An aerial photograph of Whakapapa Village, showing a large multi-story building with a blue roof and white walls, surrounded by smaller buildings and a road. The village is situated on a hillside, with a steep, rocky slope visible on the left side of the image. The background is filled with dense green forest.

Department of
Conservation
Tongariro Taupo
Conservancy

WHAKAPAPA
VILLAGE
SITE AND
LANDSCAPE
PLAN

OPERATIONAL
PLAN
January 2008

**Department of Conservation
Tongariro Taupo Conservancy**

**WHAKAPAPA VILLAGE
SITE AND LANDSCAPE PLAN**

**'OPERATIONAL PLAN'
December 2007**

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1.0 Introduction to Whakapapa Village Site and Landscape Plan

Whakapapa Village (the Village) is an integral part of the Tongariro National Park, nestled on the lower slopes of Mount Ruapehu. The Village has distinct qualities of character and charm and is the historic hub of a thriving sub-alpine community, valuable both to those residing in and around the village as well as to the significant number of annual visitors.

The Village character is defined by many influencing factors including; the sub-alpine location at an approximate height of 1140 metres above sea level, the natural landscape of the surrounding Tongariro National Park, the altitude, climate, as well as the Villages historic and cultural past.

The economic value of the Village to concessionaires and local business is defined by its location and accessibility to the National Park, and the use and enjoyment of the Park by visitors. The competitive nature of business often drive user groups to demand more of the Village site, which can result in a wide spectrum of National Park management pressures.

The Whakapapa Village Site and Landscape Plan, aims to simplify the management of the village by providing a concise set of standards to manage the aesthetic values and character of the Village in keeping with the surrounding natural landscape of the Tongariro National Park.

The plan also sets out to outline any changes seen necessary to better utilise the existing Village environment in a manner that provides for the essential needs of Tongariro National Park visitors and the community.

2.0 Planning Framework

The management of the Tongariro National Park must be consistent with its overarching legislation, the National Parks Act 1980, and, where relevant, the Conservation Act 1987 (including legislation identified in its schedules) and the General Policy for National Parks 2005.

The Tongariro National Park Management Plan (TNPMP) sits underneath the Tongariro-Taupo Conservancy Conservation Management Strategy (CMS) and is the specific guiding document for the management of Tongariro National Park. The TNPMP was completed in October 2006 and outlined the need for a further 'Site and Landscape Management Plan' for Whakapapa Village (TNPMP section 6.1 policy 4).

The site and landscape concepts considered for the Village incorporate the policies and objectives outlined in the TNPMP. The Village area is gazetted as an 'amenity area' under the National Parks Act 1980, and the site and landscape concepts reflect this status.

The Whakapapa Village Site and Landscape plan is required to be consistent with the relevant sections in the Ruapehu District Plan.

The Whakapapa Village Site and Landscape plan will be reviewed every 5 years, consistent with TNPMP section 6.5.1 policy 1.

3.0 Objectives

a) Identify values of Whakapapa Village that need protection.

The department recognises that the Village encompasses a community unique to New Zealand with its distinctive alpine culture, and historic character. A complex array of pressures exists within the Village due to a constant demand for greater commercial use. This demand for inappropriate commercial development risks jeopardising both the key values of the Village itself, and perhaps more importantly, those of the surrounding National Park.

b) Ensure the aesthetic character of the Village is not compromised through inappropriate design.

The site and landscape plan will outline the use of signs, building colours and landscaping in the Village. It aims to address contentious issues that the department frequently encounters. The impact of the signage, colour and landscaping in the Village has the potential to compromise the landscape integrity of the Village in a National Park setting. A consistent approach to this by all Village stakeholders ensures the qualities of the Village and surrounding National Park landscape is not exposed to inappropriate commercialism.

c) Focus on enhancing the visitor experience through facility provisions.

The department is responsible for ensuring visitors to the park have an enjoyable experience, receive essential services and are able to pursue opportunities that reflect the outstanding value of the Tongariro National Park.

There is a balance between providing these services in the village and retaining the 'National Park' feel of the site. This means the commercial operators must be professional and sensitive to their landscape.

d) Identify sites and the scale of development that is appropriate in the Village.

The Tongariro National Park Management Plan outlines the need for a select number of additional opportunities to be developed in the Village which reflect a service demand that has been recognised throughout the TNPMP planning process. The site and landscape plan outlines sites where these opportunities will be considered appropriate.

4.0 The Development of Whakapapa Village

Whakapapa Village development began in the 1920s with the formation of the road up through Whakapapa Valley. This was rapidly followed by the construction of several huts which were primarily to provide accommodation for skiers. Development of ski field accommodation higher up the mountain eased the accommodation pressure on the Village area for a period of time.

Late 1928 saw the construction of the Chateau, a number of lodges and builders quarters in response to growing demand for tourist accommodation.

A lull in development during the Second World War ensued and the next phase of construction was of staff accommodation and park service facilities during the 1950s. The first chief ranger's house was built in 1962, further staff accommodation was built between 1963 and 1969 in Hepi Terrace and Ngauruhoe Place, and the Skotel accommodation was constructed in 1964.

Development within the Village has continued to the present day with more staff accommodation and extensions to existing buildings. The most recent (1996) new additions to the Village were the Fire Station and Ambulance building as well as the Chateau extension, 2004. Also of note is the gradual removal of several buildings from the Village which includes the police lodge, the Whakahare flats and the ambulance garage. In 2001 the Village was gazetted as an 'amenity area' under the National Parks Act 1980.

For more detail regarding the heritage values of the buildings please refer to the report 'Whakapapa Village Heritage Values' by Chris Cochran, 2005¹.

¹ 'Whakapapa Village Tongariro National Park - Heritage Values', Chris Cochran, 2005

5.0 The Landscape Values of Whakapapa Village

The landscape values of the Village are extremely high, reflecting the outstanding natural beauty and landscape qualities of the surrounding dual World Heritage Tongariro National Park.

The setting for the Village is a truly distinctive and beautiful sub-alpine landscape. It includes beech forest; a volcanic backdrop of the upper and lower slopes of mount Ruapehu to the south; and mount Ngauruhoe to the northeast. The tussock country on the lower slopes of mount Ruapehu frames the western and northern landscape.

