

# FREQUENTLY ASKED QUESTIONS

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## 1. RESORTS

### 1.1 Where are The Rarotongan and Sanctuary located?

The Rarotongan and Sanctuary enjoy a prime tranquil location directly on Aroa Lagoon Marine Sanctuary with beautiful white sand beaches and the island’s best snorkelling with abundant tropical fish and occasional turtles and eagle rays as well as stunning sunsets. Guests can explore the Marine Sanctuary with complimentary kayaks, paddle boards, snorkels & masks, etc. There are numerous, easily accessible walks and hikes in the local area where guests can enjoy the island’s flora and fauna. Rarotonga is 32 kilometers or 14 miles in circumference, so all the island’s attractions are easily accessible from the resort by walking, cycling, bus, taxi or rental motor scooters or cars including the busy hotel strip at Muri Beach, Avarua township or the Rarotonga International Airport.

### 1.2 How far away are the island's attractions?

Rarotonga is only 32km around. Any of the island’s many eateries, nightclubs, tours, activities, shopping, art galleries, museums, deep sea fishing, water sports, hiking, snorkeling with turtles, island night shows, etc., are within 20 minutes of the resort. Our Front Desk staff can book excursions or activities for you.

The round-island bus service is a great way to sight see, and many of the tour operators provide complimentary pick-up and drop-offs from the resort.

### 1.3 How far is it from the resort to the airport, Avarua town and Muri?

If travelling by car, the resort is.:

- ~ from the airport, 8km or 12 minutes
- ~ from Avarua, 12km or 18 minutes (the capital and main town on Rarotonga)
- ~ from Muri, 10 km or 14 minutes.

### 1.1 Where can I park my rental car or scooter?

Directly across the road from the resort there is complimentary car parking. There is a complimentary scooter park directly behind The Rarotongan Reception. This is a short walk of only a matter of meters. Guests arriving by car can pull under cover of the Porte Coche to unload bags and passengers before parking over the road.

## **1.2 How do we get to the resort from other local accommodation?**

If you do not have your own rental car, you may wish to call one of the local taxi providers to arrange a transfer to the Resort. Alternatively, you can also catch the local round-island bus.

## **1.3 How much is the Wi-Fi?**

Due to being a small tropical island in the middle of the vast South Pacific Ocean with only one telecommunications company, Wi-Fi is considerably more expensive than in a large metropolitan country with a competitive telecommunications market. However, we do price match the local monopoly telecommunications company and have the best Wi-Fi service available in the Cook Islands. We do offer special room rate plans that include free Wi-Fi.

Wi-fi rates are:

- ~ \$10 – 450mb (valid for 7 days from purchase)
- ~ \$30 – 1500mb (valid for 10 days from purchase)
- ~ \$50 – 3000mb (valid for 14 days from purchase)

To prevent unexpected draining of data, we advise guests to disable automatic app updates before logging on to the wi-fi, and that they log out properly when finished.

## **1.4 What laundry facilities are there?**

We are pleased to be able to offer guests the choice of either having laundry done for you by our housekeeping team, or doing your own laundry using the washing and drying machines conveniently located close to the rooms. The washing machines and dryers are token-operated, and tokens can be purchased from Front Desk for NZ\$8 each. One token will do a load of washing or drying. A washing powder sachet is NZ\$1. A standard drying/washing cycle takes approximately 45 minutes. Please retrieve your laundry shortly after completion of the washing or drying cycle as a courtesy to others. The cost for this service is on a cost-recovery basis but does reflect the extremely high electricity costs in the Cook Islands.

## **1.5 Do you have a Spa onsite?**

SpaPolynesia has two locations. One is in our family-friendly resort, The Rarotongan, and accommodates guests of all ages, while the other is in our adults-only resort, Sanctuary Rarotonga, and caters to guests aged 16 years and over. For more information on the treatments and prices, please see our webpage <https://www.therarotongan.com/en-gb/spa/spa-menu>. To book your spa experience, please contact our friendly Reservations Team by dialing 0 within the resort or on [info@rarotongan.co.ck](mailto:info@rarotongan.co.ck) or call 25-800.

## **1.6 What spa treatments does SpaPolynesia offer?**

At our adults-only resort, our internationally trained therapists provide a range of massages from our signature 'Ona Okoia' couples massage and traditional Cook Islands 'Roromi', to reflexology and pregnancy massage. Please note our male therapist massages men only, and our female therapist massages women only.

SpaPolynesia in The Rarotongan Beach Resort has a range of therapeutic massages, wraps and body treatments, facials, manicures and pedicures and nail art, combination packages, plus beauty treatments like waxing, tinting, spray tanning and braiding. SpaPolynesia @ TheRarotongan welcomes guests of all ages and is especially popular for pre- and post-wedding pampering and relaxation.

## **1.7 Is the water safe to drink?**

On Rarotonga the government water supply is not treated. However, our onsite water filtration and UV treatment plant treats all water distributed throughout the resort, including the guest rooms. However, some guests do not react well to changes in their diet and / or water supply, therefore it is suggested that if a guest has such a sensitivity, that they purchase bottled water from the bar or gift shop. Only bottled water is available for purchase in the restaurant. Alternatively, water can be boiled using the electric kettle jug in your room.

Further, as most guests take the opportunity to enjoy meals and drinks at the large number of establishments around the island, it is suggested that guests are mindful that water treatment is the responsibility of the individual establishment and do vary. Accordingly, bottled water may be a good choice while in Rarotonga.

### **1.8 What hours are the Duty Managers available?**

The resort has a Duty Manager available from 7am-10pm who is available to assist or address any concerns during your stay. Alternatively, the Resort Manager is available 9am-5pm Monday to Friday to address any guest concerns. They can be contacted via Reception by dialing "0".

### **1.9 Does the resort have a 24/7 Security service?**

Rarotonga is a safe destination, but one should take same common-sense precautions that you would at home, both at the resort and around the island. Please ensure that your room and belongings are secure. There is a complimentary safe in each room and a security officer on duty 24/7. If you have any concerns for your safety and security please ask for the Security Officer, Duty Manager or Resort Manager immediately via Reception by dialing "0".

### **1.10 How do I give positive feedback or raise concerns about the Resort Staff?**

Your resort staff are dedicated to making your stay with us as comfortable, enjoyable and memorable as possible. If you have any positive feedback on our staff in general or a specific staff member, please feel free to share it with us on our feedback forms or nominate a particular staff member to be our Employee of the Month.

If you have any concerns or feel that our staff did not meet your expectations, please do not hesitate to contact the Duty Manager, Restaurant Manager or Resort Manager immediately via Reception by dialing "0". As with hospitality staff anywhere in the world, common courtesy from guests is much appreciated.

### **1.11 Does the island have any poisonous or biting insects?**

As we are on a tropical island, insects are widespread but relatively harmless, and certainly not poisonous. However, to avoid any unwanted irritations, we recommend the use of insect repellent.

Ants are attracted by water, drinks, food items and flowers left on surfaces, so we advise guests to store drinks and food in the fridges provided in the rooms, as sugar ants are quick to descend on tasty morsels. Insect spray is provided in guest rooms should it be necessary.

The resort carries out a regular pest control program with environmentally friendly spray as per internationally recommended guidelines.

We recommend guests;

- Keep insect screens in guest rooms closed at all times; and
- Apply mosquito repellent when participating in activities in inland areas with a dense vegetation; and
- Store food and drinks in the fridges provided in the rooms, as sugar ants are quick to descend on tasty morsels; and
- Use the Insect spray is provided in guest rooms should it be necessary.

The mosquitoes in Rarotonga do not normally carry any tropical diseases. However, from time to time, there are outbreaks of mosquito borne diseases such as dengue, zika and chikungunya introduced from outside of the Cook Islands. In each case to date, the Cook Islands Ministry of Health Public Health Department has been able to eliminate these diseases such that they are not permanently present in the Cook Islands. For further information, please consult the Cook Islands Government Ministry of Health website [www.health.gov.ck](http://www.health.gov.ck) or email [TMOComms@cookislands.gov.ck](mailto:TMOComms@cookislands.gov.ck)

### **1.12 What is your smoking policy?**

The law in the Cook Islands restricts smoking in public places. Therefore, smoking is not permitted in the guest rooms, restaurants, bars, lobby, Reception, Activities Hut or around the pool. There are designated smoking areas outside. Please dispose of cigarette butts in the proper receptacles. Should it be determined that smoking has taken place in a guest room, suite or villa, a minimum \$250 cleaning fee will be administered before or after check-out.

### **1.13 Are we best not to feed visiting animals and birds?**

From time to time, dogs and cats from the neighboring areas, wander on to the resort grounds. Please do not feed these visiting animals so that they do return to their homes and owners. Further, for your safety, please do not attempt to pet these wandering animals, as some have been known to bite or scratch visitors. Similarly, please do not feed the wild chickens and other birds that do wander onto the resort grounds from time to time. If you do wish to contribute to the improvement of animal welfare in the Cook Islands, please consider donating to the two animal shelters on the island; Te Are Manu Incorporation or the SPCA. Alternatively, they do welcome volunteers.

### **1.14 Where can I get further information?**

For further information, please contact the following;

Email: [info@rarotongan.co.ck](mailto:info@rarotongan.co.ck)

Telephone: +(682) 25-800

Freephone:

- ~ New Zealand 0800 727 686
- ~ Australia 1800 272 768
- ~ United States & Canada (883) 801 3162
- ~ United Kingdom 0800 710 1505

Skype:

- ~ [trbr.reservations](https://www.skype.com/user/trbr/reservations)

Web: [www.therarotongan.com](http://www.therarotongan.com) and [www.sanctuaryrarotonga.com](http://www.sanctuaryrarotonga.com) which also offer Live Chat.

Facebook:

<https://www.facebook.com/The-Rarotongan-Beach-Resort-Lagoonarium-52404893356/>

<https://www.facebook.com/Sanctuary-Rarotonga-383941760511/>

When on-site, please contact Reception by dialing "0".

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## **2. RATES & RESERVATIONS**

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### **2.1 How do I ensure that I have the best rates available?**

Please contact our friendly reservation team who can provide you with the best rates guaranteed as well as the latest availability;

Email:

- ~ [reservations@rarotongan.co.ck](mailto:reservations@rarotongan.co.ck)

Call directly:

- ~ + (682) 25-800

Call tollfree from your country of origin:

- ~ **New Zealand** 0800 727 686
- ~ **Australia** 1800 272 768
- ~ **United States & Canada** (883) 801 3162

~ **United Kingdom** 0800 710 1505

Skype:

~ trbr.reservations

Live Chat on our web site

## **2.2 How do I join the Kia Orana Club – Guest Loyalty Programme**

Our Kia Orana Club members enjoy the best available rates guaranteed as well as special discounts for WIFI as well as at Captain Andy's Beach Bar & Grill, Blue Water Grill, Spa Polynesia and Raro Style Gift Shop, subject to eligibility. Guests can apply to join the Kia Orana Club online at our web site.

## **2.3 Do you offer special rates for returnee guests?**

Please contact our friendly reservation staff on [reservations@rarotongan.co.ck](mailto:reservations@rarotongan.co.ck) or telephone +(682) 25-800 to ensure that you have the best available rates as a returnee guest.

## **2.4 Should I purchase travel insurance?**

It is recommended that guests purchase Travel Insurance to cover unforeseen circumstances such as medical emergencies, accidents, flight cancellations, missed flight connections or having to change your travel plans.

## **2.5 How much are transfers to and from the airport to the resort?**

We are able to book for our guests a shuttle transfer service to and from the airport via a third-party supplier, at a cost of \$30 per adult, \$15 per child one way which includes a bottle of water and flower garland "ei" if booked 72 hours in advance. The other options are to rent a car or motorcycle which can be picked up at the airport. Guests are advised to pre-book taxis at the airport although sometimes there are unreserved taxis available on arrival. Given that many flights arrive and leave during the night and the airport can be very busy, guests are advised to have a firm reservation booked well in advance for their transfers to and from the airport whether travelling by coach, rental car or taxi.

~ 1AAA Taxis	Ph: 28-862 / 73-549 – info@1aaataxi.co.ck
~ Price Taxi Service	Ph: 50-908 - pricetaxis.cookislands@gmail.com
~ AJ Taxi Service	Ph: 52-800 – ajtaxis682@gmail.com
~ Muri Beach Taxis	Ph: 21-625 – ivorndot@dorothis.co.ck
~ Pecel Taxis	Ph: 72-888 / 75/874 – peceltaxi@outlook.com
~ Atupa Taxi	Ph: 25-517 / 58-252 – pkatuke22@gmail.com

## **2.6 When can I expect to get an answer to my email inquiry?**

Our goal is to respond to all guest email inquiries within 24 hours received in our Reservations Office during normal office hours.

