

# Tip Top Factory Tour

## Terms and Conditions

### Booking your Tour

- All tour bookings are on request until confirmed via email (booking three weeks in advance is advisable).
- Bookings subject to availability (we will be in touch within 3 working days of your request).
- Minimum tour size is 12 people. Small groups of less than 12 people will be grouped with other existing bookings where possible.
- Maximum 35 people per tour (this includes children/babies and adult supervisors).
- Groups of more than 35 people will need multiple bookings. If all arrive together then the group will need to be split and rotated on the half hour.

### Before your Tour

- A copy of the Tour T&C's must be provided in advance to all adults/supervisors attending.
- New Covid-19 contact tracing requirement: A list of the names and phone contacts of every tour participant (including children) must be e-mailed to [factorytour@tiptop.co.nz](mailto:factorytour@tiptop.co.nz) at least seven days prior to your tour. If contact details are not provided the tour may be cancelled.

### Prices and Payment

- The tour price is subject to change without notice prior to or after accepting your booking. You will find the most up to date tour price listed on our website.
- Payment is required on arrival at the Tour Reception.
- We accept EFTPOS, VISA or cheque. Cheques should be made out to Tip Top Ice Cream Company Limited.
- We DO NOT Issue invoices or accept cash.
- Once your booking is confirmed, you will be liable for the cost of the total number of people booked for, unless notification of cancellation is received at least two weeks prior to your tour date.

## Supervision of Children

- Supervisors are responsible for supervising the children in their group at all times.
- The following supervisor ratios must be complied with: 1 adult to 6 children for preschoolers, primary schools and holiday programmes. 1 adult to 10 children for intermediate and college students.

## Allergies

- Let your tour guide know prior to arrival if any members of your group have allergies.
- Ensure an adult takes responsibility for assisting children with allergies in making a safe choice from our ice cream range.

## Accessibility

- Visitors need to be physically able to cope with climbing stairs. There are 68 stairs from the carpark to the tour reception and a further 24 steps to access the tour galleries.
- There is wheelchair access but by prior arrangement only. Walking frames and crutches are not permitted as they will prove hazardous during an emergency evacuation.
- Pushchairs and prams are not permitted on the factory tour. Babies and children must not be carried by hand during the tour. If a child needs to be carried they must be in a back pack, front pack, or baby sling.



## Getting here

- All visitors must arrive on site in a vehicle. Using public transport is not permitted.
- Visitors arriving on foot will be denied access to the site.
- Dropping off and picking up visitors from Carbine Road is NOT permitted but visitors may be dropped off and picked up from the designated tour car park on site.
- If you're hiring a bus, please ensure you hire a single axle bus (four-wheeled buses only). Bendy buses and double axle buses are not permitted, as they are too large to enter the site. Before you hire a bus, check with the bus company that they are aware of the access conditions of our site.



## What to wear and bring

- Everyone must wear closed in shoes. No open toe shoes, jandals, or bare feet.



- We ask that all mobile phones are turned off for the duration of the tour as a courtesy to all.
- Animals are not permitted on site.
- Photos are allowed in the “Magic Moments” tour room only. Sorry no photos in the factory

## On Arrival

- Anyone with cold or flu-like symptoms should not enter the factory site and should not attend the tour.
- Please report to the Tip Top security gate with your booking name. No confirmed booking, no site access.
- All group leaders must scan the NZ COVID Tracer QR code at the gatehouse. The group will not be admitted to site otherwise.
- Tip Top may refuse entry to or evict any person it reasonable believes is adversely affected by alcohol or drugs.
- Security will direct you to park in the lower car park in front of the playground.
- Tour members may play on the playground prior to the start of their tour.
- Follow the blue line up the stairs to report to Tour Reception 15 minutes prior to the start time of the tour to meet your tour guide. Late arrivals will miss the tour.
- No smoking anywhere on site.
- The entire group must be escorted to the factory together.

## During the Tour

- All visitors must stay with the group and on designated walkways at all times.
- All visitors must comply with Tip Top staff instructions.
- Personal property is your responsibility and Tip Top will not be responsible for any loss or damage to personal property.

## Emergency evacuation procedures

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

## Liability

- Tip Top reserves the right, in its sole discretion, to refuse any individual or group access to the Tip Top factory for any reason whatsoever.
- All tour members take part in the tour at their own risk. Tip Top disclaims, to the maximum extent permitted by law, all liability arising from or in connection with the tour, including without limitation, any injury, illness or accident resulting from or occurring during the course of the tour.
- Tip Top will in no circumstances be liable for any liability resulting from or in connection with any of these tour rules and conditions of entry by the participant(s).
- It is the tour group organiser's responsibility to verify the suitability of vehicles and buses prior to hireage.
- Your vehicle will be subject to security inspection upon entry and departure - please ensure your group is aware of this to avoid any embarrassment.