With the exception of the Grand Chateau building, nature dominates the setting with the majority of buildings being located in a beech forest setting. Whakapapa Holiday Park provides camping sites that are hidden in a beech forest setting. Views stretch over large expanses of red tussock. The landscape values also include the sounds of natural running water; the presence of crisp, clean mountain air; and a night sky with no light pollution.

As well as the natural landscape values, there are modest village-scape qualities on the Bruce Road which are derived from the gateway that is created by the Garage and the Grand Chateau buildings. The Village also consists of a ribbon development with the central arterial road.

The most prominent manmade landmark is the Chateau building and the golf course; with the building visible from a distance of 25 kilometres. The Visitor Centre has a strong and assertive form, and is situated on an elevated site which gives it status as the focal point for visitors to the Village.

Apart from the Chateau the Village scale is truly that of a small village. It is this small scale character which needs to be retained.

6.0 Signs Standard Format

Objective:

To allow for signage that is effective, functional and minimalist, in keeping with the character and aesthetics of the Village and surrounding landscape.

The department has encountered demand for greater advertising rights from concessionaires, with requests being made for signs with bolder colours, greater size as well as additional signs at more prominent sites. This has generated conflict in the past, and can potentially create inequity amongst concessionaires.

The department's primary function is to manage the signs to protect the surrounding landscape and Village character, whilst ensuring that all safety concerns are addressed and concession interests are considered. It is important that signage does not visually dominate the surrounding environment, but that it serves its purpose of information transfer for visitors and residents.

To give consistency to signage within the Village, and to allow for effective interpretation by visitors, it is proposed that where national systems are in place, such as Transit NZ standards and departmental standards, these should be implemented.

The main types of signage that are required within the Village are: Traffic Management, Street Identification, Concessionaire Signage and DOC Signs. Promotional/ marketing signage is not consistent with the values of the National Park, particularly the promotion of products incompatible with National Park ethos. The current 'Speight's' sign on the Tussock Tavern is a clear example of this.

There is an urgent need for sign upgrade and the department acknowledges that some concessionaires have been waiting for the preparation of the '*signs standard format*' in order to implement an upgrade. The department expects that signs in the village will be updated to meet the standard format in this plan within one year of the plan becoming operative.

Policies:

- 1 Signs that will be permitted within the village must be consistent with the 'signs standard format'. Please refer to Table One. This format has been formulated in conjunction with the 'Tongariro National Park Management Plan 2006 - Commercial Advertising and Sign Guidelines.' (DOCDM 206823)
- 2 In exceptional circumstances, where other park values are not considered to be jeopardised, the department will consider the illumination of signs; this would be limited by operation hours between dusk and 10pm. Please refer to Section 10.1 Community Services, Lighting.
- 3 The department will implement at least two new visitor information signs within the Village, one will be located outside the visitor centre and one will be at the bus park.
- 4 The use of movable, temporary signs 'sandwich boards' in the Village will be permitted, but must be within the building footprint only, for example under a veranda. The size of these to be no greater than 600 by 750mm.
- 5 Transit NZ variable message signs have a protocol that controls the message content. The department may limit the hours of use and level of lighting of these signs in conjunction with Transit NZ.

6.1 Table One: Sign Standard Format - Permitted Signs

A. Traffic Management Signs	Standard
Objective	To provide information to the motorist that is visible and consistent. These standards are in accordance with Transit NZ manual of Traffic and Signs Marking (MOTSAM).
Size and shape	Dependant on amount of text required and intention of sign.
Colour	Follow MOTSAM guidelines. For example: <ol style="list-style-type: none"> 1. Motor service signs - identify services which are commonly required by travellers. Identified by internationally recognised symbols. White lettering on blue background. 2. Tourist signs - indicate tourist features, tourist establishments and major tourist attractions. White lettering on brown background. 3. Traffic Movement Signs - regulatory signs.
Location	Signs must be located where they are visible over a distance appropriate to the approaching speed.
B. Street Identifier Signs	Standard
Objective	To provide information to the motorist that is visible and consistent. These standards are in accordance with the local authority standards.
Size and shape	<ol style="list-style-type: none"> 1. Blade is made from aluminium, extruded I section is 200mm wide. Powder coated ORICA Sentinel Blue 58614. 2. Blades should be mounted so that underside of blade is 3m above ground.
Colour	<ol style="list-style-type: none"> 1. Shall be 3M high intensity prismatic silver 3930 on a background of 3M electronic cut able film blue 1175. 2. Sign lettering shall be reflectorised with class I materials (otherwise known as high intensity reflectorisation).

Location	<ol style="list-style-type: none"> 1. Signs must be located where they are visible over a distance appropriate to the approaching speed. 2. Currently 4 signs in the Village that are Street Identifier Signs.
C. Concessionaire Signs	Standard
	Will follow standards identified in the 'Tongariro National Park Management Plan 2006 - Commercial Advertising and Sign Guidelines' DOCDM 206823. They are as follows:
Legally Established Signs	Where signage is permitted under the TNP Management Plan policies, the concessionaire must inform the Department of the signage implemented, to allow the Department to maintain an activity record within its files.
Amenity Area Signs Whakapapa Village	<ol style="list-style-type: none"> 1. Within Whakapapa Village, the Department will maintain and administer a signs standard format consistent with the Village Site and Landscape Plan. 2. The Department will promote the use of international standard symbols in signs. 3. The Department will permit the placements of signs required by statute, e.g. consent notices, etc. 4. Temporary signs will be permitted for a period of no longer than two weeks, by agreement with the Area Manager. 5. The Department will permit advertising to occupy 20% of the face of a temporary informative sign. 6. Permanent signs must be in scale with the facility they are part of, being minor in nature. This is at the Area Manager's discretion. Size shall not dominate, yet sign must remain visible within the setting/background. 7. Where a facility is named, the name must be in the primary concessionaire's corporate font and colours. To achieve consistent use of colour and corporate identity across concessionaire signage a graphics standard manual is required to be signed off by the department.