For immediate assistance, please call our Reservations office either on;

Call directly:

~ + (682) 25-800

Call tollfree from your country of origin:

~ **New Zealand** 0800 727 686

~ **Australia** 1800 272 768

~ **United States & Canada** (883) 801 3162

~ **United Kingdom** 0800 710 1505

Skype:

~ trbr.reservations

Live Chat on our web site

Our Reservations Office is open from 9:00am to 5:00pm Monday to Friday Cook Islands time. Please note that the Cook Islands is not on the same day as Australia and New Zealand as we are over the International Date Line. Therefore, Monday in Australia and New Zealand is Sunday in the Cook Islands, and so on.

## **2.7 Is your payment system secure when I use my credit card or debit card?**

We follow international best practice in terms of payment security.

## **2.8 How do I make a special request for my room reservation?**

Please set out as specifically as possible what your special requests are in terms of your room reservation and we will let you know what the options are at that time.

## **2.9 Can I contact the resort if the online booking engine is showing is no availability?**

Our online booking engine is kept up-to-date in real-time and if there is no availability for specific date or in a specific room category, please feel free to contact us directly and we will endeavour to ascertain if there is an alternative option that we can offer you.

## **2.10 Who do I contact for special rates?**

For bookings of 10 rooms or more, please contact us directly with your specific requirements.

For bookings of 21 nights or more, please contact us directly with your specific requirements.

## **2.11 What age is considered a “child” for reservations purposes?**

In line with international practice with the airlines, for reservation purposes, children aged 11 years and younger are deemed as children.

Teenagers 17 years and younger are entitled to stay in the same room as their parents or caregivers at no extra charge, subject to the room restrictions of a particular room type.

# **3. GUEST ROOMS**

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## **3.1 What is the difference between the Beachfront and Beachside Rooms and Suites?**

Our resorts offer a range of different room categories with their proximity to the beach being a key point of differentiation. Beachfront accommodation is directly located on the beach with a direct outlook of the lagoon. Beachside accommodation is set back from the beach without a direct outlook of the lagoon. The beachside accommodation is less than a minute’s walk to the beach.

To assist guests select their preferred accommodation, there are 360 degree images, photos, room maps and detailed descriptions of all accommodation options available online. Please feel free to contact us directly if any further information is required.

## **3.2 What room types would suit a family?**

For families we have the following options:

~ Three-bedroom Pool Villa Onemaru with full kitchen (4 adults + 6 kids)

- ~ Three-bedroom Pool & Spa Villa Tiare Taporo with full kitchen (4 adults + 4 kids)
- ~ Two-bedroom Beachside Suite with full kitchen (2 adults + 4 kids)
- ~ Grand Beachfront Suites with full kitchen (2 adults + 4 kids)
- ~ Two-bedroom Interconnecting Family Beachside Suite with microwave (2 adults + 4 kids)
- ~ Two-bedroom Interconnecting Family Beachfront Suite with microwave (2 adults + 4 kids)
- ~ Honeymoon Pool & Spa Bungalow with microwave (2 adults + 2 kids)
- ~ Two-bedroom Family Suite with kitchenette (2 adults + 2 kids)
- ~ Deluxe Beachfront Suites with microwave (2 adults + 2 kids)
- ~ Deluxe Beachside Suites with microwave (2 adults + 2 kids)
- ~ Beachfront Room with microwave (2 adults + 2 kids)
- ~ Beachside Room with microwave (2 adults + 2 kids)

Our website has the latest 360-degree virtual tours as well as photographs, room layout maps, and detailed descriptions to assist guests to identify the best room option for their family holiday.

We conduct daily 2pm site inspection tours for both Resorts (please note Sanctuary Rarotonga welcomes guests 16 years and older only) where guests can view other categories if they would like to consider upgrading, or book for future visits. The rooms viewed on this inspection are subject to room categories being available.

### **3.3 Can we fit two kids and two adults in a Beachside or Beachfront room?**

Our Beachside and Beachfront Rooms can accommodate two adults in a king size bed, and two kids in bunks or single beds.

For a bit of extra space, we also offer Two-Bedroom Interconnecting Family Suites which accommodate up to 2 adults and 4 children in two interconnecting rooms.

Please advise us in advance of the exact number of adults and children (including the children's ages) in your booking as well as your preferred bedding configuration to ensure everything is ready on your arrival.

We can accommodate different types of set up, so please advise us prior to arrival, or contact our Reservations team directly if you have any queries.

### **3.4 What do your stand-alone, pool villas offer?**

We offer two private, stand-alone pool villas that offer the following;

- ~ two completely private stand-alone Three-Bedroom Pool Villas: one located directly across the road from the Resort, and one a short 400 metre walk along the beach. As well as your own private facilities, you still have full use of all the Resort amenities.
- ~ The villas are a popular choice for larger families and wedding groups as they are completely private three-bedroom complexes with own kitchen, dining and laundry facilities, swimming pool with outdoor entertainment area and much more.
- ~ Guests at the Villas have full use of all the Resort facilities and are popular for private dinners, cocktail parties, birthday parties, Christmas parties and casual alfresco dining and well as with wedding groups and larger families who want to enjoy being together in a deluxe setting complete with everything a large resort offers – but all contained within your own private villa resort paradise.

### **3.5 Which room types have a kitchen or kitchenette?**

Several of our rooms have full kitchens including stove-top, full-sized fridge, microwave, kettle, cooking equipment and utensils, cutlery and crockery. The room categories with:

Full kitchen:

- ~ Three-bedroom Pool Villa Onemaru with oven
- ~ Three-bedroom Pool & Spa Villa Tiare Taporo with oven
- ~ Grand Beachfront Suites

~ Two-Bedroom Beachside Suite

Kitchenette including two-burner hot-plate, full-sized fridge, microwave, kettle, cooking equipment and utensils, cutlery and crockery:

~ Two-Bedroom Family Suite

Microwave, bar fridge, cups, saucers, as well as disposable plates and cutlery:

- ~ Honeymoon Pool & Spa Bungalow
- ~ Two-bedroom Interconnecting Beachfront Family Suite
- ~ Two-bedroom Interconnecting Beachside Family Suite
- ~ Deluxe Beachfront Suite
- ~ Deluxe Beachside Suite
- ~ Beachfront Room
- ~ Beachside Room

Please note that the Beachfront Suites, Beachside Suites and Honeymoon Spa Suite at the Sanctuary do not have any microwaves, kitchenettes or kitchens.

### **3.6 Are there microwaves and fridges in all the rooms?**

All suites and rooms at The Rarotongan have microwaves and fridges.

Suites at Sanctuary Rarotonga have a bar fridge in every room, with a microwave supplied on request.

### **3.7 What room types would a large group or conference?**

Our resorts are uniquely able to accommodate large groups or conferences and offer the following room types without an additional charge;

- ~ Three-bedroom Pool Villa Onemaru with full kitchen. 1 available. (6 adults or 4 adults + 6 kids)
- ~ Three-bedroom Pool & Spa Villa Tiare Taporo with full kitchen. 1 available. (6 adults or 4 adults + 4 kids)
- ~ Two-bedroom Beachside Suite with full kitchen. 2 available. (4 adults or 2 adults + 4 kids)
- ~ Grand Beachfront Suites with full kitchen. 4 available. (3 adults or 2 adults + 4 kids)
- ~ Two-bedroom Interconnecting Family Beachfront Suite with microwave. 2 available. (4 adults or 2 adults + 4 kids)
- ~ Two-bedroom Interconnecting Family Beachside Suite with microwave. 5 available. (4 adults or 2 adults + 4 kids)
- ~ Honeymoon Pool & Spa Bungalow with microwave. 1 available. (2 adults or 2 adults + 2 kids)
- ~ Two-bedroom Family Suite with kitchenette. 1 available. (3 adults or 2 adults + 2 kids)
- ~ Deluxe Beachfront Suites with microwave. 6 available. (2 adults or 2 adults + 2 kids)
- ~ Deluxe Beachside Suites with microwave. 15 available. (2 adults or 2 adults + 2 kids)
- ~ Beachfront Room with microwave. 20 available. Maximum 7 can be inter-connected. (2 adults or 2 adults + 2 kids)
- ~ Beachside Room with microwave. 46 available. Maximum 10 can be inter-connected. (2 adults or 2 adults + 2 kids)
- ~ Beachfront Suite @ Sanctaury. 36 available. (2 adults)
- ~ Beachside Suite @ Sanctuary. 12 available. 1 can be inter-connected. (2 adults)
- ~ Honeymoon Spa Suite @ Sanctuary. 1 available. (2 adults)

Our website has the latest 360-degree virtual tours as well as photographs, room layout maps, and detailed descriptions to assist guests to identify the best room option for their family holiday.

We conduct daily 2pm site inspection tours for both Resorts (please note Sanctuary Rarotonga welcomes guests 16 years and older only) where guests can view other categories if they would like to consider upgrading, or book for future visits. The rooms viewed on this inspection are subject to room categories being available.

### **3.8 Is there a hairdryer in my room?**

Yes, all rooms have a hairdryer them.

### **3.9 Is there an iron and ironing board in my room?**

Yes, all rooms have an iron and ironing board in them.

### **3.10 What are the Voltage and Power Points?**

We have standard New Zealand / Australia 3 pin plugs at 230V.

### **3.11 Are the rooms air-conditioned?**

Yes, all our guest rooms have air conditioning, as well as oscillating fans which operate independently of each other and can be set to guest comfort.

For optimal performance of the air conditioning system, it is necessary that all doors and windows are closed shut, otherwise it will create condensation which may appear as if the air conditioning unit is leaking.

### **3.12 What is there to watch on TV?**

The TV in each guest room shows 12 TV channels including CNN, BBC, ESPN, Discovery, Discovery Kids, Nickelodeon, Disney, Cook Islands Television, as well as live coverage of many international sport events, particularly those popular in New Zealand and Australia such as rugby, rugby league, netball, soccer, etc.

Additionally, many guests bring their own movies on a portable hard drive which plugs directly into the TV.

### **3.13 Do you show major or international sporting events on TV?**

The TV in each guest room shows live coverage of many international sport events, particularly those popular in New Zealand and Australia such as rugby, rugby league, netball, soccer, etc.

There is also a Sports Bar in Captain Andy's Beach Bar & Grill which broadcasts the main sporting events popular in New Zealand and Australia and is particularly popular for watching games scheduled at unsociable hours which might affect other guests in your room. Most, but not all, major sporting events will most likely be available in the Sports Bar.

### **3.14 What amenities are there in each room category?**

Please refer to our website for a comprehensive list of what your room or suite includes. If you have any further questions or requests, please contact our Reservations Team who will be happy to assist.

We conduct daily 2pm site inspection tours for both Resorts (please note Sanctuary Rarotonga welcomes guests 16 years and older only) where guests can view other room categories if they would like to consider upgrading, or book for future visits. The rooms viewed on this inspection are subject to room categories being available.

### **3.15 What if I like a firmer / softer mattress or pillow?**

Our beds are specialist hotel beds designed for the rigors of hotel accommodation. Sleeping comfort can be a very personal thing, and if you find you bed or pillows not to your personal liking, please advise our Duty Managers who will try to find a suitable alternative. All beds are replaced progressively in line with manufacturer specifications

### **3.16 How do I contact Housekeeping?**

Housekeeping is at your service daily from 9am-4pm for additional pillows, blankets, towels, room supplies and valet laundry. If your "DO NOT DISTURB" sign on the door handle outside, your room will not be serviced. If you would like to request a specific room service time, please contact Reception, and our team will do our best to meet your requirements. For assistance, please dial 0.

### **3.17 Is there Housekeeping service on Sundays and Public Holidays?**

To facilitate our housekeeping staff to fulfil various religious, community, cultural and family obligations, on Sundays and Public Holidays we provide a light housekeeping service which includes the replenishment of amenities, provision of fresh towels and removal of rubbish.

### **3.18 How do the Housekeeping Rebate Cards work?**

If the rate that you have selected when you booked includes daily housekeeping service, there is an option to choose not to have your room serviced by our housekeepers and receive a \$15 per day rebate against your room account that can be spent in the bar, restaurants, spa, gift shops etc. at the Resort. For further information, please call Reception on 0.

### **3.19 Does every room have a room safe?**

For the comfort and convenience of our guests, all rooms are provided with a room safe which can be operated by following the simple instructions provided. Guests are advised to keep valuables such as passports, travel documentation, wallets, jewelry, etc. in the room safe.

### **3.20 What is your smoking policy?**

The law in the Cook Islands restricts smoking in public places. Therefore, smoking is not permitted in the guest rooms, restaurants, bars, lobby, Reception, Activities Hut or around the pool. There are designated smoking areas outside. Please dispose of cigarette butts in the proper receptacles. Should it be determined that smoking has taken place in a guest room, suite or villa, a \$250 cleaning fee will be administered before or after check-out.

## **4. CHECK-IN / CHECK-OUT**

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### **4.1 What time is check-in?**

Check In is 3:00pm.

It is important to note that many flights arrive in Rarotonga during the night. Further, flights from New Zealand and Australia cross the International Date Line. Please check your actual date and time of arrival in Rarotonga. This can be checked online at <https://www.timeanddate.com> or through your travel agent or airline.

