



Mangapapa Hotel – Managing Covid 19 Policy

To ensure Mangapapa is an even safer place for all, we are putting these extra measures in place until further notice:

- Upon arrival please sign in with Covid tracing app via your device.
- If you have been overseas in the last 14 days or you are feeling unwell then we ask you stay at home. We are not able to offer for people to self-isolate within the hotel.
- You must only enter the hotel or restaurant if you have a reservation. We cannot accept any persons without a reservation.
- When government guidance requires, our dining tables in the restaurant will be set at a minimum of 1.5 meters apart and room service will be offered for all of our guests staying in the hotel so they can maintain social distance. If government levels increase, table service will be the guests only option for drinks service. The bar will not be available for guests to walk up to.
- When Government levels are above level 1, upon arrival guests will be kindly asked to read the Covid-19 recommendations and sign a declaration to confirm they are happy with our precautions and to confirm they have not been overseas in the last 14 days.
- Mangapapa cannot be held responsible for guests contracting the virus.
- We kindly ask all guests to use the hand sanitisers provided around the hotel when coming in and out of public areas.
- We recommend all guests maintain social distance and are welcome to wear a mask if that makes them feel more comfortable in public areas.
- We have increased sanitation across all public spaces and high touch areas.
- Our team will be practising social distancing/wearing masks at times so please do not be offended if hands are not shaken or distance is kept in exchanges. We are simply trying to maintain your safety.
- Our Spa Sanctuary will be closed if government guidance advises this due to level increases. Please contact our team to find out about the possibility of using the spa or booking a treatment.
- With regards to spa treatments booked, if you feel unwell, we ask you to cancel your spa treatments with as much notice as possible. Our spa cancellation policy will still apply.
- With regards to our accommodation cancellation policy, management discretion will be used with regards to government information at alert levels. Our hotel policy applies when booking as per cancellation outside of 30 days - 100% no charge. Cancellation within 30 days – Deposit Forfeit (50% of rate is deposit). Cancellation within 10 days – 100% of rate charged.

Please speak to our team if you have any questions or concerns.

Stay well and look after each other.

Kia Kaha,

The Mangapapa Hotel Team