Event Signage and Banners Tongariro National Park	<ol style="list-style-type: none"> 1. Banners and signs promoting a specific permitted event may be placed up to two weeks prior to the event. They must be placed adjacent to major facilities and must contain the name and date of the event. 2. All event signage must be removed in the day that an event is completed. 3. On the day of an event additional signs and banners may be placed.
Internal Signs	<ol style="list-style-type: none"> 1. Signs within buildings which can't be seen from the outside are at the discretion of the owner. 2. No internal signs may be seen from the outside.
New Technologies	The use of any new technologies, aircraft or any other display method requires the permission of the Department. Their effects will be assessed within the concessions process. Back lit and other illuminated signs will require specific approval on a case by case basis. This will not be encouraged, but may be considered on a case-by-case basis.
Moveable Temporary Signs (Sandwich Boards)	Sandwich boards will be permitted in within the footprint of a building only, for example under a veranda.
D. DOC signs	Standard
All DOC Signs	Will follow the Department of Conservation Manual for signs for all aspects of design. Refer to 'Department's Signs Manual 1995' and attached 'Tongariro National Park Management Plan 2006 - Commercial Advertising and Sign Guidelines'.
Eruption Detection System - Safety Signs.	<ol style="list-style-type: none"> 1. Directional signs for lahar assembly points will be established in the Village. These will be located on street identifier signs to minimise clutter, and will be in colours appropriate to identify emergency information. 2. Temporary moveable emergency signs may be provided to concessionaires at key locations within the village. These can be produced during an emergency to help guide people to safe zones.

	<p>These may also be lit for night use.</p> <p>3. Information regarding location of assembly points and safe zones will be located on the Visitor Information Signs.</p>
<p>Visitor Information Sign (1) - Visitor Centre.</p>	<p>1. Will be located outside the visitor centre.</p> <p>2. May contain information regarding walks, commercial information (such as accommodation, bus tickets etc), weather, safety information, ski-field information, community events.</p> <p>3. The input of information will be managed by the department.</p> <p>4. There will be an electronic panel for information that requires frequent update (variable message panel).</p> <p>5. May be lit for visibility at night.</p> <p>6. Will be in scale with the setting.</p>
<p>Visitor Information Sign (2) - Bus Park.</p>	<p>1. This will be an information sign secondary to the Sign outside of the Visitor Centre.</p> <p>2. It will not have a variable message panel.</p> <p>3. Will focus on transport information, but will have a level of village information.</p>
<p>Visitor Information Sign (3) - Potentially at Taranaki Falls, or Public Shelter.</p>	<p>1. The department will consider implementing a third information signs at one of these sites.</p> <p>2. The level of information will be less than that of the Visitor Centre Sign.</p>

7.0 Buildings

The visual character of Whakapapa Village is partially derived from the architectural style of its existing buildings. This existing character can be enhanced and maintained through the promotion and use of sympathetic architectural style. It is critical to the Village character that the buildings integrate with the sub-alpine surrounding environment. Colour scheme plays a significant role in this integration.

Low impact urban design principles will be followed with emphasis on sustainable building practices.

7.1 New Buildings

The Tongariro National Park Management Plan indicated that the need for capital works in the Village would be considered during the analysis for the Whakapapa Village Site and Landscape Plan.

Upon consideration and discussion with the community the department has concluded that there is adequate existing infrastructure within the Village to cope with the concession opportunities that have been provided for in the TNPMP. Further to this, policies in the TNPMP are prescriptive regarding the specific opportunities to ensure that they utilise existing infrastructure.

Policies:

1. New buildings need to be limited to replacement buildings, and/or extensions required to provide facilities and services provided for in the Tongariro National Park Management Plan. These will be assessed against policies in the TNPMP. Assessment may include relocation to alternative sites if deemed necessary for health and safety or environmental reasons.
2. Temporary buildings ('temporary' being a period of time less than 4 months) will be considered on a case by case basis.

7.2 Redevelopment, Additions and Maintenance of Existing Buildings

The department recognises that some of the buildings (infrastructure) of the Village are currently run down, particularly those that are considered to have heritage value.

Redevelopment and/or maintenance of existing buildings will be in keeping with the existing detail and character of that building, for example: windows, roof lines and pitch, colour (in reference to 'Building Standard Colour Scheme) and cladding.

Low reflective materials and colours are to be used for exterior cladding and roofs.

Landscaping of the site should be completed in accordance with policies in section 8.0.

Policies:

1. For essential services an 'addition' to an existing building will be considered to be any works that add up to a maximum of 20% of the existing building footprint.
2. For non-essential service additions will not be considered.
3. Essential services are those which are vital for the safety and welfare of visitors to the park.

4. 7.3 Village Building Standard Colour Scheme

Objective

To ensure that building colour schemes are in keeping with the landscape, character and aesthetics of the Village and do not detract from the naturalness of the National Park.

Buildings within the Village will be painted in accordance with the 'Village Buildings Standard Colour Scheme' outlined in Table Two. These colours are in the midrange tones of the surrounding natural landscape colours. Primary/ accent colour schemes are to be avoided.

The colour scheme in the Village has previously raised some concerns in the public arena with particular attention being paid to the Grand Chateau colour scheme. The Grand Chateau colour scheme is historic, and has been permitted to continue under its protection as a Category 1 Historic Place. This colour scheme incorporates the 'Historic Power Station Building' as part of the Grand Chateau. This colour scheme for these buildings should be retained as a distinctive feature in Whakapapa Village.

The Village Building Standard Colour Scheme shall be implemented for all other buildings in the Village amenity area. To reflect the changes in materials and technology there are several minor amendments/ additions that have been incorporated into the scheme for the Village.






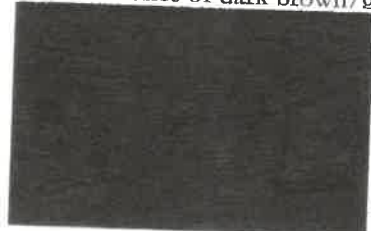


7.3.1 Specifications: Village Building Standard Colour Scheme

Colours are specified from the following charts:

- Resene Total Colour System
- Resene B.S. 5252
- Resene Hi-Glo Roof Paints
- Colour Steel Endura

Equivalent colours from other ranges are equally acceptable.




new in building
copy to building

Walls			
Cuban Tan 08B29	Americano 4B020	Tobago 08B27	Schooner 5B030
			
Space Shuttle 2B030	Or stains in tones of dark brown/grey.		
			