Please carefully check your airline ticket or travel itinerary with regards to your flight's arrival and departure dates. Compared to New Zealand and Australia, the Cook Islands is on the day prior due to the International Date Line. This can cause confusion when booking accommodation and travel causing some guests to arrive a day early without accommodation booked. Alternatively, some guests mistakenly believe that they have one more day in Paradise only to find that their flight has departed without them. If you are not sure, please contact our Reception or Reservations team who will be happy to assist. However, it is the guest's responsibility to ensure that they have the correct travel arrangements to meet your needs.

### **4.2 How do I organize an Early Check In?**

Prior to 6am, you will need to book your room for the prior night. This is subject to availability.

For maximum guest comfort and convenience, it is recommended that guests do book an Early Check In for immediate access to their reserved room upon arrival. This is particularly important for early morning arrivals on overnight flights.

Prior to 3pm, an Early Check in can be arranged at 10% of the daily room rate per hour.

Please note that due to operational requirements, that the room allocated for an Early Check In may not be the room that will be allocated for the rest of your stay.

Please contact our friendly Reservations team directly for further details or a personalized quote.

### **4.3 What time is check out?**

Check Out is at 10:00am.

It is important to note that many flights depart Rarotonga during the night. Further, flights to New Zealand and Australia cross the International Date Line. Please check your actual date and time of arrival from Rarotonga as well as your next destination. This can be checked online at <https://www.timeanddate.com> or through your travel agent or airline.

Please carefully check your airline ticket or travel itinerary with regards to your flight's arrival and departure dates. Compared to New Zealand and Australia, the Cook Islands is a day prior due to the International Date Line. This can cause confusion when booking accommodation and travel causing some guests to arrive a day early without accommodation booked. Alternatively, some guests mistakenly believe that they have one more day in Paradise only to find that their flight has departed without them. If you are not sure, please contact our Reception or Reservations team who will be happy to assist. However, it is the guest's responsibility to ensure that they have the correct travel arrangements.

### **4.4 How do I organize a Late Check Out?**

Check Out is at 10:00am.

It is important to note that many flights depart Rarotonga during the night. Further, flights to New Zealand and Australia cross the International Date Line. Please check your actual date and time of arrival from Rarotonga as well as your next destination. This can be checked online at <https://www.timeanddate.com> or through your travel agent or airline.

From 10:00 am, a Late Check Out can be arranged at 10% of the daily room rate per hour.

From 6pm, you will need to book your room for the following night.

Late Check Outs are subject to availability.

Please note that due to operational requirements, that the room allocated for a Late Check Out may not be the room that will be allocated for the rest of your stay.

Please contact our friendly Reservations team directly for further details or a personalized quote.

Please carefully check your airline ticket or travel itinerary with regards to your flight's arrival and departure dates. Compared to New Zealand and Australia, we are a day prior due to the International Date Line which can cause confusion when booking accommodation and travel causing some guests to arrive a day early without accommodation booked. Alternatively, some guests mistakenly believe that they have one more day in Paradise only to find that their flight has departed without them. If you are not sure, please contact our Reception or Reservations team who will be happy to assist. However, it is the guest's responsibility to ensure that they have the correct travel arrangements.

### **4.5 We have a late flight, is there a complimentary hospitality room available?**

Check-out is at 10am. A late check-out can be organised through the Front Desk for an additional cost subject to availability. A complimentary hospitality room is available for guests to use on a shared basis. Toilet facilities and showers are available nearby.

### **4.6 Can we leave our luggage with reception until we head to the airport?**

Guests are welcome to store luggage in the storeroom of the Reception of The Rarotongan or at the Reception at the Sanctuary, which are manned 24/7. The Resort takes every care to ensure the safekeeping of your luggage but does not accept any liability for your belongings whilst they are in storage.

### **4.7 Can we stay at the hotel without a room until our late flight?**

Guests are welcome to continue using the facilities and amenities of the resort post-check out of their guest room, and until they depart for the airport.

#### **4.8 How will I be able to settle my bill for any additional charges or incidentals?**

On checking out you will be able to settle your bill by Credit Card (Visa, Mastercard, American Express, Union Pay), Debit Card (Visa, Mastercard) or cash.

#### **4.9 What is a pre-authorization of my credit card?**

As is standard practice in hotels around the world, most guests choose to provide a pre-authorization of \$100 a day up to a maximum of \$700 per stay on their credit or debit card to cover incidental expenditures they may incur in the bar, restaurant, spa, gift shop, tour desk etc. and settle their account on check out.

Your credit or debit card is not charged until check out, but these funds will be on hold thereby reducing one's credit card limit. These funds will be held by your credit card issuer for 7 days and then released. During this time, these funds will not be available for you to spend.

If you are staying longer than 7 days or spending more than \$100 per day at the Resort, please see Reception to arrange an extension of the pre-authorization on your credit card.

Alternatively, guests can choose to provide a cash deposit of \$100 per day or simply pay cash in the restaurant, bar, gift shop, spa etc.

## **5. ACTIVITIES HUT**

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#### **5.1 What are the opening hours of the Activities Hut?**

The Activities Hut is open daily from 8:30am to 5:30pm.

#### **5.2 What water sports equipment is available from the activities hut?**

The following equipment is available to all in-house guests on complimentary basis;

- Snorkeling equipment
- Kayaks and paddles
- Standup Paddleboards and paddles
- Reef shoes
- Flippers
- Wet Suits
- Beach Towels

#### **5.3 Are beach towels available from the Activities Hut?**

Beach towels are available from the Activities Hut for in-house guests. Please return all beach towels to the Activities Hut before 5:30pm.

#### **5.4 Is there a daily Activities Programme?**

We offer our guests a daily Activities programme. The Activities programme is made available on the Activities notice board, in your room compendium and in the daily Guest Newsletter.

## **6. MARINE SANCTUARY**

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#### **6.1 What is the beach like?**

The beach at the resort is white coral sand and extends across the entire frontage of both The Rarotongan and Sanctuary Resorts.

## **6.2 What is the snorkeling like?**

The resort is situated directly on the Aroa Lagoon Marine Sanctuary which has abundant tropical fish, as well as occasional turtles and eagle rays. Swim with rainbow-colored angel, parrot, butterfly, squirrel, goat, rabbit, unicorn, box and Picasso fish, and beautiful wrasses such as sunset and bird, all in chest-deep, clear warm waters.

The snorkeling here is so good that many of our guests have compared it to Australia's Great Barrier Reef. If you've never snorkeled before, you'll be amazed at how easy and rewarding it is.

Aroa Lagoon offers Rarotonga's best snorkeling on Rarotonga because it is a fish breeding area and a traditional marine sanctuary (ra'ui). In Aroa Lagoon you can swim or snorkel at any tide, unlike in most parts of the island.

Resort guests get free 3-hour hire of snorkeling masks, flippers and reef shoes from the Activities Hut, along with invaluable local knowledge. Snorkeling safaris, snorkeling lessons and fish feeding are all part of The Rarotongan's Daily Activities Programme.

## **6.3 Am I able to feed the fish in the Marine Sanctuary?**

At 1.30pm daily Monday to Friday, join our friendly Activities Team for Fish Feeding. You can even hand-feed the fish down at the water's edge – an unforgettable experience! Call the Activities Hut on 8061 for further details.

We have researched and taken advice from various local and overseas experts regarding Fish Feeding. The consensus was;

- ~ Bread is not toxic to the fish; and
- ~ Only certain species are interested in this food source which tend to be the schooling species; and
- ~ The increase in the population of these species has provided an increased food source for larger species higher up the food chain and therefore there has been a noticeable increase in the giant trevally population, for example; and
- ~ In terms of being disruptive to the natural population order: the Rarotonga lagoon is severely over-fished and as excess populations within the Marine Sanctuary move to other parts of the lagoon it leads to re-population of those areas whereby they have a positive impact on the environment as well as provide a fresh food source for the local people; and
- ~ The increase in available fish in the areas outside of the Marine Sanctuary has created goodwill amongst the small but vocal community group that had originally campaigned to be allowed to fish in the Marine Sanctuary. Without broad-based community support, the Marine Sanctuary would have been re-opened to fishing some time ago; and
- ~ The Fish Feeding activity provides an opportunity for people, particularly children, to be personally engaged with the natural wild life in the Marine Sanctuary which will hopefully assist in generating more consciousness about the importance of human stewardship of the natural world.

The Rarotongan played the leadership role in generating, fostering and maintaining community support for the Marine Sanctuary, with visitors and locals alike enjoying personal contact with the fish.

## **6.4 When is the best time to see the whales?**

From July to October is the best time to be in the Cook Islands for the whale migration. You don't even need to venture into the water to see them because they swim so close to shore, they can often be seen just over the reef from the resort.

The whole of the territorial waters of the Cook Islands - some 2 million square kilometers of ocean - is a designated whale sanctuary. Humpbacks migrate into the South Pacific waters from the Southern Hemisphere, passing by the Cook Islands in a 4,000-mile journey, enroute to warmer waters to mate, give birth, feed and to rest.

## **6.5 What can I do to protect the marine life?**

To preserve the living reef in the Marine Sanctuary, walking on the reef or touching any coral is discouraged. The corals are beautiful and delicate living organisms which take decades to grow and one loose or heavy foot can

destroy many years of growth. Further, coral cuts can become septic and take a long time to heal so it is best not to touch any living coral.

We encourage all our guests to be sun smart, but also to consider the environment at the same time and to carefully read your sunscreen labels and do not purchase sunscreen containing oxybenzone. Instead, try to opt for mineral-based varieties that use zinc oxide or titanium dioxide, which protect without any harmful environmental impact.

### **6.6 Do I need reef shoes?**

We advise our guests to wear reef shoes when swimming in the lagoon as coral can be very sharp and coral cuts are notorious for getting infected. Reef shoes are available to borrow on a complimentary basis from the Activities Hut or can be purchased from our Raro Style Gift Shop. Please note that to preserve the living reef in the Marine Sanctuary, walking on the reef or touching live coral is discouraged. The corals are beautiful and delicate living organisms which take decades to grow and one loose or heavy foot can destroy many years of growth. Further, coral cuts can become septic and take a long time to heal so it is best not to touch any living coral.

### **6.7 Is the lagoon safe to swim in?**

Swimming in the Aroa Lagoon Marine Sanctuary is safe for confident swimmers following sensible water safety guidelines. Just a few steps from your room you can snorkel in the underwater wonderland of the Aroa Lagoon Marine Sanctuary, protected by the encircling natural coral reef.

### **6.8 What sensible water safety guidelines should I follow?**

Please note that there are no lifeguards on duty at Aroa Lagoon Marine Sanctuary or anywhere on Rarotonga. Therefore, we recommend the following water safety guidelines;

- ~ always keep children within arm's length in or near the water
- ~ check the water and weather conditions
- ~ know your physical limits and experience
- ~ never be in the water alone
- ~ if in doubt, stay out of the water
- ~ wear a buoyancy-vest or life jacket when kayaking or paddle boarding
- ~ do not touch any marine life or coral
- ~ always wear reef shoes
- ~ if you need to stand up, wave your foot a few centimeters above the bottom to clear the area you will be standing on of any marine life
- ~ use eco-friendly sun screen or wear a T-Shirt or wet suit for sun protection
- ~ do not enter the water after drinking alcohol
- ~ if you need help, keep calm and raise your hand in the air.

The passages from the lagoon to the open ocean can be very dangerous. The nearest passage to The Rarotongan and Sanctuary is Rutaki Passage and is over a kilometer to the east of the resort. Under no circumstances should you approach or enter the Rutaki Passage or any other passage in Rarotonga except with experienced guides with an organised and certified tour operator.

These passages are dangerous for swimming, snorkeling, fishing, kayaking and surfing, and several local fishermen and tourist snorkelers have drowned there over the years. Do not at any time paddle out through (or over) the reef into the open ocean.

## 7. KIDS

### 7.1 Which rooms are most suitable for kids and families?

The Rarotongan is a long standing favourite with kids and families and offers a wide range of accommodation options ideal for families on holiday.

Our resort is uniquely able to accommodate families and offer the following room types without an additional charge;

- ~ Three-bedroom Pool Villa Onemaru with full kitchen. 1 available. (6 adults or 4 adults + 6 kids)
- ~ Three-bedroom Pool & Spa Villa Tiare Taporo with full kitchen. 1 available. (6 adults or 4 adults + 4 kids)
- ~ Two-bedroom Beachside Suite with full kitchen. 2 available. (4 adults or 2 adults + 4 kids)
- ~ Grand Beachfront Suites with full kitchen. 4 available. (3 adults or 2 adults + 4 kids)
- ~ Two-bedroom Interconnecting Family Beachfront Suite with microwave. 2 available. (4 adults or 2 adults + 4 kids)
- ~ Two-bedroom Interconnecting Family Beachside Suite with microwave. 5 available. (4 adults or 2 adults + 4 kids)
- ~ Honeymoon Pool & Spa Bungalow with microwave. 1 available. (2 adults or 2 adults + 2 kids)
- ~ Two-bedroom Family Suite with kitchenette. 1 available. (3 adults or 2 adults + 2 kids)
- ~ Deluxe Beachfront Suites with microwave. 6 available. (2 adults or 2 adults + 2 kids)
- ~ Deluxe Beachside Suites with microwave. 15 available. (2 adults or 2 adults + 2 kids)
- ~ Beachfront Room with microwave. 20 available. Maximum 7 can be inter-connected. (2 adults or 2 adults + 2 kids)
- ~ Beachside Room with microwave. 46 available. Maximum 10 can be inter-connected. (2 adults or 2 adults + 2 kids)

Our website has the latest 360-degree virtual tours as well as photographs, room layout maps, and detailed descriptions to assist guests to identify the best room option for their family holiday.

