



Fonterra Brands (Tip Top) Ltd



• PO Box 722, Shortland Street, Auckland • 113 Carbine Road, Mt Wellington, Auckland, New Zealand • Telephone +64-9-573 7200 • Facsimile +64-9-573 7301 •

Tip Top FACTORY TOUR INFORMATION / CONDITIONS OF VISIT 2011

Please make sure you read the following information otherwise access may be denied

FACTORY TOUR HOURS:

- Monday to Friday
- Sorry, no tours on weekends or public holidays
- First tour starts 9.30am, last tour 2 pm
- Bookings subject to availability
- Ice cream is not available for purchase on site

COST OF TOURS:

- All Visitors: **\$5.00** per person (Including supervisors/adults)
 - Birthday parties **\$8.00** per child and **\$5.00** per adult. www.tiptop.co.nz
- A portion of the entrance fee will be donated to charity**

PAYMENT:

- Once your booking is confirmed you will be liable for the cost of the total number of people booked for – unless notification is received 3 weeks prior to your tour date
- Payment on the day please – we do not invoice
- **Only cash or cheques are accepted (No Eftpos or Visa)**
- Please make cheques out to Fonterra Brands (Tip Top) Ltd.

GROUP SIZE:

- Maximum 35 people per tour (this includes babies, children and adult supervisors)
- Small groups will be booked together

SCHOOL/LARGE GROUP INFORMATION:

- Groups of more than 35 people need to make more than one booking
- If groups arrive together they will be split and rotated on the hour. Please ensure that the groups are organized prior to the start of the tour

TOUR CONTENT:

- Step by step guide of how Tip Top make their famously creamy ice cream
- Watch ice cream production from enclosed viewing galleries
- Short DVD about Tip Top ice cream
- Chance to sample Tip Top ice cream

Tours will be tailored to suit the audience. Unfortunately we are unable to provide customized tours for specialist groups.

TOUR DURATION:

- Maximum 1 hour
- Please arrive 15 minutes prior to the start of your tour
- **Tours start on time; if you are late you may miss the tour**

FACILITIES:

- Kids playground (children must be accompanied by an adult at all times)
- Shade from the sun is available in the kids playground area
- Toilet facilities available in the factory
- Sorry, there is NO enclosed area for groups to wait in the case of rain

BUSES:

- **BENDY BUSES ARE NOT ALLOWED ON SITE due to health and safety requirements.**
- ALL buses must be able to deliver the passengers to the LOWER PLAYGROUND car park. [Please check with your bus company that they are aware of this.](#)
- No one is allowed to walk on site from the main entrance
- Bus Companies are aware they may not offer you BENDY BUSES for hire

HEALTH & SAFETY:

Access:

- Currently no **wheelchair** access (*Tip Top hope to have wheel chair access in the near future*)
- **Pushchairs** not permitted on the factory tour (backpacks/frontpacks are okay)
- Please note there are a large number of stairs **and tour members need to be physically able.**

Emergency Evacuation Procedures:

- In the unlikely event of an emergency evacuation, your tour guide will direct you to the nearest designated assembly area 9

Groups:

- Please ensure that children are accompanied at all times and supervised in the playground.

Allergies:

- Please let Tip Top know if any members of the tour group have allergies prior to your visit. Ensure an adult takes responsibility for assisting children with allergies in making a safe choice. Parents can be directed to the website to check product ingredients and to pre select a suitable choice for their child. www.tiptop.co.nz

BOOKING:

- All tours MUST be pre booked and confirmed
- Once a tour is booked Tip Top will issue you with a booking number and ticket

ON ARRIVAL:

- Please report to the Tip Top security gate with your booking ticket (issued when you book the tour)
- Sorry no confirmed booking, no site access
- Security will direct you to the lower car park
- Please arrive 10 minutes before your tour commences
- Please report to reception on arrival
- Payment on arrival please

COMPANY SECURITY CAR CHECKS:

- Your car will be subjected to inspection upon departure

Please make sure your group is aware of this so as not to cause any embarrassment

Thank you for your inquiry. If you have any further questions please contact us on 09 573 7200 or email factorytour@tiptop.co.nz

Please note that our tours are very popular. A prior booking at least three weeks in advance is advisable, particularly during school holidays. Tours in July school holidays are always closed due to an annual factory closure. Entry will be denied without a booking.

Regards
Madelaine Douglas and Paula Dulihanty
Tip Top TOUR GUIDES

PLEASE SIGN & RETURN THE CONSENT FORM BELOW:

Individuals:

I (name) _____ have read, understood and agree to the above-described conditions of entry.

Or

Tour Groups/Birthday Parties:

I (name & group name, school, organization) _____ have read, understood and communicated the above-described conditions of entry to my tour group (including all parents and caregivers of tour participants). Group organizers need to inform ALL MEMBERS OF THE TERMS AND CONDITIONS.

I understand that any individual health issue (allergies) or other special needs should be discussed with Tip Top prior to the visit.

Tour Date: _____ **Tour Time:** _____

Confirmed Number of Visitors: Adults _____ Children: _____ **Total** _____ (max 35 people per group)

Tour Booking Number: _____ Contact phone number / mob _____

SIGNED: _____

Email
factorytour@tiptop.co.nz

Physical Address
113 Carbine Rd
Mt Wellington
Auckland

Post
Tip Top Factory Tours
PO Box 722
Shortland Street
Auckland