Roof Colours			
Metallic Bronze	Treehouse™ cc cw* Lignite	WD037	
			

staff house

staff houses

Fences
Stains in tones of dark grey/black or unfinished timber.

Fascias, Bargeboards, Spouting and Down pipes			
Quincy, 3B010	Judge Grey 3B030	Persian Plum 1R050	Spicy Mix 3R010
			

Other Trim			
White	Bokara Grey 08A14	Roman Coffee 4B010	Toast 4R010
			
Copper Rust 04C37	Old Brick 04D44	Twine 08C35	Rope 06C37
			
Black Magic 1B030	Scrub 12B27	Sandstone 4B040	
			

The Grand Chateau Colour Scheme		
Walls	Roof	Trim
Dulux Match Splash	Dulux Torres Blue	Dulux White

7.4 Historic Buildings

A report by Chris Cochran commissioned by the department in 2005 titled 'Whakapapa Village: Heritage Values'² outlines the heritage values of Whakapapa Village and specifically addresses the issue of historic buildings. The report used social, historical; architectural, technological and landscape value to assess each building and site. For specific information regarding the history of these buildings please refer to this document referenced earlier.

There are several buildings in the Village that have some level of heritage value and are currently underutilised. It is important to consider the heritage significance of these buildings, outline their potential use, and give consideration to the removal of unnecessary infrastructure from the Village when deciding their fate.

The group of underutilised buildings are those buildings situated between the 'Garage' and 'Fergusson's Café'. Please refer to the Concept Map Section 12.0 for locations.

7.4.1 Historic Buildings for Concession Opportunities

Each of the historic buildings within this group fall within the KAH New Zealand Ltd (KAH) lease area, and therefore any alterations, use of, removal of these buildings is subject to KAH management agreement as well as being subject to the policies in this plan and the Tongariro National Park Management Plan.

The department has identified in Section 11.0 'Siting of Concession Opportunities within the Village' that the Garage, Nunnery and Thompson's buildings have the potential to be used for particular concession opportunities that are permitted within the Village. Section 11.0 also outlines which opportunities the department would consider being located in each specific building.

Prior to the Cochran Report the view was that these buildings had limited significance and consensus was that they should be removed. There is also a condition on a resource consent for the Chateau extension, 2004, that pre-dates the Cochran Report that states that the Thompson's and Nunnery buildings are to be removed.

² 'Whakapapa Village Tongariro National Park- Heritage Values', Chris Cochran. 2005

For the concession opportunities permitted by the Tongariro National Park Management Plan it is clear that existing buildings in the Village are to be utilised. Policies 2 and 3 section 6.5.3 TNPMP outline the use of existing infrastructure as a requirement. This means that the removal of existing buildings and replacement of said buildings for these concession opportunities will not be considered (see also Section 7.1).

The department acknowledges that these buildings all require considerable work and financial investment to restore. It is also acknowledged that if left unutilised they will continue to deteriorate. It is not desirable for these buildings to remain on site for the long term in their current condition.

The department recognises that the open/green public amenity area within the village is very limited. The provision of a green space area within the village is a desirable asset, and the area that surrounds these historic buildings has been identified as a potential site for 'Village Green'.

7.4.2 Fergusson's Café and Associated Buildings

Fergusson's Café and associated buildings (the Lodge Ablution Block and Cottage Laundry) all of which fall within the KAH lease area, are protected as Class II historic places. These buildings are well utilised, well maintained and structurally sound. With a successful café operating from the main building, as well as the historic places protection it is anticipated that the maintenance and care of these buildings will continue long term.

7.4.3 Thompson's Lodge and Two Cabins

These buildings were rated with 'considerable significance' in the Cochran report. The main building is Thompson's Lodge, with two smaller cabins adjacent. The buildings fall within KAH lease area and currently are in poor condition. To remain they each require major restoration work. It has been identified (see section 11.0) that the Thompson's Lodge building could be used for the guiding concession/opportunity.

7.4.4 Nunnery Building

This building has been rated with 'some significance' in the Cochran report. The building falls within the KAH lease area and is currently in poor condition. It has been identified (see section 11.0) that the Nunnery Building could be used for the guiding concession/opportunity.

7.4.5 Cottage

This building has been rated with 'some significance' in the Cochran report. The building falls within the KAH lease area and is currently in poor condition.

7.4.6 Garage

This building has been rated 'exceptional' in the Cochran report. The building has not been protected as a 'Historic place' however; its significance is widely accepted.

The building falls within the KAH lease area, and is currently underutilised. It is considered to be structurally sound and in reasonable condition. It has been identified (see section 11.0) that the Garage Building could be used for the guiding concession/opportunity and also has potential as the general store.

7.4.7 All Other Historic Buildings

All Other Historic Buildings/ structures within the Village that were assessed in Cochran Report are considered to have adequate protection and use. There are no concerns that other historic features are at risk. The following list identifies all features in the Village that have been assessed for their historic value.

Policies:

1. Major works on historic buildings will only be permitted if agreed upon by both the department, the owner of the building and, if required, the Historic Places Trust.
2. The Thompson's Lodge and the 'Two Cabins' may be utilised for one of the concession opportunities identified throughout this plan; if this is not achieved the buildings will be removed, and the site restoration will be subject to an approved landscape restoration plan.
3. The 'Two Cabins' located behind Thompson's Lodge may be included in any restoration or any removal works that occur to the Thompson's Lodge.

4. The 'Cottage' located just North of Thompson's Lodge may be considered as part of any concession opportunity that is permitted in Thompson's Lodge. If this is not achieved the building will be removed, and the site restoration will be subject to an approved landscape restoration plan.
5. The Nunnery may be used for one of the concession opportunities identified; if this is not achieved the buildings will be removed, and the site restoration will be subject to an approved landscape restoration plan.
6. The Garage may be utilised for one of the concession opportunities identified; the department supports the restoration and maintenance of this building to reflect its significance and value.
7. Any building removal will require site restoration and will adhere to landscaping policies in this plan.
8. Any building removal/relocation must be approved by the department and subsequent site restoration will be completed in a timely fashion.

8.0 Landscaping in Whakapapa Village

Objective:

To allow the existing natural indigenous vegetation within the Village to remain with as little disruption as possible and when possible enhance with further planting of indigenous species.