We conduct daily 2pm site inspection tours for both Resorts (please note Sanctuary Rarotonga welcomes guests 16 years and older only) where guests can view other categories if they would like to consider upgrading, or book for future visits. The rooms viewed on this inspection are subject to room categories being available.

### 7.2 Kids & Teens Stay and Play Free!

Kids & Teens Stay & Play FREE!

Kids & Teens Stay FREE! Kids to 17 years inclusive Stay Free when sharing with parents as per maximum room occupancy.

Kids Play FREE! Kids (4-11 years inclusive) Play Free at Moko Kids Club.

Kids Play FREE! (4 to 11 years inclusive) Play Free at Little Dolphins Mini Waterpark.

Teens Play FREE! (12-17 years inclusive) Play Free at the Teen Zone.

Kids aged 3 years and under require the supervision of a parent or caregiver at Banana Beach Playland or Moko Kids Club.

### 7.3 What ages of children can attend the Kids Club?

For children 4-11 years we have the complimentary Moko Kids Club, with three sessions daily supervised by our Activities team.

Teens 12-17 years have their own exclusive Teen Zone.

For our youngest guests aged 3 years and under, the Banana Beach Playland offers babies and toddlers fun activities in a safe enclosed environment cared for by our friendly crèche staff. There is a \$NZ 45 fee per child, per session for supervised care or complimentary if supervised by a parent or care giver.

#### **7.4 What does the Moko Kids Club (4-11 years old inclusive) offer?**

Moko Kids Club: (4-11 years old inclusive) is a large, colourful, supervised clubhouse packed with toys, paints & crafts, play shop, trampoline, books, board games, computer games and videos. It includes a Kids Discovery Programme of activities themed around the unique nature and culture of Rarotonga. Open year-round to in-house kids 4-11 years inclusive. Entry to the Moko Kids Club is FREE to in-house guests and \$NZ 45 per child per session for guests staying elsewhere.

#### **7.5 What does the Little Dolphins Waterpark offer?**

Little Dolphins Mini Waterpark: a popular FREE part of our in-house children's facilities with loads of slides, water cannons and fun in a supervised environment as part of the Moko Kids Club Programme for kids aged 4-11 years old. Please bring swimming gear and beach towels when dropping off your kids at the Kids Club.

#### **7.6 What does the Teen Zone (12-17 years old inclusive) offer?**

Teen Zone: (12-17 years old inclusive) is a separate club house just for teens with a wide variety of teen activities and games including computer games, pool table, table tennis and table soccer. Entry to the Teen Zone is FREE to in-house guests and \$NZ 45 per child per session for guests staying elsewhere.

#### **7.7 What facilities are there for infants (3 years old and under inclusive) in the Banana Beach Playland?**

Banana Beach Playland Baby Crèche: (3 years old and under inclusive) is a separate, specialist, supervised facility for infants with their own "baby gym", toys, games and books as well as sleeping and toileting facilities. Activities programme designed to keep the smallest treasures of the family happy and entertained. There is a \$NZ 45 fee per child, per session for supervised care or complimentary if supervised by a parent or care giver and is only available to in-house guests of The Rarotongan.

#### **7.8 When is the Kids' Club open?**

There are three sessions for the Crèche, Moko Kids' Club and Teen Zone. These operate Monday to Saturday from 9am – 12pm, 2pm – 5pm, 7pm – 9pm. Please note all three are closed on Sundays and Public Holidays.

#### **7.9 Is there a charge for the Kids' Club, Teen Zone or Crèche??**

The Kids Club (4-11 years old) and Teen Zone (12-17 years old) is complimentary for in-house guests. We welcome kids visiting from other resorts at a charge of \$NZ 45 per child, per session.

Banana Beach Playland crèche has a fee of \$NZ 45 per child, per session for supervised care or complimentary if supervised by a parent or care giver and is only available to in-house guests of The Rarotongan.

#### **7.10 What are the favourite things for kids and families to do at the Resort?**

We provide guests of all ages with complimentary daily activities including try scuba lessons, snorkeling tours, island drumming and dancing lessons, ukulele lessons, pareu (sarong) tying, palm-frond weaving, 'ei (flower garland) making, coconut husking, crab hunting and racing, fish feeding, guided village and nature walks, karaoke, as well as a range of complimentary equipment such as stand-up paddleboards, kayaks, masks and snorkels, beach towels, sun loungers and hammocks.

Popular Family activities right here at The Rarotongan include;

- ~ **Snorkelling** in the Aroa Lagoon Marine Sanctuary is amazing and safe for all ages. Even kids as young as 4 can learn to snorkel, so make sure you choose a good mask, snorkel and flippers that fit your child to ensure maximum enjoyment of this awesome activity. Also ensure you bring well-fitting reef shoes for your child for swimming here at Aroa Beach and around the island to avoid coral cuts etc.

- ~ **Stand-up paddleboards and kayaks** are popular and enjoyable pastimes in the Aroa Lagoon Marine Sanctuary and we offer a fleet of one or two seater kayaks and our Daily Activities Programme features guided tours and introductory lessons from members of the Activities Team
- ~ **Local Drumming and Dance Lessons.** Cook Islanders are world renowned for their love of drumming and dancing. Learn how to perform the famous “hula” or beat the island drums. Check the Activities board for scheduled times.
- ~ **Flower Garland “Ei” making.** Flowers are a central part of the Cook Islands life and are used daily for personal adornment. Learn to make your own ei with the assistance of the Activities Team. Check the Activities board for scheduled times.
- ~ **Coconut Frond Weaving.** Learn to weave your own sun hat, fan or basket from coconut palm fronds “kikau”. Check the Activities Board for scheduled times.
- ~ **Try Scuba lessons** are conducted by certified PADI Divers twice a week at The Rarotongan Resort Pool even young kids can try it (from 8 years). The Aroa Lagoonarium is the perfect place to learn to dive. There are qualified instructors at several different dive operations around the island who can provide further expert tuition.
- ~ **Crab Hunting & Racing** events are a great way to spend an hour with the kids, guaranteed to produce squeals of delight, fright and fun. Search for the hermit crabs along our sandy white beach with flashlight in hand, carefully hunting out winners for the race the following night. The next night eye up the contenders on our board of crab racers and pick a winner. Watch as the crabs scramble for victory and listen as the excitement – and volume! - builds. Pick the winner and you may even make a dollar or two. Check The Rarotongan’s Activities Blackboard schedule for the next Crab Hunting or Crab Racing and join in the fun.

### 7.11 Can kids snorkel in the Lagoonarium?

The Aroa Marine Sanctuary directly in front of The Rarotongan offers the best, all tide snorkeling in the longest established Marine Sanctuary on Rarotonga. It is ideal for kids to learn about the wonders of the tropical reef environment and is the most favourite thing to do for kids and their families. There are a range of self-guided snorkeling tours for beginners as well as advanced snorkellers.

### 7.12 What are the favourite free things for kids and families to do around Rarotonga?

Around the island there are lots of free activities for families to enjoy including;

- ~ The colourful **Saturday Punanga Nui Market** (8.30am-11.30am) is an enjoyable activity for the family to share. Taste the local cuisine, drink fresh coconuts, collect unique souvenirs and watch local performances, all within any budget!
- ~ The **Muri Night Markets** are open on Sunday, Tuesday, Wednesday and Thursday nights (5pm – 8pm). Try out the local foods from family run stalls who provide a fun and friendly environment for the whole family.
- ~ Our **Resort Walking Maps** offer a range of walks in the local area around the resort suitable for a gentle stroll around the local district right up to hikes to the peaks of Rarotonga’s mountainous interior.
- ~ **Muri Beach** is in the heart of the hotel strip and is a popular day out for guests looking to try a different beach and lagoon. There are a range of beachfront cafes and restaurants as well as tour operators in the Muri Beach area.
- ~ Rarotonga has a full calendar of **local sporting events** as well as sports teams and competitors visiting from overseas. The most popular sports are rugby, rugby league, netball, golf, tennis, cricket, soccer, beach volleyball, triathlon, outrigger canoe racing, boxing, kick boxing etc. Generally there is a lot of information on local sports events available online, in the local Cook Islands News or from Reception.
- ~ **Sunday Church services.** Each Sunday Rarotonga’s beautiful white coral and limestone churches fill with the soaring songs of worship of their congregation. Visitors are welcome to attend the services but please observe with the appropriate modest attire of shirts long trousers for men and longer length skirts or dresses for women. A bus from The Rarotongan Beach Resort & Lagoonarium reception departs at 9.30am

for the Cook Islands Christian Church and St Mary's Catholic Church in Arorangi. A bus fare of NZD\$8.00 return or \$5.00 one way. A church donation would be much appreciated and at the conclusion of the service you may be invited to join the Pastor for light refreshments and local fruits

### **7.13 What are the favourite tours for kids and families to do around Rarotonga?**

Reception can organise kid-friendly activities on and around the island; most include pick-up from The Rarotongan's Reception:

**4WD Raro Mountain Safari** Tour into the island's cloud-forest interior. Rarotonga's most popular tour shows you a whole new perspective of Rarotonga and is led by entertaining and informative guides. Travel to the highest point of the island through lush jungle and experience the excitement, adventure and thrill of 4WD.

**Captain Tama's Glass-Bottom Boat Lagoon Cruise** with beach BBQ on Motu Koromiri in Muri Lagoon. The glass-bottom boat enables you to discover the lagoon right under your feet, a great way to see all the wonders of the lagoon without getting wet! Especially wonderful for kids still too young to snorkel.

**Koka Lagoon Cruises** depart from Muri Lagoon, and trips include entertainment, snorkelling, lunch and a truly fun and relaxing day.

**Te Vara Nui** has 3 shows per week Tuesday, Thursday and Saturday night. It is set in luscious rock waterfall garden features, the village houses the most stunning entertainment venue. Dinner is a fusion of European and Island dishes and you get to immerse yourself in the Cook Islands culture in the beautiful Legend of Tongaiti with a powerful display of grace beauty passion and colour through the exceptional choreography.

**Highland Paradise** offers 3 shows per week Monday, Wednesday and Friday nights set in a mountain paradise with vistas over the populated low lands and out over the vast Pacific Ocean. Their authentic traditional drum dance show is followed by a feast cooked in an underground oven as it has been done for centuries of chicken, pork, "rukau" island spinach, taro, kumara etc. accompanied by fresh green salads, marinated game fish "ika mata" and a array of tropical desserts.

**Story Tellers – Eco Cycle Tours** A cycling trip not to be missed as you discover the cultural heritage of the Ancient Coral Road of Ara Metua, you witness the the local village life and hear stories told to you by the tour guides along a level terrain covering about 8 – 12kms with lunch provided.

**Rongohiva Watersports** – Speed boat ride & swim, Banana boating, whale watching. Enjoy the breathtaking views of Rarotonga mountains from the ocean

**Pa's Cross Islands Walk or Medicinal Herbal Walk.** Pa, the legendary mountain guide, offers two popular walks into the interior of Rarotonga;

The Cross Island Walk is a strenuous walk suitable for all ages with a good level of fitness, 4 years and upwards if good walkers. An exhilarating 2 mile walk for three and a half hours through tree covered jungle. Starts with a 400 metre climb. In a few places its like climbing a ladder. Hold onto natures well placed roots. At the base of the Needle breathtaking views can be seen from one side of the island to the other. A wide chasm, volcanic heart of the island looks across to the mountain Te Kou. Cross the stream 5 times going down to Wigmore's water fall. Informative guides will share the history, flora and fauna of Rarotonga.

Pa's Medicinal Herbal Walk is a gentle walk suitable for all ages. Pa conducts an informative workshop on local herbal medicines followed by a walk into the heart of the island. Pass towering mountains edged with native trees, herbal plants, orchards, taro fields and pristine unspoiled land including 1,200 year old chestnut trees known as the mother tree planted inland following the arrival of the first Polynesians. This is an unique eco tour and takes approximately 3 hours.

