as safe and enjoyable as possible.

**Full vaccination is mandatory for all guests aged 12 years and 3 months or older from the 15<sup>th</sup> of December 2021**

The Waipu Cove Reserve Board met on the 1<sup>st</sup> December 2021, and after careful consideration to our Health and Safety obligations (including undertaking a risk assessment) the board have mandated that **compulsory double vaccinations are required for all guests 12 years and 3 months and older. This is a requirement for all customers from the 15<sup>th</sup> December 2021.** This will remain in place until such time it is deemed unnecessary by the Waipu Cove Reserve Board.

Campers will be required to show their “My Vaccine Pass” on arrival. We cannot accept your purple vaccination card or vaccination confirmation letter as proof of your vaccination status. Your “My Vaccine Pass” will be scanned using the “NZ Pass Verifier” app. There will be an increased security presence within the camp this summer with random checks being conducted by our security staff. ID may also be required to verify your vaccine pass. You still have time to get fully vaccinated before Christmas if you wish to holiday with us.

**Please do not contact our team for information about My Vaccine Passes or COVID-19 health advice. The passes are easy to download, store on your phone or print. Please see <https://covid19.govt.nz/covid-19-vaccines/covid-19-vaccination-certificates/my-vaccine-pass/>**

### **Wristbands**

This year all campers (and visitors) aged 3 years + will be required to wear a wristband for the duration of their stay/visit. This will be compulsory so we can ensure those in the camp and using our facilities are meant to be here. **Anyone not wearing a wristband will be asked to leave.** Wristbands will be issued on check-in for the number of people registered for your booking, aged 3 years and older. If you require a replacement wrist band please return your old one to reception so it can be swapped out for a new one

### **Day Visitors**

Visiting hours will strictly be from 8am to 10pm. Visitors’ hours may change if there are any new concerns for the safety of our campers. Under the compulsory vaccinations policy, visitors will be required to be fully vaccinated and provide proof of vaccination on arrival. ID may also be required. Visitors must register with the office between the hours of 8am and 6pm on entry to the camp. They will be given their own wristbands to wear in a different colour. We are asking that visitors be kept to a minimum this summer. Visitors to please use the Covid tracer app when using any of our amenity blocks. Please note, any visitors are still the responsibility of the guests they are visiting, so please ensure your visitors have registered with the office and are following our camp protocols. If they fail to comply, this will affect your ability to stay with us and your guest will be asked to leave the camp.

### **Annual site holders**

Annual site holders will follow the same procedures on check-in, scanning of “My Vaccine Pass” and a wrist band will be issued. If you have people on your list who do not have a “My Vaccine Pass” then they will not be able to enter the camping ground .It is the site holder’s responsibility to advise them of this policy.

## **Staff & Contractors**

All staff and contractors will be vaccinated

## **Mask wearing**

Face masks are mandatory in the reception area for anyone over 12 years of age. We ask that you wear face masks in the amenity areas and maintain physical distancing at all times. Our staff will be wearing masks. Sorry, we will be unable to serve anyone not wearing a face mask in our reception

## **Payment prior to arrival and pre-registration**

This year all bookings must be paid in full prior to your arrival date. Payment must be made 72 hours prior to your arrival date, either on-line or by bank transfer. Pre-registration must also be completed on-line 72 hours prior to arrival date. This is to reduce contact and time spent in our office as much as possible as it is a small area. Pre stay emails will be sent well in advance to you.

## **Tracer App Scanning**

Please scan the tracer app when you check-in at the office, enter an amenity block, and whenever you re-enter the campground. Each of our toilet blocks has a unique Covid QR scanning code

## **Ice sales**

Ice will be sold at the Waipu Cove General Store this year, ice will not be available from the camp office. The Waipu Cove General Store have our ice freezer so supply should not be an issue for them

## **Safe distancing**

Please keep 1m distance from others you do not know, and safe distancing must be practiced in communal spaces. For family and friends, we ask you to respect your neighbours by keeping your gatherings on site small

## **Amenity blocks**

- We have unique Covid QR scanning codes in each toilet block to allow for campers to scan when using these facilities. We ask visitors to please scan when using these blocks. Please only use the closest toilet block to your site if possible and avoid using multiple toilet blocks during your stay. There will be increased daily cleaning and sanitising of our facilities. Hand sanitiser and disinfectant is supplied in every block. **Windows and doors will be left open in our blocks to allow for ventilation. We strongly recommend you spend less than 15 minutes inside our ablution facilities as this heavily reduces your risk of exposure.**

## **Playground**

This will be for guests and registered visitors only. Children must be supervised at all times.

## **All weather and TV room**

The All-weather and TV room will be closed under traffic light levels RED and ORANGE.

## **Summer camp activities**

Unfortunately this year we have had to cancel face painting, yoga, quiz night, movie nights, Waipu campers bowls day and Surf Club happy hours. We are waiting to hear if the surf club "Club Day" will be running. We hope these activities will all be back next Christmas period.

## **Tennis court and multi-purpose sports surface**

Please bring your own sporting equipment if you wish to use this facility, we encourage bookings to be made by calling 09 432 0410.

### **Cancellation of booking**

We are mindful that not everyone will agree with (or be happy about) these necessary changes we need to implement, but these changes are important for everyone's safety and wellbeing at the current time. In light of this, if you do wish to cancel your casual site booking you have up until the 10<sup>th</sup> of December 8.30pm to do this, and we will fully refund your booking with no cancellation fee. You will need to email us your bank account details for us to process your refund. Please email (do not phone) our team at [info@campwaipucove.com](mailto:info@campwaipucove.com). *If you do choose to cancel your booking please be aware you will lose your preferential booking status for the 2022/2023 Christmas summer period.* After the 10<sup>th</sup> of December 2021 our normal cancellation policy will apply.

### **If you are feeling unwell or with covid symptoms**

Please do not arrive at the camp if you are feeling unwell or showing covid symptoms, instead please stay home. If you feel unwell during your stay or start to show covid symptoms, please contact the Manager on Duty.

### **Covid outbreak**

If there is an outbreak in the Waipu area or possibly in our Camping Ground, we will follow the Northland District Health Board instructions. We have a public health contact within the NDHB that they are providing guidance to us. In mid January 2022 the Government will provide an update to the current traffic light settings and make any changes necessary, so please be aware the way we operate may be subject to change on or after this date.

We hope this information helps to answer some of the questions you may have about your stay this summer, and provides some clarity as to the measures we are taking to ensure the safety of staff, guests and visitors. We will keep you updated with any further information, and please look out for your pre stay emails closer to your arrival date.

Stay safe and take care, and lets all have a well-deserved and enjoyable summer at the beach!

The Team at Camp Waipu Cove

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