Vegetation plays an important role in helping to visually integrate Whakapapa Village built forms with the surrounding natural environment. Where possible the department will encourage further planting to screen/enhance existing buildings and facilities.

There are regular requests from Village residents and concessionaires for permission to trim vegetation in order to allow for sunlight to enter properties, particularly on Hepi Terrace. There are also request trimming of vegetation for the retention of views/vistas of the surrounding three peaks.

Other landscaping issues within the Village include the trimming of vegetation along footpaths during footpath maintenance and the removal of exotic species.

Policies:

1. Only plants indigenous to the area will be used in any planting.
2. When planting is to occur in the Village, species used are to be eco-sourced from within the general Village area.
3. Planting will be used to screen/enhance character of the Village.
4. In order to protect existing open/green public amenity areas within the Village further encroachment of these spaces by planting will be avoided.
5. Exotic weed species will be gradually removed over a 5 year period. E.g. cotoneaster, mombretria, rhododendron. This includes the removal of weed species from gardens in public spaces.
6. All vegetation pruning within the Village will be done so in agreement with the department. The following situations will be considered:
 - a. Vegetation pruning may be permitted if vegetation is considered to significantly restrict sunlight to residential houses. Approval from department required
 - b. In exceptional circumstances, where other values of the park are not considered to be compromised, selective vegetation pruning may be permitted to retain views. Approval from department required.

Section 8.0 continued page 25 following centrefold map.



7. Endangered species will be protected within the Village, and any vegetation pruning that threatens these species will not be permitted.
8. The open space/amenity area at the old Whakahare flat site will be retained; further screen planting at access point from Bruce Road will be used to deter freedom campers.
9. Any 'heather' control activities will be approached in a park wide manner.

9.0 Buses and Cars in Whakapapa Village

Objective:

To allow operation of a bus transport system for the Village that is efficient, safe and well conducted year round.

9.1 Bus Transport Operations:

Whakapapa Village is not only a destination in its own right, but is also a point from which visitors embark on trips to the ski-field, the Tongariro Alpine Crossing and other areas of the National Park. The bus transport system in the Village plays a significant part in moving these visitors around the Park.

There are several aspects to the bus transport system that operates within the Village. There are distinct differences between the system that operates during the summer season, and that which operates during the winter season.

The following is a list of the transport operations that are catered for within the Village.

1. During the winter season the transport operation in the village is focussed around a skier delivery service, which shuttles ski field clients from the Village to and from the Ski field/Iwikau Village.
2. The ski season is officially from 01 June - 31 Oct, however, for the purpose of this plan 'winter season' is dictated by the actual winter opening and closing dates of the ski field each year.
3. During the summer season the transport operation in the village is focussed around transporting passengers to and from the village to complete the Tongariro Alpine Crossing. There may be secondary summer destinations for a shuttle service within the confines of the Park. (Summer season for the purpose of this plan includes all times preceding and following the ski season).
4. Year round there are buses that visit the Village for day visits, such as tour buses, school buses etc.
5. Other buses that operate within the Village to facilitate the services in the National Park, for example, RAL staff buses.

The department is aware of on-going conflict that arises between transport operators and in the writing of this plan endeavours to clarify the uncertainties surrounding acceptable practice within the village.

9.2 Ski- Field Sole Transport Concession:

There is provision within the Tongariro National Park Management Plan for the operation of a sole transport operation to shuttle passengers from Whakapapa Village to and from Iwikau village during the winter season. (Please refer to section 6.1, policy 14 TNMP).

The current concession operates from Whakapapa Village Bus Park to the drop off zone at the top of the Bruce Road in Iwikau Village. The department supports a sole transport concessionaire operating this service.

As this system/operation develops it is anticipated that this bus service provides the easiest access to the ski-field. The provision of a reliable, professional sole operator has environmental benefits associated with it in the long term. The intention is that visitors can utilise this service and enjoy easy, access to the ski-field. Ultimately this would encourage less independent vehicles from entering the heart of the national park, reduce the need for further car parking at Iwikau Village and reduce the human footprint on the Park.

The operation should evolve to incorporate reliable, transport from surrounding townships, which would add to the growth of the surrounding areas and remove further vehicles from within the National Park.

The current concession allows for drop-off of passengers within the drop-off zone at the top of the Bruce Road in Iwikau Village. This zone falls within the licence area of Ruapehu Alpine Lifts (RAL), and management of the use of this zone will be by a combination of departmental concessionaire monitoring and RAL management.

All other operations are permitted to use the general bus park in Iwikau Village. The general bus park also falls within the RAL licence zone. The department and RAL do not anticipate any issues associated with the use of this park.

The current concession allows for the provision of the ticket kiosk within the 'Village Bus Park'. This facility has functioned well for the recent operator during the winter season, although the department does not see the kiosk as 'essential infrastructure'. The department encourages the next winter concessionaire to permanently remove this ticket kiosk from the park unless it is proven to be an essential tool for the running of an efficient winter service.

During the summer season this infrastructure is considered surplus to requirements within the village and will be removed by the concessionaire.

The current concession also allows for a section of the 'Village Bus Park' to be for the exclusive use of this sole concession operator. This aspect of the concession functions well and will be continued with the succeeding concession. Please refer to the concept map (Section 12.0) to view the Bus Park layout. This section of the Bus Park will be exclusive during the ski- season only.

The main change for the succeeding ski-field sole transport concessionaire will be in the summer season operation. The department will be requiring the removal of the ticket kiosk at the closure of each ski season, and will allow, if proven essential, for its return at the beginning of each ski season. This structure is not deemed 'essential' during the summer season.

The drop off zone at the top of the Bruce (the Iwikau turn around) will be incorporated as part of the ski-field sole transport concession. This is zone is within Ruapehu Alpine Lifts (RAL) license area and their agreement has been sought to accommodate the sole use of this for the granted concessionaire.