**Reef Sub** is an ideal adventure for all the family with many highlights such as;

- Watch as the mighty Giant Trevally surround the boat to be fed on fish scraps. See them jump and charge after the food, then follow along looking in the windows at our downstairs guests.
- Visit the amazing century old shipwreck - RMS Maitai. At 103 Meters long you will be surprised at how much of her remains on the floor of the reef. Be enthralled by her incredible back story.
- The sub gets up close and personal with a gorgeous low lying coral head, full of beautiful colours and tropical fish.
- Go deeper, out to the dive buoys and explore the surrounding rocks in search of sharks and other large critters that hang out in the deeper waters.
- In whale season you may be lucky enough to get up close and personal with a gentle humpback whale. It's not unusual to have a whale pop up alongside the boat, and they love to look in the windows.

For those that prefer not to go downstairs there are four seat positions upstairs that allow for angled window viewing. The Marine Life Eco Tour lasts one and a quarter hour and is conducted daily at 9 am, 11 am, 2 pm & 4 pm

**Turtle Tours** are another popular eco-adventure for older children with a high degree of water competence. Qualified Surf Life Saver Josh Utanga provides a personalised tour to see the turtles in their natural habitat as well as eagle rays and a wide array of tropical fish.

**Marlin Queen Game Fishing Charters** are the ultimate game fishing experience in Rarotonga. If it's your dream to catch big game fish, this is your best opportunity. Fishing in Rarotonga is great all year round, the trip also includes refreshments and snacks. The boats carry comprehensive safety equipment.

## 7.14 Do you offer a special Kid's Menu?

Our extensive and ever popular KIDZ "GONE TROPPO" MENU Available to kids 11 years & under from 11am to 9pm and includes all-time favourites such as;

- Ham & Cheese Toasted Sandwich (gf\*) \$8,
- Spaghetti Bolognaise (gf\*) \$8,
- Macaroni Cheese, with Ham & Peas \$9
- Ham, Cheese & Pineapple Pizza \$10
- Crumbed Squid Rings & Fries \$10
- Fish n Chips: battered, crumbed or pan fried (gf) \$12
- Prime Beef Burger, Grilled Cheese, Lettuce, Tomato & Fries \$12
- Bangers & Mashed Potatoes & Vegetables, Roast Gravy (gf) \$12
- Chicken Nuggets, Coleslaw, Fries \$12
- Chicken & Vegetable Stir Fried Rice, (gf\*) \$12

Sides include Potato Fries (gf) \$5, Seasonal Buttered Vegetables (gf) \$5, Garlic Bread (gf\*) \$5 Seasonal Salad (gf) \$5 with Colby Cheese \$8

Desserts include;

- Tropical Fruit Salad \$5
- Selection of Ice Creams \$6
- Pancakes with Chocolate Sauce and Chocolate Ice Cream \$7
- Banana Split with Ice Cream \$7
- Giant Chocolate Éclair filled with Vanilla Ice Cream, Chocolate Sauce \$8

Drinks all \$6;

- Soda Spider ~frothy fun~ Coke, Sprite, Fanta or Raspberry Soda with Ice Cream
- Raspberry Ripple ~red goes fastest~ Sprite with Grenadine power
- Super Slushy ~super cool~ Giant sized Coke, Sprite, Fanta or Raspberry Soda in crushed ice
- Pink Panther ~pink, sweet & fluffy~ Lemonade & Raspberry creamed
- Traffic Light ~the only one on the island~ Orange Juice with racing stripes
- Blue Meanie ~your tongue will turn Blue~ Blue Lemonade

Our KIDZ GONE TROPPO menu is available online and is subject to change.

### **7.15 Can you arrange a babysitter?**

Private Babysitting for in-house guests only can be arranged with a minimum of 48 hours' notice. Charges are posted to guests' room account. Babysitting charges are \$NZ 15 inclusive of 15% VAT per hour and \$NZ 22.50 per hour between 10pm and 8am and for extensions beyond the agreed finish time. A minimum 4-hour booking applies. A transport allowance of \$NZ 10 per booking will apply. A meal allowance of \$NZ 15 applies for each 4-hour period completed. Babysitting services are subject to availability. Prices subject to change without notice.

### **7.16 Can I hire a cot?**

For a cot (crib) for your baby please contact our friendly Reservations teams on [info@rarotongan.co.ck](mailto:info@rarotongan.co.ck) or + 682 25-800 extension 8056. Alternatively, **Coco-tots** is a local baby equipment hire service. You can arrive at The Rarotongan and your infant's equipment requirements will be set up and ready to go. The wide range of equipment includes buggies ready to explore the beautiful bush and beaches or for a walk-through town, baby backpacks, highchairs, and baby car seats. For those rainy days in, or while mum and dad are relaxing with a good book, Coco-tots can provide toy baskets catering to different age groups. For a full range of available products or to make a booking contact Tamsyn Dearlove.

Ph: 56-968

E-mail: [cocotots@oyster.net.ck](mailto:cocotots@oyster.net.ck)

Website: [www.cocotots.com](http://www.cocotots.com)

### **7.17 Are children under 16 years old allowed at Sanctuary Rarotonga?**

Sanctuary Rarotonga-on the beach is our adults-only resort, and welcomes guests aged 16 years and older.

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## **8. RESORT RESTAURANTS**

### **8.1 What dining options are there at the resort?**

Our resort offers dining options from 7am to 9pm daily.

Breakfast is from 7am to 10am daily offering a Tropical Island Style Continental Buffet Breakfast with Cooked a la Carte Breakfast Menu also available. Please check your room rate to ascertain if the package that you have purchased either;

- breakfast optional package, in which case you can purchase a Tropical Island Style Continental Buffet Breakfast for \$NZ 28 per person, \$NZ 16 per child 3-11 years old and under 2 years old free when eating with parents. There is also a Cooked a la Carte Breakfast Menu available; or
- includes a Tropical Island Style Continental Buffet Breakfast; or
- includes a Cooked A La Carte Breakfast as well a Tropical Island Style Continental Buffet.

All Day Casual Dining is available from 11am to 9pm in Captain Andy's Beach Bar & Grill at The Rarotongan or poolside at Sanctuary Rarotonga.

The Dinner menu is available from 6pm to 9pm with as well as daily changing Chef's specials and live entertainment at either Capitan Andy's Beach Bar & Grill at The Rarotongan or in the Blue Water Grill at the Sanctuary Rarotonga.

Special events such as weddings, family reunions, conferences etc. can be organised with prior arrangement.

Snacks are available from Reception outside of the restaurant opening hours.

All our Restaurant & Bar Menus are available online.

## **8.2 What style of cuisine does the resort offer?**

All our restaurant and bar menus are available online.

Our menus are designed to appeal to as broad a range of guests as possible. Our menus with over 50 different items are one of the most extensive on the island and are designed to appeal to as broad a range of guests as possible including guests with special dietary needs such as vegetarian, vegan, gluten free, dairy and nut free, etc.

Captain Andy's Beach Bar & Grill at The Rarotongan and the Blue Water Grill at Sanctuary Rarotonga offers casual beach and poolside dining including light and tasty snacks, salads, pizzas, burgers & sandwiches, and a range of main courses, as well as daily Chef's specials and a Kids' Menu especially for our little guests. Room service is available 7am – 9pm.

## **8.3 What breakfast options are there at the Resort?**

Our Tropical Island style Continental breakfast buffet includes seasonal fresh island fruits, fresh fruit salad, home-stewed fruits, Bircher muesli, homemade yoghurt, fresh-baked breads, pastries, muffins & croissants, cereals, toast, cheese, ham, spreads, fruit juices, tea & coffee is available for \$ NZ 28 per person and children under 11 years old half price and under two years old complimentary when dining with parents.

Some room packages, but not all, include a Tropical Island style Continental buffet breakfast, so please check your reservation confirmation or at Reception as to whether breakfast has been included in the room package that you have chosen or not.

Cooked items are available from our a la carte menu at an additional charge including;

- Two Free-Range Island Eggs on Toasted Turkish \$NZ 9
- Creamy Mushrooms & Crispy Bacon on Toasted Turkish \$NZ 14
- French Toast & Crispy Bacon \$NZ 15
- Three Free-Range Egg Omelette \$NZ 15
- Eggs Benedict \$NZ16
- Big Island Breakfast Bacon, Pork Sausages, Creamed Mushrooms, Hash Browns, Grilled Tomato with Eggs cooked to your liking on Toasted Turkish \$NZ 24

All our menus are available on our website.

## 8.4 What are the Seafood dishes on the menu?

Our menu has over twenty seafood items for seafood lovers including the following all-time favourites as well as our Chef's daily specials;

- Fish Sandwich (gf\*) Crispy Fish Fillets, Coleslaw, Pawpaw Salsa, Wasabi Aioli on Toasted Focaccia \$22
- Garlic Prawn Prawns, Tomato, Caramelized Onion, Mozzarella, Coconut Crumb, Garlic Mayonnaise \$26
- Fish & Chips Spiced Battered Market Fish, with Fries drizzled in Island Coconut Sauce \$22
- Prawn Coconut Noodle Salad (gf, df) Fresh Julienne Coconut Noodles, Tomato, Cucumber, Pawpaw, Red Onion, Coriander, Mint, Tangy Island Cream Dressing, Sea Salt & Rarotongan Lemon Pawpaw Seed Pepper \$26
- Prawn Caesar Salad Hard Boiled Egg, Bacon Bits, Anchovy, Cos Lettuce, Croutons and Caesar Dressing \$26
- Prawn Thai Noodle Salad (gf) Cucumber, Capsicum, Carrot, Coriander, Onion, Chili, Garlic, Ginger & Glass Noodles \$26
- Captain Andy's Seafood Chowder Big Game Fish, Prawn, Calamari, Mussels & Garlic Bread \$14
- Cajun Spiced Calamari Lime Aioli \$16
- Coconut Crumbed Prawns, Egg Plant Mayonnaise \$16
- "Ika Mata" (gf) Cook Islands' classic – Local Big Game Fish Marinated in Fresh Coconut Cream, Tomato, Cucumber, Red Onion, Coriander, Sea Salt \$18
- Big Game Fish Catch of the Day (gf, df) Warm Potato Salad, Pawpaw Lime Salsa, Coconut Chili Cream \$29
- Surf & Turf (gf) New Zealand Prime Eye Fillet Medallions, Garlic Prawns, Wilted Island Greens, Seed Mustard Hollandaise, Herb Mash \$36
- Game Fish 'Marina' Char-grilled Market Game Fish scented with Sumac, Savoury Rice Tomato & Coconut Cream Sauce, Pawpaw & Lime Salsa \$29
- Seafood Arancini Grilled Garlic Prawns and Mussels, Celery Remoulade Sauce Parmesan Salad \$25
- Thai Green Seafood Curry W/ Basmati Rice, Crispy Shallots Mixed Vegetables, Tuna, Prawns, Mussels, Squid \$24
- Roast NZ King Salmon, Miso & Honey Glaze Bulgur Wheat & Corn Risotto Red Pepper Salsa \$30
- Teriyaki Glazed Tuna Steak Turmeric Rice, Wilted Island Greens, Wasabi Aioli \$29
- Prawn Laksa Noodles Pan Fried Prawns in a Coconut Curry Noodle Broth \$26

All our menus are available online on our website.

## 8.5 Can I get Fresh Marinated Game Fish "Ika Mata" at the restaurant?

"Ika Mata" is an icon of Cook Islands cuisine and is freshly made by marinating locally caught Yellow Fin Tuna in lime, lemon, coconut cream, chili and mixed with tomato, onions and chives. Your island experience is enhanced by the side of Island Fries made with seasonal taro, manioc "maniota", green bananas and sweet potato "kumara". A long, cool glass of locally brewed Cooks Lager draught is the perfect accompaniment for this uniquely island experience. "Ika Mata" can be ordered as a separate dish or as part of our very popular Seafood Platter or Island BBQ Platter.

All our menus are available online on our website.

## 8.6 What comes with the Seafood Platter for Two?

Our famous and ever popular Seafood Platter for Two includes "Ika Mata" Diced local Game Fish marinated in Lemon Juice and Coconut Cream, "Mitiore" Grated Coconut & Poached Prawns, Seared local Game Fish, Pesto Crumbed Pan Seared Scallops, Creamy New Zealand Mussel Chowder, Line caught Yellow Fin Tuna Sashimi with Honey Miso Marinade, Coconut Panko Crumbed Deep Sea Fish Goujons, Charred Garlic Tiger Prawns, Tempura Pacific Oysters, Seafood Arancini, Spicy Sambal with a Fresh Garden Salad, Island Slaw, Warm Breads & Dips all for just \$NZ 99.

All our menus are available online on our website.

### 8.7 Does the Resort offer Room Service?

Room Service can be ordered from the Restaurant & Bar Menu in your room between 7am and 9pm daily. There is a \$9 charge for Room Service. Alternatively, Room Service orders can be picked up from the Restaurant.

### 8.8 Can you cater to my special dietary requirements?

Our menus are annotated to reflect special dietary needs such as vegetarian, vegan, gluten free, dairy and nut free, etc. If you have such dietary requirements, we would appreciate advance notice, so our Chef and/or Restaurant Manager can meet with you upon arrival to understand your requirements.

