

Tip Top Factory Tour

Terms and Conditions

Booking your Tour

- All tour bookings are for the number of participants stated on the confirmation email. Extra participants are not permitted on site without prior permission.
- The following people should NOT make an online booking but a “Special Booking” by emailing factorytour@tiptop.co.nz
 - Large groups of more than 12 people - including but not limited to Organisational groups such as businesses, community groups, holiday programs and educational institutes.
 - Participants requiring Tour Mobility Parking
 - Any group with a participant in a wheelchair, or participants that may require extra staff or time allocated to the tour.
- The maximum is 35 people per tour. Groups of more than 35 people will need multiple bookings.

Before your Tour

- The group leader on the day of the tour must ensure all adult participants are made aware of Terms and Conditions before the tour, and that all group participants meet the requirements.

Prices and Payment

- We accept EFTPOS or credit card as payment **ONLY. No Cash payments.**
- Payment can be made at the Tour Reception.
- We DO NOT issue invoices or tax receipts **except by prior arrangement.**
- 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.

Supervision of Children

- Supervisors are responsible for always supervising the children in their group.
- Children must be accompanied by a Supervisor that is at least 16 years of age.
- 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 and dietary requirements

- Members of your group may have the opportunity to try our products during the tour.
- Prior to your tour day- let Factory Tours know of any severe allergies or dietary requirements that may require items being removed from the freezers - factorytour@tiptop.co.nz
- Prior to your tour starting- let your tour guide know if any members of your group have allergies or dietary requirements.
- On tour- ensure an adult takes responsibility for assisting children with allergies in making a safe choice from our frozen product 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 backpack, front pack, or baby sling, allowing the adult to be hands free during an emergency.






Getting here


- All visitors must arrive on site in a vehicle. Visitors not arriving in a vehicle will be denied access to the site. This includes, but is not limited to - walk in visitors, bicycles, scooters, e-bikes, e-scooters, skateboards etc
- 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 access the Tour Carpark. 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. 
- Tour Participants must be fully clothed to attend the tour. Clothing must be worn over swimsuits.
- Animals are not permitted on site. 
- Photos are allowed at the Tour Reception, Main Reception and “Magic Moments” tour room only. Sorry no photos in or of the factory. 

On Arrival

- Anyone with cold or flu-like symptoms must not enter the factory site and must not attend the tour.
- No smoking or vaping anywhere on site. 
- Please report to the Tip Top security gate with your booking name and a copy of your confirmation email. No proof of confirmed booking, no site access.
- Tip Top may refuse entry to or evict any person it reasonably believes is adversely affected by alcohol or drugs.

- Participants without a valid Mobility Permit for someone in their group must park in the lower car park in front of the playground.
- Participants with a valid Mobility Permit for someone in their group may park in the upper Mobility car park in front of the Tour Reception.
- Tour participants may play on the playground prior to the start of their tour. Children must be supervised on the playground by an adult.
- Follow the blue line up the stairs to report to Tour Reception at least 15 minutes prior to the start time of the tour to meet your tour guide. Late arrivals will miss the tour.

During the Tour

- All participants must follow the Tour Guide and stick with the group.
- Participants must stick to designated walkways. Supervisors are responsible for ensuring the children in their group stay in the designated areas.
- All participants 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 may be subject to random security inspection upon entry and/or departure - please ensure your group is aware of this to avoid any embarrassment.