Policies:

1. During the ski season, a section of the Village Bus Park area specified on the Concept Map is for exclusive use of the ski-field sole transport concessionaire. This area is exclusive only during the winter season.
2. During winter season, accommodation providers within the village are only permitted to sell tickets for the sole winter concessionaire. (See Section 9.5)
3. During winter season, pick-up and drop-off of passengers at accommodation service is only permitted for sole winter concessionaire. (see Section 9.4), with the exception of operators who are picking-up and dropping-off passengers for the Tongariro Alpine Crossing winter experience.
4. All other activities historically associated with this concession (including drop-off zone at the top of the Bruce Road in Iwikau Village) will be dictated by and documented during the concession process and in agreement with RAL.
5. The department will monitor and enforce transport operators in the Village.
6. A ticket kiosk will not be permitted in the bus park during the summer season.
7. A ticket kiosk may remain during the ski season if the concession holder proves this facility is essential to their operation of a user-friendly winter transport service. This ticket kiosk will be purpose designed temporary building, 'portacom' type buildings will not be allowed. This ticket kiosk will

be maintained in accordance with the site and landscape rules outlined in this plan, including colour schemes, maintenance etc.

8. The department strongly supports having no ticket kiosk structures in the Village as they are considered non-essential infrastructure. This will be a consideration during the tender process of the ski-field sole transport concession.

9.3 **Bus Parking:**

The department acknowledges that the 'Village Bus Park' in use at present should remain as the bus/transport hub for the Village. It is anticipated that the bus park has sufficient space to operate effectively as the bus/transport hub in its present layout.

Bus parking on State Highway within the Village is a concern to the department due to safety/visibility of other vehicles, and flow of all transport in the Village.

Policies:

1. The design of the 'Village Bus Park' will remain status quo, until such time that a need for redevelopment is mutually deemed necessary by both the bus transport concessionaires and the department. Should changes occur, concession agreements for siting of opportunities will be honoured.
2. Should the need arise to redevelop the village bus park the preference will be that the footprint of the park remains unchanged.
3. The department will strongly encourage all bus operators to use the communal area of the 'village bus park' facility.
4. The department will support other authorities' efforts to stop buses parking in the marked road bus drop-off zones (near the Visitor Centre and Fergusson's Café).
5. The department will be collaborating with Transit NZ and the NZ Police to assert authority to stop buses parking on the State Highway within Whakapapa Village.

9.4 **Bus Passenger Pick-up and Drop-off**

The department acknowledges that pick-up and drop-off of passengers within the Village is necessary. It is also considered a reasonable service to be offered by both accommodation providers and transport operators. The department also acknowledges that this is an existing service offered to visitors to the Village, and will be taking no steps to deter this activity.

Policies:

1. Pick-up and Drop-off of passengers will (subject to concession approvals) only be permitted at the following locations:
 - Accommodation providers (at the discretion of the accommodation provider)
 - Village Bus Park
 - Transit NZ approved drop-off zones (outside Visitor Centre and Fergusson's Café). These zones have a 10 minute maximum stopping time and are not to be used for ski field departures or Tongariro Alpine Crossing departures.
2. During winter season, pick-up and drop-off of passengers at accommodation service is permitted for sole winter concessionaire only, (see Section 9.2), with the exception of operators who are picking-up and dropping-off passengers for the limited Tongariro Alpine Crossing winter experience.

9.5 Bus Passenger Ticketing

The department acknowledges that providing a bus ticket booking service from accommodation providers within the Village is a necessary and reasonable service for an accommodation provider and a transport operator to offer. The department also acknowledges that this is an existing service offered to visitors to the Village, and will be formalising this through concessions.

Policies:

1. Passenger ticket sales will (subject to concession approvals) only be permitted at the following locations:
 - Accommodation providers
 - Village Bus Park
 - Visitor Centre
 - Ski Hire Service
 - Guiding Service
 - General Store
 - Fergusson's Café
 - Aboard a bus
2. During winter season, ticket sales for transport to the ski-field are to be for the sole winter concessionaire only. (See Section 9.2)
3. During summer season, ticket sales are only restricted by Policy 1.

9.6 Bus Turn-around Bay

The department is concerned that on occasion bus drivers unfamiliar with the Village turn at dangerous locations. The department will strongly encourage the use of the turning circle provided at the base of the Bruce Road near the barrier. This turning circle has been identified as a safe location with adequate visibility and area to provide trouble-free bus turning. The turning area does not appear to be easily identified and utilised at present.

The department will also develop and update as necessary an information brochure for Operators/Drivers within the Village that demonstrates the safe flow for buses within the Village.

Policies:

1. The department will trial a temporary sign (for a period of two years) that indicates the presence of the turning circle. This sign will be located a reasonable distance in advance of the turning circle, to allow time for bus drivers to react. The sign will meet the 'signs standard format'.

9.7 Bus Washing Facilities

There is a bus wash facility located within the bus park, and it has been noted that some buses are being washed at other locations in the Village. The current device captures silt and sediment but does not prevent pollutants from discharging into the Whakapapanui. The department will investigate the upgrade of the facility to improve the discharge and direct this discharge into the sewerage system.

Policy:

1. Bus washing will only be permitted at the facilities provided in the Village Bus Park.

9.8 Car Parking

Car parking in the Village is working well at present. There appears to be few problems associated with car parking.

It has been noted that cars parking along Ngauruhoe Place and Hepi Terrace on the footpath is disruptive to pedestrian access.

It has also been noted that 'overnighting' in vehicles is occurring in the Visitor Centre car park.

Policies:

1. The department will consider overflow angle parking provisions along golf course (KAH leased land) for peak parking during the ski-season using plastic grass pave.
2. The department intends to formalise the car park at the end of Ngauruhoe Place/ start of Taranaki falls walk. This will allow approx 3 new car park spaces.
3. Parking on the footpath in Ngauruhoe Place will be discouraged by the implementation of yellow lines along the one side of the road and better utilisation of existing parking will be explored.
4. Residents with hardened car park surfaces adjacent to houses in Hepi Terrace will be encouraged to park cars off the road.
5. The proposed car park above the Visitor Centre will not be implemented.
6. The department will consider implementing a parking time restriction at the Visitor Centre car park. This would be to encourage Tongariro Alpine Crossing visitors to utilise car parking in the Village Bus Park.

9.9 Traffic Flow

Traffic flow is working well at present. During the winter months there is a tendency for vehicles to travel through the village at higher speeds heading to the ski-field, whilst the summer traffic trend is for slower traffic flow in the village and a higher number of pedestrians.