### 8.9 What Gluten Free options do you offer in the restaurant?

We are pleased to welcome guests with special dietary requirements such as gluten free diets. Some dishes are gluten free or can be made gluten free. Our Chef is happy to discuss special diet menu options with guests. However, our restaurant kitchens handle a wide range of products and we cannot 100% guarantee that meals served are completely free of all traces of gluten. For guests that require that certainty, we would recommend booking one of our accommodation options with a full kitchen or kitchenette.

The following menu items from our current menu are either gluten free or can be made gluten free upon request.

- Nachos (v\*, vg\*, gf\*) 14
  - corn chips, meat sauce, cheese, sour cream & guacamole
- Fish Sandwich (gf\*) 22
  - crispy fish fillets, coleslaw, pawpaw salsa, wasabi aioli on toasted focaccia
- Club Sandwich (gf\*) 22
  - Grilled chicken, bacon, egg, lettuce & tomato
- Sirloin Steak Sandwich (gf\*) 24
  - prime new zealand sirloin steak, mustard & red onion relish
- The 'Veggie' Burger (v, vg\*, gf\*) 18
  - crisp hash browns, egg, avocado, lettuce, tomato, & red onion
- Margherita Pizza (v, gf\*) 19
  - sun dried tomato, basil, garlic, mozzarella
  - Add Olives, Mushroom & Capsicum 22
- Hawaiian Pizza (gf\*) 22
  - ham, pineapple, mozzarella
- Captain Andy's BBQ Chicken Pizza (gf\*) 24
  - chicken, caramelized onion, capsicum, BBQ sauce, mozzarella
- Meat Lovers Pizza (gf\*) 25
  - beef, chicken, pulled pork, sausage, chipotle sauce, mozzarella
- Garlic Prawn Pizza (gf\*) 26
  - prawns, tomato, caramelized onion, mozzarella, coconut crumb, garlic mayonnaise
- Coconut Noodle Salad (v, gf, df, vg\*) 19
  - fresh julienne coconut noodles, tomato, cucumber, pawpaw, red onion, coriander, mint, tangy island cream dressing, sea salt & Rarotongan lemon pawpaw seed pepper
  - Add Chicken 23 | Prawns 26
- Caesar Salad (gf\*) 19
  - hard-boiled egg, bacon bits, anchovy, cos lettuce, croutons & Caesar dressing
  - Add Chicken 23 | Prawns 26
- Thai Noodle Salad (gf, v, df) 19
  - cucumber, capsicum, carrot, coriander, onion, chili, garlic, ginger & glass noodles
  - Add Beef 24 | Prawns 26

- Fish & Chips (gf\*) 22
  - spiced battered market fish, w/ fries drizzled in island coconut sauce
- Cajun Spiced Calamari (gf, df) 16
  - lime aioli
- Game Fish “Ika Mata” (gf, df) 19
  - cook islands’ classic – local big game fish marinated in fresh coconut cream, tomato, cucumber, red onion, coriander, sea salt
- Big Game Fish Catch of the Day (gf, df) 29
  - warm potato salad, pawpaw lime salsa, coconut chili cream
- Grilled Rib Eye Steak (gf) 32
  - red onion jus, wilted island greens, herb mash
- Roast Rump of Coastal New Zealand Lamb, Rosti Potato (gf) 34
  - ratatouille vegetables, rosemary gravy
- Char-Grilled Chicken Breast (gf) 30
  - Asian-marinated chicken breast, char-grilled pineapple, island slaw, pilaf rice
- Surf & Turf (gf) 36
  - New Zealand prime eye fillet medallions, garlic prawns, wilted island greens, seed mustard hollandaise, herb mash
- Fresh Fruit Plate (gf\*) 10
- Dark Chocolate Coconut Fudge Brownie (gf) 12
  - salted caramel, vanilla ice cream

All our menus are available online.

## 8.10 What Vegetarian dishes do you offer in the restaurant?

We are pleased to welcome guests with special dietary requirements such as vegetarian diets. Some dishes are vegetarian or can be made vegetarian upon request. Our Chef is happy to discuss special diet menu options with guests.

However, our restaurant kitchens handle a wide range of products and we cannot 100% guarantee that meals served are completely free of all traces of animal products. For guests that require that certainty, we would recommend booking one of our accommodation options with a full kitchen or kitchenette.

The following menu items from our current menu are either vegetarian or can be made vegetarian upon request.

- Garlic & Mozzarella Cheese Pizza Bread (16cm) (v, vg\*) 9
- Quesadilla (v\*, vg\*) 9
  - grilled tortilla w/ cheese, tomato, & tomato relish
- Pulled Pork Loaded Wedges (v\*) 12
  - spicy potato wedges, melted cheese, chipotle jus
- Nachos (v\*, vg\*, gf\*) 14
  - corn chips, cheese, sour cream & guacamole
- The ‘Veggie’ Burger (v, vg\*, gf\*) 18
  - crisp hash browns, egg, avocado, lettuce, tomato, & red onion
- Margherita Pizza (v) 19
  - sun dried tomato, basil, garlic, mozzarella
  - Add Olives, Mushroom & Capsicum 22
- Coconut Noodle Salad (v, gf, df, vg\*) 19
  - fresh julienne coconut noodles, tomato, cucumber, pawpaw, red onion, coriander, mint, tangy island cream dressing, sea salt & Rarotongan lemon pawpaw seed pepper
- Thai Noodle Salad (gf, v, df) 19
  - cucumber, capsicum, carrot, coriander, onion, chili, garlic, ginger & glass noodles

- Pasta Primavera (v, df\*, vg\*) 22
  - w/ coconut, seasonal vegetables, parmesan
- Sizzling Fajitas (v\*) 28
  - seasoned stir-fried vegetables, soft tortilla, sour cream,
  - spicy fruit chutney & Guacamole
- Thai Green Seasonal Vegetable Curry (v, gf) 19
  - w/ basmati rice, crispy shallots
- Vegetable Tikka Masala Curry (v) 19
- Chili Vegetable Noodles (df\*) 26
  - stir fried seasonal vegetables, egg noodles w/ sweet chili, sesame & oyster sauce
- Trio of Ice Creams: 9
  - coconut, chocolate, strawberry
- Fresh Fruit Plate 10
- Baked Bourbon Cheesecake (v) 12
  - lime crème, passion fruit syrup
- Dark Chocolate Coconut Fudge Brownie (gf) 12
  - salted caramel, vanilla ice cream
- The Rarotongan Sundae 18
  - coconut ice cream, Raro-style donuts, coconut & pineapple curd, passion fruit syrup, fruit salsa, whipped cream
- Choco-nutty Sundae (contains nuts) 18
  - chocolate ice cream, chocolate truffles, white chocolate & peanut butter sauce, chocolate sponge crumb, chocolate cone, whipped cream
- Blue Lagoon Meringue Sundae 18
  - vanilla ice cream, lemon curd, crisp meringue pieces, citrus biscuit crumbs, toasted Italian meringue, whipped cream
- Fresh Fruit Pavlova (v) 12
  - vanilla ice cream, passion fruit syrup
- Dessert Specials (v) 12
  - sticky date pudding w/ butterscotch sauce, vanilla ice cream
  - warm lemon cake w/ passion fruit & citrus curd, raspberry ripple ice cream
  - brandy snap basket 'maitia' w/ coconut ice cream, passion fruit sauce & toasted coconut threads
  - warm banana pudding w/ praline ice cream
  - rum 'n' lime banana fritters w/ coconut ice cream
  - iced nougat parfait w/ cherry mascarpone, pineapple, chili & lime salsa

All our menus are available online on our website.

### 8.11 What Vegan dishes do you offer in the restaurant?

We are pleased to welcome guests with special dietary requirements such as vegan diets. Some dishes are vegan or can be made vegan upon request. Our Chef is happy to discuss special diet menu options with guests.

However, our restaurant kitchens handle a wide range of products and we cannot 100% guarantee that meals served are completely free of all traces of animal products. For guests that require that certainty, we would recommend booking one of our accommodation options with a full kitchen or kitchenette.

The following menu items from our current menu are either vegan or can be made vegan upon request.

- Nachos (v\*, vg\*, gf\*) 14
  - corn chips & guacamole
- The 'Veggie' Burger (v, vg\*, gf\*) 18
  - crisp hash browns, avocado, lettuce, tomato, & red onion

- Coconut Noodle Salad (v, gf, df, vg\*) 19
  - fresh julienne coconut noodles, tomato, cucumber, pawpaw, red onion, coriander, mint, tangy island coconut cream dressing, sea salt & Rarotongan lemon pawpaw seed pepper
- Thai Noodle Salad (gf, v, df, vg\*) 19
  - cucumber, capsicum, carrot, coriander, onion, chili, garlic, ginger & glass noodles
- Pasta Primavera (v, df\*, vg\*) 22
  - w/ coconut, seasonal vegetables
- Sizzling Fajitas (v\*, vg\*) 28
  - seasoned stir-fried vegetables, soft tortilla, spicy fruit chutney & Guacamole
- Chili Vegetable Noodles (df\*, vg\*) 26
  - stir fried seasonal vegetables, noodles w/ sweet chili, sesame
- Fresh Fruit Plate 10

All our menus are available online on our website.

### **8.12 What nighttime entertainment is there?**

We have live music in the evenings, and our Activities Programme has a schedule of evening activities including crab racing, karaoke, bingo and quizzes.

### **8.13 How can I organize a special event such as a BBQ for my group?**

We would be pleased to discuss the various options with you for your special event for your group. Please contact our Food & Beverage Manager or Restaurant Manager to discuss on [fb.manager@rarotongan.co.ck](mailto:fb.manager@rarotongan.co.ck) or on + 682 25-800 extension 8010.

### **8.14 Can I order a cake for a birthday or other celebration?**

Our celebratory cake menu is available on our website and can be pre-ordered by e-mailing our Executive Chef or Head Chef on [executive.chef@rarotongan.co.ck](mailto:executive.chef@rarotongan.co.ck) or by phone + 682 25-800 extension 8046.

### **8.15 How does your menu pricing compare with other restaurants on the island?**

Our menu pricing is very competitive with other comparable restaurants and bars on the island.

Our menus offer casual beach and poolside dining including light and tasty snacks from \$9 to \$14, salads, pizzas, burgers & sandwiches from \$19 to \$26, and a range of main courses and daily Chef's Specials from \$19 to \$36, plus a Kids' Menu from \$8 to \$12 especially for our little guests.

Our meals and drink prices are in line with what you pay at other similar outlets around the island, which are more like Australia and New Zealand than Bali or Thailand, and cheaper than Fiji. Please note that as we are a small tropical island in the middle of the South Pacific, apart from locally grown fruit and vegetables as well as Game Fish, we need to import many items.

All our restaurant and bar menus are available online.

### **8.16 Can I take my kids over to the Sanctuary to dine?**

Blue Water Grill at Sanctuary Rarotonga only welcomes guests 16 years and over.

### **8.17 Is the water from the tap safe to drink?**

On Rarotonga the government water supply is not treated. However, our onsite water filtration and UV treatment plant treats all water distributed throughout the resort, including the guest rooms. However, some guests do not react well to changes in their diet and / or water supply, therefore it is suggested that if a guest has such a sensitivity, that they purchase bottled water from the bar or gift shop. Only bottled water is available for purchase in the restaurant. Alternatively, water can be boiled using the electric kettle jug in your room.

Further, as most guests take the opportunity to enjoy meals and drinks at the large number of establishments around the island, it is suggested that guests are mindful that water treatment is the responsibility of the individual establishment and do vary. Accordingly, bottled water may be a good choice while in Rarotonga.

### **8.18 What are the Public Holiday surcharges?**

The 15% Public Holiday surcharge is applied to items purchased at our Restaurant & Bar on legislated Public Holidays. Public Holiday surcharges are common in the South Pacific as well as in large metropolitan cities in New Zealand and Australia to mitigate the increased staff costs during Public Holidays as set out in the Public Holidays Act 1999:

- New Year's Day
- Day after New Year's Days
- Good Friday
- Easter Monday
- Anzac Day
- Constitution Day
- Cook Islands Gospel Day
- Christmas Day
- Boxing Day
- Ra O Te Ui Ariki (Chief's Day)
- Queen's Birthday

## **9. RESORT BARS**

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### **9.1 Is Captain Andy's Beach Bar the best location to see the sun set?**

Our location on the sunshine coast of the island means that we have a ring side view of the wonderful tropical sunsets. If you watch carefully, you may even see the "green flash" at the very moment the sun dips below the horizon over the reef. A favourite experience for our guests, particularly those with cameras!

### **9.2 Is the Swim-up Pool Bar at the Sanctuary open to guests of The Rarotongan?**

The Sanctuary Rarotonga – on the beach is the only adults-only resort with a swim-up bar pool on the island. It is located amongst lush, tropical gardens. This offers two separate spaces to offer our guests two different experiences; the beach and lagoon and the tropical garden swim-up bar & pool. Also, if it is windy but sunny, the protected pool offers our guests the opportunity to be outside but not in the wind. The swim-up pool bar is the ideal place to cool off with tropical cocktail in hand. Sanctuary Rarotonga's swim-up pool bar only welcomes guests of The Rarotongan 16 years any over and is not open to visitors staying elsewhere on the island.

