License Plate Recognition Cameras FAQs
Members

If I'm staying at a park using a rental campervan or borrowed vehicle how will the camera know I'm a member?

In this circumstance, you can enter the rental or borrowed vehicle registration number on the NZMCA app or website at the same time you pay for your park stay. This allows the system to recognise that the vehicle you are renting or borrowing is associated with your membership for the purposes of the park stay.

Will we be reminded to pay after entering a park?

If you continue to pay your park fee upon arrival, you will not receive a reminder. However, if after a period of time you still haven't paid, you will receive a reminder. There will be a short grace period so that members who are not staying at a park can use the park facilities when passing through the area.

I am a park volunteer, how will the cameras know if I am staying on site participating in a park working bee?

This process is still being developed, but the solution we land on will not require volunteers participating in a park working bee to pay the park fee. We anticipate that the working bee coordinator, or another designated representative, will register participants on arrival as part of the planned working bee.

Will I have to register my tow/ed vehicle as well as my motorhome or caravan?

Yes. Soon you will be asked to register your tow/ed vehicle and motorhome or caravan against your membership. This ensures that when you enter or leave the park, the system recognises your vehicle is associated with your financial membership and will not trigger a notification or non-compliance process. You can also register your vehicles at the time of payment if you forget to update your membership records prior to arrival.

Do I still have to provide my details in the park registration book?

As part of our Places to Stay Strategy and obligations under the Privacy Act 2020, registration books will need to be phased out within the next 12 months. During this transition period, if a registration book is in use at a park, you will still need to sign in as you do now.

Do I still have to display my NZMCA wings, financial membership, and self-containment cards?

We are working through this detail with a view that members will not need to display their NZMCA wings or financial membership card. However, vehicles will need to display their self-containment warrant cards as required.

Will the gate automatically open if the cameras recognise my vehicle registration?

No. The gates will not be connected to the cameras, so you must continue to manually open and close the gates as you do now. The Board made a conscious decision not to install electronic gates due to several logistical and cost-related challenges.

How will you deal with non-members staying at a park?

They system will notify the National Office who will then be able to take appropriate follow up action. This may include a Park Custodian asking them to leave, and/or the National Office issuing a breach notice with an attached fine.

Will facial recognition be activated on these cameras?

No, the cameras are focused on vehicle registrations and will only record that data.

Can friends and family still visit me while staying at an NZMCA Park?

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Members

Yes. Depending on how long they plan on visiting you may need to enter their vehicle licence plate details into the payment record made on the NZMCA app or website. You will only need to enter the vehicle details once as they will remain valid for the length of your paid stay.

Can I continue to rest and use park facilities for free when passing through the area and not staying overnight?

Yes. A grace period (TBC) will be introduced to allow members to have a short rest and use the facilities. If you stay beyond the grace period, you will receive a reminder to pay the park fee.

I have a self-contained campervan that I use to pull my self-contained caravan. Will the camera expect me to pay twice given I have two vehicles?

No. If both vehicles are registered against your membership, you will only be required to pay as you do now.

License Plate Recognition Cameras FAQs
Park Custodians

Will we need to continue to carry out compliance checks when the cameras are fully operational?

You will still need to follow the Park Custodian Code of Conduct but will no longer need to carry out manual compliance checks, e.g. of members' self-containment and financial status, and park fee payments. Instead, you will be able to enjoy more of sharing your local knowledge with members visiting our parks and being a friendly host.

Will we be asked to deal with a non member staying at the park?

When National Office is notified of a non member staying at a park, one of the follow up actions may be to request you to investigate and, if necessary, ask a non member to leave the park. We are looking into how the system will allow Park Custodians to also receive system notifications, at their discretion.

How will the cameras know that I'm at the park to carry out my custodian duties?

This process is still being developed, but the solution we land on will not require Park Custodians undertaking park custodian duties to pay a park fee.

How will the cameras know that an authorised contractor is at the park?

For short visits, such as the rubbish collection, a grace period (timing TBC) will be introduced to allow contractors to come onto the park, carry out their work and leave without issue.

If a regular contractor is at the park for longer than the grace period, such as the lawn mowing contractor, their details will need be registered to allow them to regularly attend to the park to carry out their contracted duties without issue. At this stage we anticipate the National Office and/or Park Custodians (TBC) will be able to register these details.

If a contractor is there for a specific project that will require them to be at the park for longer than the grace period, National Office will need to register the contractors vehicle details and enter a start and finish date for the project.

Will we still use Who's on Site to check membership and self containment details?

Currently Who's on Site shows only paid stays and the associated self containment and membership status to allow easier compliance checks. When the cameras are fully operational, Who's on Site will be updated to show all vehicles on site, paid or unpaid as well as tow/ed and self contained vehicles but the compliance checks will be done automatically by the system.

Who's on Site can still be used for the note functionality and checking off.

Will we see if a member has stayed their maximum number of nights (i.e. 10 days in any 30 day period)

This process is still being developed with our developers, but our anticipation/hope is that yes that would be the case.