The department strongly supports traffic calming methods applied in the Village. There are a pair of traffic calming islands close to the DOC workshop. RAL has made requests to the department for one of these islands to be removed on days when chain fitting is required. This would enable two lanes of uphill traffic, one into the chain fitting area, the second for vehicles not requiring chains. This would only utilise the existing road footprint.

A previous investigation by the department and Transit NZ into implementation of a round- about at Ngauruhoe Place was considered to be unrealistic due to site constraints.

Policies:

1. The department strongly supports traffic calming in the Village.
2. The department will consider the temporary removal of traffic calming structures, during the ski-season, at Transits discretion.
3. The department strongly supports efforts to increase pedestrian safety in the Village.

10.0 Community Services

10.1 Lighting

The street lighting in the Village is sufficient and will be maintained at the current level/standard. All street lighting will comply with Transit New Zealand standards.

There is a need for pedestrian path lighting. This will be used to define walkways and steps and will be low level lighting where it is appropriate.

Policies:

1. Light levels shall not be of such a level as to flood the night sky, or cause hazard to road users of discomfort or glare. A maximum lumen level may be instigated.
2. Lighting of sign boards/ buildings shall be of such a level so as to be able to clearly read the message but shall be turned off between the hours of 10pm and 7am.
3. Assessment of any lighting will consider minimum light levels, energy efficiency and use of innovative technologies.
4. Sites such as Hepi Terrace, Tavern, Fire Station and Lodge Clearing to the village will be investigated for pedestrian lighting, see policy 3 above.

10.2 Toilets

The toilet facilities in the Village Bus Park are due to be upgraded. Relocation of the Bus Park toilets will be considered during the upgrade and the top end of the bus park may be a suitable site.

If a shelter is deemed necessary for bus passengers then consideration will be given to including the toilets within the shelter.

The toilet facilities in the Visitor Centre car park will be maintained at their current standard.

10.3 Roads

Maintenance is ongoing. There are currently no major concerns. See also Section 9.9 Traffic Flow.

10.4 Footpaths and Pedestrian Bridges

A new footpath is to be constructed from the Whakapapa Holiday Park Camp Store to Rehua Place entry to give pedestrian safety to those walking to and from Lodge Clearing. The footpath from the Visitor Centre toilets to the Holiday Park Camp Store will also be widened.

The footpaths will comply with the disabled access code of practice. The footpaths will be hardwearing, suitable for alpine conditions (slip and skid resistant). Snow clearing of footpaths will be considered during footpath design.

10.5 Water Supply

The water supply within the Village meets the New Zealand Drinking Water Standards 2000. The department will investigate any legislative requirements to increase this treatment standard. During any upgrade, consideration will be given to footpath works, and other infrastructure improvements that would be cost effective to complete in conjunction with the upgrade.

Water requirements for fire fighting are met, and hydrants are located throughout the Village. There is a system in place to allow for full raw water supply if necessary for fire fighting purposes. Fire fighting facilities are inspected for freeze and damage.

An upgrade of the water reticulation service will be completed.

10.6 Power Supply

Power lines will all be underground, with 120m of line to be replaced within the Village as part of the 'Lines Company' power supply upgrade within the Village.

10.7 Tracks

Taranaki falls track has two entrance ways from separate points within the Village. This is unnecessary duplication and the department intends to remove one of these and the link to the Chateau. The remaining single entrance at the Taranaki Falls car park will be upgraded. This work could be completed in conjunction with the formalisation of the car park. See concept map (Section 12.0 for detail).

The department will investigate extending the track from Ridge track to Taranaki Falls car park to complete a loop track and meet demand for short walks in the area. The department will also investigate implementing a link track between the Whakapapanui walk to the tennis courts.

10.8 Recreation Areas

These areas include children's play areas, picnic tables located at various sites within the Village, and open grass areas. The department is responsible for the maintenance of these facilities. These facilities are adequate.

10.9 Public Shelter/Toilet

Adequate at present, functions well.

10.10 Wastewater Treatment Plant

A specific landscape plan for the wastewater treatment plant will be completed. This will address issues such as excess spoil, de-formalisation of the pond, screen planting and rationalisation of area use.

Possible sites for future expansion of the disposal field and emergency over flow have been identified on the concept map. See section 12.0

10.11 Whakapapa Holiday Park

To accommodate access for larger campervans to the Whakapapa Holiday Park a locked gate will be installed at the old uphill entrance to the Park.

10.12 Fire Protection

Fire protection in the Village has been identified as a concern and a fire protection plan for the village will be completed. See also Section 10.5 Water Supply.

10.13 Ground Mount Transformers

These will continue to be painted black to merge with surrounding landscape, and associated signs will comply with Electricity Regulations.

11.0 Siting of Opportunities in Whakapapa Village

The following policies from the Tongariro National Park Management Plan outline the opportunities to be considered in the Village: Section 6.1 Policy 11, Policy 12, and Policy 13. Section 6.5.3 Policy 2, Policy 3.

During the allocation process the department will, in assessing the opportunities, only consider applications for services in the sites specified in the tables below. The tables also outline the guidelines for using these sites for the specific opportunities.

Many of the available buildings within the Village are on leased land. The department acknowledges that we will work collaboratively with lessces towards finding suitable solutions for building use in the Village for these opportunities. The department will encourage the community to work collaboratively amongst one another.

See section 9.2 for discussion of ski-field sole transport concession opportunity.

11.1 Guiding Service with Non- Ski related Hire

- TNPMP 6.5.3 policy 3 *'A single concessionaire providing an equipment hire and guiding service for non ski-related activities within the park will be considered. Use of existing village infrastructure and conformity with the WVSL plan will be a requirement of any approval.'*

The sites identified in **Table three** have been identified as possible sites for locating a guiding service within the Village. These are indicative of locations that the department considers this service could be appropriate, can be physically accommodated, and would have negligible environmental or social impact on the Village.