### **9.3 What cocktails are there on the Menu?**

The Resort offers an extensive selection of tropical cocktails, including international classics and local Raro Delights as well as a special Happy Hour selection. Some of our most popular cocktails include;

- ULTIMATE TOBLERONE – nutty, chocolatey, creamy - Rich blend of Bailey's Irish Cream, Frangelico, Chocolate Liqueur, Cream and Crushed Nuts.
- MALIBU BREEZE – your tropical Island must...! Malibu Coconut Rum, White Rum, Southern Comfort, Grenadine, Pineapple Juice.
- PASSIONFRUIT MOJITO - Bacardi Rum, Mint, Passion Fruit Pulp, Sugar Syrup muddled w/ a dash of Soda Water to finish.
- PINA COLADA - Bacardi Rum, Malibu, Pineapple Juice, Coconut Cream blended with ice.

Our full menu is available online at our website.

#### **9.4 What is in your bestselling, signature cocktail for two, the “Island Girl”**

Beautiful & Mysterious - Blue Curacao, Coconut & Banana Liqueur, Bacardi, Peach Schnapps, Cream, Pineapple & Orange Juice.

#### **9.5 What mocktails and smoothies are there on the Menu?**

The Resort offers an extensive selection of mocktails and smoothies, including;

- LIQUID SUNSHINE – brighten up your day! Pineapple & Orange Juices w/ a Cranberry glow.
- COCONADA – non-alcoholic Pina Colada... A smooth blend of Coconut, Pineapple & Cream.
- BOUNTY – choco-nutty deliciousness...Coconut & Chocolate Milk with Ice Cream.
- CHEEKY MONKEY – you’ll go ape for this one!! Banana & Chocolate Milkshake w/ Ice Cream.
- MANGO TANGO – set your taste buds dancing...Mango, Passion Fruit & Orange Juice blended w/ homemade Yoghurt.
- BANANA BOOST – boom, boom, boom! Banana, Cranberry Juice & Lime blended w/ homemade Yoghurt.

Our full menu is available online at our website.

#### **9.6 What time is Happy Hour?**

Between 5pm and 6pm our Happy Hour offers a range of tantalizing tropical cocktails and local draught beers at special Happy Hour prices. Watching the sun setting over the horizon just over the reef is a favourite activity of many of our guests. Our full restaurant and bar menus are available online.

#### **9.7 What nighttime entertainment is there?**

We have live music in the evenings, and our Activities Programme has a schedule of evening activities including crab racing, karaoke, bingo and quizzes.

#### **9.8 What major sports events can I watch live on TV in the Sports Bar?**

Our Sports Bar offers major sports events via Sky Pacific (which shows ESPN, Action Sports, Fight Sports) and Cook Islands Television which has live coverage of many international sport events, particularly those popular in New Zealand and Australia such as rugby, rugby sevens, rugby league, netball, soccer, etc. These are the maximum available channels in the Cook Islands. The programme for Sky Pacific is online and for Cook Islands TV on Facebook.

#### **9.9 Is the water from the tap safe to drink?**

On Rarotonga the government water supply is not treated. However, our onsite water filtration and UV treatment plant treats all water distributed throughout the resort, including the guest rooms. However, some guests do not react well to changes in their diet and / or water supply, therefore it is suggested that if a guest has such a sensitivity, that they purchase bottled water from the bar or gift shop. Only bottled water is available for purchase in the restaurant. Alternatively, water can be boiled using the electric kettle jug in your room.

Further, as most guests take the opportunity to enjoy meals and drinks at the large number of establishments around the island, it is suggested that guests are mindful that water treatment is the responsibility of the individual establishment and do vary. Accordingly, bottled water may be a good choice while in Rarotonga.

### **9.10 Have you removed plastic straws from the bar?**

In line with environmental guidelines, we have been consciously reducing and, where possible, eliminating our use of plastics due to the devastating impact that plastics have on the environment, particularly the marine environment.

### **9.11 What are the Public Holiday surcharges?**

The 15% Public Holiday surcharge is applied to items purchased at our Restaurant & Bar on legislated Public Holidays. Public Holiday surcharges are common in the South Pacific as well as in large metropolitan cities in New Zealand and Australia to mitigate the increased staff costs during Public Holidays as set out in the Public Holidays Act 1999:

- New Year's Day
- Day after New Year's Days
- Good Friday
- Easter Monday
- Anzac Day
- Constitution Day
- Cook Islands Gospel Day
- Christmas Day
- Boxing Day
- Ra O Te Ui Ariki (Chief's Day)
- Queen's Birthday

### **9.12 Can we drink our Duty-Free at the Bar?**

Our Liquor Licensing laws in the Cook Islands are very similar to that of New Zealand and Australia. The resort is licensed as an "On License" for the Restaurant and Bar. If you wish to drink your "Duty Free" alcohol on your room's deck or balcony that is fine, you just can't bring it into any other area of the resort including the restaurants and bars. Ice is available from the ice machines located in the Guest Laundries.

## **10. WEDDINGS**

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### **10.1 Do you organise weddings? How many guests can you cater for?**

Absolutely we do weddings! Bridal couples love our absolute beachfront locations over the lagoon to exchange their vows and wow their guests. We can cater for elopement weddings for two, to groups of 100+. We have all-inclusive to stand-alone packages, and our Weddings team is only too happy to discuss your requirements with you.

Our onsite wedding planner has many years of experience in putting bridal couples at ease and ensuring that everything is taken care of on the day, so couples can both really enjoy the day and their guests' company. By having our Wedding Planner take care of all the big things, you can focus your energies on enjoying your guests' company and relaxing. Please contact our Weddings team to discuss on [weddings@rarotongan.co.ck](mailto:weddings@rarotongan.co.ck) or phone + 682 25-800 extension 8056.

### **10.2 When is the best time to get married in the Cook Islands?**

With our equable climate, any time is a great time to get married in the Cook Islands.

June to September are the cooler drier months with temperatures around 24°C to 27°C which is a popular time.

However, the warmer, more humid Frangipani season from December to March is also popular, with temperatures ranging from 27°C to 30°C.

As we are tropical islands in the heart of the South Pacific, passing warm tropical showers can be experienced at any time of year, without any specific pattern. Even if there's a passing tropical daytime shower, it's usually still warm and often sunny as well.

### **10.3 Can you help me organise something memorable for a special occasion?**

Whether it be booking one of our secluded romantic honeymoon bungalows, arranging a special spa treatment, candlelit dinner, celebration cake, or champagne and flowers on arrival, we can help make your holiday special and romantic. Please contact our Weddings team to discuss on [weddings@rarotongan.co.ck](mailto:weddings@rarotongan.co.ck) or phone + 682 25-800 extension 8056.

### **10.4 What is the Honeymoon Private Pool & Spa Bungalow at The Rarotongan?**

The Rarotongan Resort has a **Honeymoon Private Pool & Spa Bungalow** set within the grounds of our family-friendly resort which is easily accessible to all facilities and amenities. Additionally, our adjacent adults-only resort, Sanctuary Rarotonga, also features a totally private Honeymoon Spa Suite.

The Rarotongan **Honeymoon Private Pool & Spa Bungalow** is nestled in its own completely secluded, lush tropical garden, with own private swimming pool, open-air shower, couple's sauna and outdoor spa bath sunken into the deck. The bungalow offers an incredible sense of freedom and fabulous sense of space and island romance with spectacular indoor-outdoor flow through four wide openings onto a broad wrap around deck to allow sun-lovers to follow the sun all day in complete privacy verandah.

Inside it features elegant tropical furniture and decor, LCD TV, spacious bathroom, and king size bed.

This wonderfully secluded, one-of-a-kind bungalow provides easy access to the lagoon via a private gateway tracing a sandy path to Aroa Beach and the blue lagoon. This is the ultimate honeymoon hide-away, whether you're on your honeymoon, on your second (or subsequent!) honeymoon, or just an incurable romantic! The Honeymoon Pool Bungalow accepts 2 adults; or 2 adults + 2 children or teens aged to 16 years inclusive.

### **10.5 What is the Honeymoon Spa Suite at Sanctuary Rarotonga?**

Sanctuary Rarotonga has the **Honeymoon Spa Suite** overlooking lush tropical gardens, which is a one-of-a-kind experience for honeymooners or any couples in love.

The **Honeymoon Spa Suite** includes a private Jacuzzi, steam room, sauna, Vichy Shower and spa bath. Our qualified therapists from Spa Polynesia can provide in-room treatments specially designed for him and her. The Honeymoon Spa Suite is not located on the beach and does not have beach or lagoon views; it is very private and looks out onto the high mountain interior of Rarotonga. The Honeymoon Spa Suite accepts a max of 3 adults aged 16 years and older.

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## **11. GENERAL INFORMATION**

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### **11.1 What currency is used in the Cook Islands?**

New Zealand Dollars are the currency used in the Cook Islands.

Some other major currencies such as Australian Dollars, US Dollars and Euros can be exchanged to New Zealand Dollars at the Front Desk and at the banks.

Visa and Mastercard credit and debit cards are generally accepted at the larger businesses around the island such as the resorts, restaurants, bars, department stores, liquor stores etc. including being able to use the "Tap and Go" facilities on these credit and debit cards.

There are ATM machines around the island including at the airport, at the bank offices in town, 24-hour service stations etc. The closest ATM machines to the resort are at Wigmore's Superstore (2.9km) and the Aroa Nui Community Centre (3.2km).

Generally, the smaller businesses only accept cash payment e.g. roadside and market vendors, paying for buses and taxis, government services such as paying for a motor bike license etc.

As a service to our in-house guests only, a cash advance on a Visa or Mastercard credit or debit card can be processed at Reception 24/7 to a maximum of \$NZ 100-00 per day inclusive of a \$NZ 5-00 transaction fee which is in line with what the local banks charge for this service.

## 11.2 What is the bus schedule on Rarotonga?

To get around on public transport during your stay, there is a cost effective and convenient round-island bus service.

For the most current bus timetable and fares, please consult;

- [www.busaboutraroro.com/schedule](http://www.busaboutraroro.com/schedule)
- Phone (office hours) 25-512 (after hours 20-349) mobile (55-215)
- Bus Timetables on display at the bus stop
- The Bus Driver.

This is an on-demand service, so you can flag the driver to drop you off or pick you up anywhere along the bus route.

There are two bus routes with different schedules;

The **clockwise bus** travels from the resort to Avarua township via Arorangi. This is the quickest way to town. The key stops on this route are the Edgewater Resort, the Airport, CITC Supermarket & Liquor Store, Bond Liquor Store and the Punanga Nui Markets. The clockwise bus departs from Reception;

- Monday to Saturday - every 30 minutes past the hour from the resort lobby from 7:30 AM to 11:30 PM; and
- Sunday - every 30 minutes past the hour from the resort lobby from 8:30 AM to 12:30 PM and then 2:30pm to 4:30pm. There is no Sunday Night Bus; and
- Public Holidays – as per the Sunday Day schedule. The Night Bus will operate as per the normal schedule. There are no buses running on Good Friday, Christmas Day and New Year's Day.

The **anti-clockwise bus** travels from the resort to Avarua township via Muri. The key stops on this route are Wigmore's Superstore, Charlie's Cafe, Muri Beach including the Night Markets and the Mooring Café. The anti-clockwise bus departs;

- Monday to Friday - every 10 minutes to the hour from the bus stop across from Reception from 8:50 AM to 4:50 PM; and
- Saturday - every 10 minutes to the hour from the bus stop across from Reception from 8:50 AM to 1:50 PM. There is no Sunday Night Bus; and
- Sunday – there is no anti-clockwise bus on Sunday; and
- Public Holidays – there are no anti-clockwise buses running on Public Holidays. There are no buses running on Good Friday, Christmas Day and New Year's Day.

## 11.3 How much does the local bus cost?

For the most current bus timetable and fares, please consult;

- [www.busaboutraroro.com/schedule](http://www.busaboutraroro.com/schedule)
- Phone (office hours) 25-512 (after hours 20-349) mobile (55-215)
- Bus Timetables on display at the bus stop
- The Bus Driver.
  
- A One Way – Single Ride fare is \$5 per adult and \$3 per child.
- A Return Fare is \$8 per adult and \$4 per child.
- Day Pass - Hop On, Hop Off fare allows the holder to hop on and hop off the bus as many times as they wish throughout the day. Expires at Midnight on the Day of Purchase. \$16 per adult.

- Family Pass - Hop On, Hop Off fare allows a Family consisting of 2 Adults and 2 Children to hop on and hop off the bus as many times as they wish throughout the day. Expires at Midnight on the Day of Purchase. \$26 per family.
- Adult Concession - 10 Rides allows for the user 10 rides aboard the bus subject to the conditions of the One-Way Fare with the exception that one ride may be used for up to a full circle. The 10 rides can be used by a Single Person or Distributed amongst multiple users. This Ticket Does Not Expire. \$30.
- Child Concession - Child 10 Rides allows for a Child 10 rides aboard the bus subject to the conditions of the Child Single Fare with the exception that one ride may be used for up to a full circle. The 10 rides can be used by a Single Child or Distributed amongst multiple children. This Ticket Does Not Expire. \$19.
- Luggage Charge - Please note that there is a Luggage Charge of \$2 per piece for any Large Bags or Suitcases. The Driver will assess the size of your luggage and charge accordingly.

All Fares are in NZD. USD, AUD and EURO Notes are accepted currency but ONLY at a DOLLAR FOR DOLLAR rate. The public bus service is not equipped to accept currency at any calculated exchange rate. There are various Currency Exchange offices and Banks in the Main Town Area (Central Business District/City) where you can exchange your currency.

#### **11.4 Where can I hire a rental car or motor scooter?**

If you do not have a full motorcycle license if your home country, you will be required to sit a theory and practical test in order to hire a scooter. Scooters are widely available, and cost varies depending on length of hire.

By law, all visitors must wear safety helmets. This is also a condition of the scooter hire companies. Visitors can be fined by the Police if they drive a motor scooter without a helmet. Further, driving under the influence of alcohol or drugs is viewed very seriously by the Police who prosecute all offenders, whether visitors or locals.

There are many rental car and motor scooter rental providers on the island, and prices vary depending the time of year and on length of hire.

- Polynesian Rental Cars & Bikes – 29-227 – [reservations@polynesianhire.co.ck](mailto:reservations@polynesianhire.co.ck) – [www.polynesianhire.co.ck](http://www.polynesianhire.co.ck)
- Island Car & Bike Hire – 22-632 – [www.islandcarhire.co.ck](http://www.islandcarhire.co.ck)
- AVIS – 22-833 – [reservations@aviscookislands.com](mailto:reservations@aviscookislands.com) – [www.aviscookislands.com](http://www.aviscookislands.com)
- Sweet-As Car Rentals – 55-668 – [info@sweetasrentals.com](mailto:info@sweetasrentals.com) - [www.sweetasrentals.com](http://www.sweetasrentals.com)
- Rarotonga Rentals - 22-326 – [cutejag@oyster.net.ck](mailto:cutejag@oyster.net.ck) – [www.rarotongarentals.co.ck](http://www.rarotongarentals.co.ck)
- Go Cook Islands Car Rental – 55-521 or 24-684 – [www.rarotongaairportcarhire.com](http://www.rarotongaairportcarhire.com)
- Eric Short Rentals – 20-522 or 50-129 – [www.ericshortrentals.com](http://www.ericshortrentals.com)
- Raro Cars Rentals – 22-060 – [rentals@rarocars.co.ck](mailto:rentals@rarocars.co.ck) - [www.rarocars.com](http://www.rarocars.com)

#### **11.5 Where can I buy groceries?**

The resort has an onsite Gift Shop where guests can purchase snacks such as crisps, nuts, biscuits, noodles, cheese & crackers and chocolates bars etc. as well as cold drinks such as beer, wine, spirits, soft drinks, water and juices. 9am-5pm Sunday to Friday, and 1pm-5pm on Saturday. There is a limited selection of snacks and drinks available 24/7 via Reception.

The nearest grocery stores to the resort are;

- Wigmore’s Superstore nearby is open 24 hours, 7 days a week and has a good range of products to cater to special dietary requirements. 2.7km towards Muri Beach.
- Kavera Central Store is open 6am to 9pm daily. 900m towards the airport.

The Punanga Nui Market is the best place to buy a wide variety of fresh island grown fruits, vegetables, game fish and cooked foods directly from the growers and fishermen. Saturday morning from 8am to 11am is when the market is at its busiest, but it is open Monday to Friday from early morning to early afternoon with a more limited selection.

The largest supermarkets on the island are;

- CITC Supermarket near Avatiu Wharf is open 8am-6pm Monday to Friday, and 8am-4pm on Saturday. 10km from the resort.

- Prime Foods in Avarua township is open 8am-5:30pm Monday to Thursday, 8am-6:00pm Friday and 8am-3pm on Saturday. 11km from the resort.

There are other small village convenience stores that tend to be open longer hours including Sundays before and after church (i.e. the village shops are generally closed between 10am-12 noon on Sundays) but have more local fruits, vegetables, cooked foods etc. but a more limited range of packaged and frozen foods and generally slightly higher prices than the supermarkets.

Much of the food on the island is imported from New Zealand (by ship or airfreight) and is often more expensive than would be typical in New Zealand. The range is not as large as in New Zealand or Australia, but all the basic groceries are available. However, there is a good variety of local fresh fruit, vegetables, fish and eggs available.

## **11.6 When is the best time to visit?**

With our equable climate, any time is a great time to visit the Cook Islands.

There are plenty of annual activities and events throughout the year which many guests plan their visit around, from the Round Rarotonga Road Run Race and Vaka Eiva paddling events, to celebrations of our cultural heritage like Te Mire Tiare and Te Maeva Nui.

Furthermore, we are increasingly seeing international sporting events such as Rugby 7's, Vaka Eiva, Round Rarotonga Road Race etc. Please see the Cook Islands Tourism Corporation website for the latest information on events on the island [www.cookislands.travel](http://www.cookislands.travel).

## **11.7 What are the seasons?**

Rarotonga enjoys an equable climate year-round, with relatively minor fluctuations in temperature and climatic conditions.

June to September are the cooler months, whilst December through to March is the warmer season. As Rarotonga and Aitutaki are tropical islands in the heart of the South Pacific, passing warm tropical showers can be experienced at any time, without any specific pattern.

The term 'rainy season' is a myth when it comes to the Cook Islands, as there is no 'rainy season' here. The warmer months tend to be slightly wetter (statistically speaking anyway), and any rain is often conveniently at night!

The drier months from May/June to August/September range in maximum temperature from almost 25°C to 27°C.

The warmer, more humid season from December to March (our Frangipani Season) enjoys a maximum temperature range of between 27 to 29 degrees Celsius. So even if there's a passing tropical shower, it's usually still warm and often sunny as well. It pays to remember that some of the most gorgeous blue-sky shots that you see in brochures were actually taken in January one of the absolutely best months to visit, often picture-perfect!

## **11.8 Walking and hiking**

As most of Rarotonga's population lives on the narrow coastal fringe, the lush mountainous interior is virtually uninhabited and can be reached only by hiking tracks and trails. While there are walks and trails that are safe and accessible for all levels of fitness, we would recommend you go on an organised walking tour to get the most out of the knowledge and experience of the local guides, and to save becoming lost in unfamiliar terrain. Some trails shown on maps may have become overgrown, and it is not fun sleeping rough overnight with limited food and water even in Paradise.

Pa's Mountain Walk offers a 2.5-hour Nature Walk and a strenuous 3-hour Cross Island Trek. If you are looking to find out all about Rarotonga's amazing flora and fauna the Nature Walk is a must. Alternatively, if you are fit and keen for a challenging hike into the high mountains finishing with a splash in the Wigmores' (Papua) Waterfall give the Cross Island Trek a go. You'll learn about local legends, fauna, flora and medicinal plants. Transport is provided along with a light lunch and fruit in season. Wear good walking shoes and take plenty of water to ensure you have the best walk possible. Pa's Mountain Walks can be booked through Reception on 0.

Cross Island Trek: Please note for your own safety that the Cook Islands Tourism Corporation recommends that visitors not attempt the Cross-Island Trek without an experienced local guide. The path can quickly become

overgrown, and soil erosion can also make parts of it particularly hazardous, plus if you take a wrong turn you can become disorientated in the thick tropical jungle. From time to time, the Cook Islands Police are called out to rescue lost hikers who had to spend the night out in the jungle. Going with an experienced guide enriches your walk with deep local insights and colourful yarns.

Travellers Tip! Even if you're going on a guided tour, ensure you take with you plenty of drinking water (and even a small pick-me-up snack) as it can get very hot and you can quickly become dehydrated, especially if your body is not used to the tropical conditions. The heat can be especially taxing for those with heart problems, so try to pick a cooler, preferably overcast day if you're keen to hike up to the Papua Waterfall or up into the mountainous interior. Also, take your swimsuit and sun block. Most of all, enjoy!

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## 12. AITUTAKI LAGOON PRIVATE ISLAND RESORT

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### 12.1 How can I get to Aitutaki?

Aitutaki is heralded by many as having 'the world's most beautiful lagoon' and is situated only a 45-minute flight away. A visit to the Cook Islands is not complete without a visit to the jewel of Aitutaki.

If you'd like to stay at our adults-only sister resort Aitutaki Lagoon Private Island Resort, speak to our Reservations team about crediting your room reservation from here at The Rarotonga or Sanctuary Rarotonga towards a stay at Aitutaki Lagoon Private Island Resort subject to availability. Please note airfares will apply and any additional accommodation costs. Please contact our Reservations team at [info@rarotongan.co.ck](mailto:info@rarotongan.co.ck) or phone + 682 25-800 extension 8056.

Situated a 45-minute flight away from Rarotonga is the truly idyllic sister island of Aitutaki with a lagoon heralded by many as 'the world's most beautiful'. The vast, pristine lagoon sparkles in a myriad of shades of turquoise which will take your breath away. A visit to the Cook Islands is not complete without a visit to the jewel, Aitutaki, with several flights every day.

**As the only resort set directly on the world's most beautiful lagoon, Aitutaki Lagoon Private Island Resort** offers one of the world's most romantic resort destinations. The Resort's **exclusive private island**, Motu Akitua, is reached by a small private ferry which is a 2-minute journey from the main island of Aitutaki. Encircled by champagne sand beaches lapped by the turquoise lagoon waters, and traced by swaying coconut palms, this adults-only (age 16+) resort is one of the South Seas' ultimate romantic retreats. Sister resort to Sanctuary Rarotonga-on the beach (also for age 16+) and The Rarotongan Beach Resort & Lagoonarium, **Aitutaki Lagoon Private Island Resort** is an intimate all-bungalow resort offering the **Cook Islands only Overwater Bungalows** complete with direct access to the lagoon via a private landing, spellbinding lagoon views, Polynesian style outdoor showers under the stars, his & hers vanities and a super King Bed from where you can gaze at the jaw dropping lagoon views.

The Resort also offers an exclusive spa retreat, **Royal Honeymoon Pool Villa Princess Te Arau**, enclosed in its own lush tropical garden with a pool, daybed, open-air spa, private outdoor shower, romantic four-poster bed, generous veranda with outdoor dining and charming full kitchen with outdoor servery. The Villa Princess Te Arau offers a truly private, secluded romantic retreat experience for couples in love.

**Aitutaki Lagoon Private Island Resort** also offers a range of other bungalow styles including the spacious **Deluxe Beachfront Bungalows** and **Premium Beachfront Bungalows** set directly on the pearlescent sands with spectacular views of the blue lagoon and tiny motu (isles) dotted on the horizon, and **Beachfront Bungalows** overlooking the aqua waters of the Full Moon Channel facing the main island.

Resort facilities include our tropical spa therapy centre, **SpaPolynesia**, offering a lovely spa menu, professionally-qualified therapists, spacious Jacuzzi whirlpool spa bath and couple's sauna, the **H.M.S. Bounty Restaurant & Bar** named after the first European credited with discovering Aitutaki, Captain William Bligh and his H.M.S. Bounty, Private Candlelit Dining on the beach, conference room, swimming pool, gift boutique, tour & car hire service, guest library, and a complimentary Daily Activities Programme including fish feeding, snorkelling, guided nature walks, crab hunting & crab racing, kayaks, giant chess, a range of cultural activities and bicycles.

### STAY AT AITUTAKI LAGOON PRIVATE ISLAND RESORT

Guests of The Rarotongan and Sanctuary Rarotonga can credit the dollar value of their existing accommodation booking towards a new booking at Aitutaki Lagoon Private Island Resort, subject to availability, air fares and any

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additional charges. For more information or images of **Aitutaki Lagoon Private Island Resort**, please visit [www.AitutakiLagoonResort.com](http://www.AitutakiLagoonResort.com) or [www.TheRarotongan.com](http://www.TheRarotongan.com) the Aitutaki Resort on 31-203, or ask for one of our Sales Team at The Rarotongan's Front Desk, dial 0.

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## **13. SANCTUARY RAROTONGA – ON THE BEACH**

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The Sanctuary Rarotonga – on the beach is a great alternative for guests looking for a “child free” holiday experience with only 16 years and older permitted to stay or utilize the facilities. Being right beside The Rarotongan Beach Resort & Lagoonarium means that guests from the Sanctuary have access to a wide range of additional amenities and services including the restaurant and bar, Sports Bar, Activities Hut with an extensive activities programme, air-conditioned gym, fitness trail, Business Centre, Spa Polynesia, Gift Shops, wedding planner etc. as well as being close to friends and relatives that may be traveling with kids and staying at The Rarotongan.