11.1.1 TABLE THREE: Guiding Service with Non-Ski Related Hire - Permitted Sites

Site	Restrictions	Considerations
Historic 'Garage' building	<ul style="list-style-type: none"> • That restoration/ maintenance of building is in keeping with guidelines in this plan (refer section 7.0 Buildings, 6.0 Sign Standard Format etc.) 	<ul style="list-style-type: none"> • This building is owned by KAH therefore any arrangement to operate the activity at this site will be effected through a sub-lease and a variation to KAHs lease which will require the department's approval. • Proposals should be submitted no earlier than 1st July 2008 and no later than 30th Sept 2008. • That application meets requirements of TNPMP 6.1 policy 11 and policy 12.
Skotel	<ul style="list-style-type: none"> • That existing services associated with this activity, and occurring from this site, only continues if this opportunity is granted for this building. • That restoration/ maintenance of building is in keeping with guidelines in this plan (refer section 7.0 Buildings, 6.0 Sign Standard Format etc.) 	<ul style="list-style-type: none"> • This building is owned by Skotel therefore any arrangement to operate the activity at this site will be effected through a sub-lease and a variation to Skotels lease which will require the departments' approval. • Proposals should be submitted no earlier than 1st July 2008 and no later

		<p>than 30th Sept 2008.</p> <ul style="list-style-type: none"> • That application meets requirements of TNPMP 6.1 policy 11 and policy 12.
Historic 'Nunnery Building'	<ul style="list-style-type: none"> • That restoration of building is in keeping with guidelines in this plan (refer section 7.0 Buildings, 6.0 Sign Standard Format etc) 	<ul style="list-style-type: none"> • This building is owned by KAH therefore any arrangement to operate the activity at this site will be effected through a sub-lease and a variation to KAHs lease which will require the department's approval. • Proposals should be submitted no earlier than 1st July 2008 and no later than 30th Sept 2008. • That application meets requirements of TNPMP 6.1 policy 12.
Historic 'Thompson's Building'	<ul style="list-style-type: none"> • That restoration of building is in keeping with guidelines in this plan (refer section 7.0 Buildings, 6.0 Sign Standard Format etc.) 	<ul style="list-style-type: none"> • This building is owned by KAH therefore any arrangement to operate the activity at this site will be effected through a sub-lease and a variation to KAHs lease which will require the department's approval. • Proposals should be submitted no earlier than 1st July 2008 and no later than 30th Sept 2008.

		<ul style="list-style-type: none"> • That application meets requirements of TNPMP 6.1 policy 12.
Whakapapa Holiday Park		<ul style="list-style-type: none"> • This will require the departments' approval. • Proposals should be submitted no earlier than 1st July 2008 and no later than 30th Sept 2008. • That application meets requirements of TNPMP 6.1 policy 12.
The Grand Chateau	That restoration of building is in keeping with guidelines in this plan (refer section 7.0 Buildings, 6.0 Sign Standard Format etc.)	<ul style="list-style-type: none"> • This building is owned by KAH therefore any arrangement to operate the activity at this site will be effected through a sub-lease and a variation to KAHs lease which will require the department's approval. • Proposals should be submitted no earlier than 1st July 2008 and no later than 30th Sept 2008. • That application meets requirements of TNPMP 6.1 policy 12.

11.2 Mountain Hire - Ski Hire Service

- TNPMP 6.1 policy 13 *'The minister will consider a concession application for the rental of downhill skiing, snowboarding equipment, cross-country ski equipment, and climbing/tramping equipment to park visitors. Any consideration for a sole concession to provide this service within Whakapapa Village will take into account the following criteria:'*
 - *The facility for equipment rental will be located away from main village through flow.*
 - *The facility will have the capacity for vehicle parking necessary for its reasonably foreseeable customer demand.*
 - *The operator should have a demonstrated record of involvement in the ski industry, preferably in providing for visitor expectations within the park.*
 - *The department will consider the applicant's history of involvement in these activities, particularly where they have been undertaken to a high standard.*
 - *The applicant will demonstrate, by way of a concession application, the intention to provide for ski rental, ski area and other rental activities which are not provided for via existing mass-market approaches, as the operation's priority.*
 - *The service will not replicate an existing service within Whakapapa Village.'*

Historically, the department did not anticipate the development of a ski hire service within Whakapapa Village. It was considered that the demand for this service was adequately met elsewhere in the park at the ski field, and at the periphery townships to the park. It was also considered that this was not a service essential to the safety and welfare of visitors.

However, the department acknowledges that a ski-hire service has developed, and is currently operating within the village from the Skotel Complex. This service is known as 'Edge to Edge'.

This existing service meets all of the requirements of policy 13, Section 6.1 TNPMP and therefore this ski hire arrangement will be formalised. The requirements of the policy reflect the management of the Village through flow as part of an amenity area. The department considers that there are no other sites within the village that would sufficiently meet all of the requirements of the policy, in particular 'facility located away from the main village through flow'.

11.3 General Store

- TNPMP 6.5.3 policy 2 *'Redevelopment of the general store will be considered. Use of existing village infrastructure and conformity with the WVSL plan will be a requirement of any approval.'*

The following sites identified in **Table five** have been identified as possible sites for locating the general store within the Village. These are indicative of locations that the department feels this service could be appropriate, could be physically accommodated, and would have negligible environmental or social impact on the Village.

The department considers it appropriate to allow the Whakapapa Holiday Park camp store to remain an agent for basic camp provisions should a redevelopment of the general store occur elsewhere in the Village.

11.3.1 **TABLE FOUR: General Store - Permitted Sites**

Site	Restrictions	Considerations
Department of Conservation Holiday Park	<ul style="list-style-type: none"> • That restoration/ maintenance / redevelopment of building is in keeping with guidelines in this plan (refer sections 7.0 Buildings, 6.0 Sign Standard Format etc) 	<ul style="list-style-type: none"> • Proposals should be submitted no earlier than 1st July 2008 and no later than 30th Sept 2008. • That application meets requirements of TNPMP 6.1 policy 12.
Historic 'Garage' building	<ul style="list-style-type: none"> • That restoration/ maintenance of building is in keeping with guidelines in this plan (refer sections 7.0 Buildings, 6.0 Sign Standard Format etc) 	<ul style="list-style-type: none"> • This building is leased by KAH therefore any arrangement to operate the activity at this site will be effected through a sub-lease and a variation to KAHs lease which will require the departments' approval. • Proposals should be submitted no earlier than 1st July 2008 and no later than 30th Sept 2008. • That application meets requirements of TNPMP 6.1 policy 11 and 12