



# COMPENDIUM

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***Kia Orana!***

**Welcome to our adjacent sister resorts  
The Rarotongan Beach Resort & Lagoonarium and  
Sanctuary Rarotonga-on the beach (Adults Only).**

We would like to extend to you a very warm welcome from everyone here at **The Rarotongan Beach Resort & Lagoonarium** and **Sanctuary Rarotonga-on the beach (Adults Only)**. You have arrived at a truly unique and very special slice of paradise right here in the very heart of the South Seas.

We wish you a wonderful stay here with us and look forward to welcoming you back to your 'second home' again and again. If at any time we can do anything more to help you get the most out of your stay, please don't hesitate to contact the Reception and ask for the Duty Manager or Resort Manager.

Enjoy!

Kia Manuia!





# 1. INTRODUCTION

## 1.1. THE COOK ISLANDS – THE HEART OF THE SOUTH PACIFIC

The Cook Islands is a natural pearl necklace of 15 islands with a total population of approximately 15,000, scattered over some two million square kilometres of the Pacific Ocean.

The Cook Islands sits in the centre of the Polynesian Triangle, just west of Tahiti and French Polynesia.

## 1.2. RAROTONGA

Discover the Cook Islands just as Captain Cook did...unspoilt, unhurried, unique.

The Cook Islands sits like a necklace of pearls atop the velvet blue ocean, and in the heart is the perfect pearl, the precious and peaceful capital island of Rarotonga. Rarotonga is encircled by white sandy beaches and shimmering turquoise lagoons and at its centre are majestic high mountains clothed in lush cloud forest.

**The diverse Rarotonga landscape offers travellers a wide diversity of activities** – the mountains offer a cross-island trek and 4WD safari tour, a drive along the island's back roads with plantations alongside give a glimpse into the life of the local people, the Resorts' secluded Aroa Beach offers exceptional relaxation and beauty, the Aroa Lagoon Marine Sanctuary in front of The Rarotongan Beach Resort & Lagoonarium and adjacent boutique sister resort, Sanctuary Rarotonga-on the beach, offers snorkelling, swimming, stand-up paddleboarding and kayaking and the deep Pacific Ocean beyond the encircling coral reef offers whale watching, scuba diving and game fishing.

Rarotonga has so much to offer with its combination of natural beauty, mouth-watering local cuisine, exciting tropical cocktails, lively culture, captivating traditional songs and dances, and spectacular wildlife. The pace here is supremely relaxed, the mood carefree, the culture vibrant, and the people the friendliest you'll meet anywhere. Sample all Rarotonga has to offer and remember you are on holiday, so relax, unwind, and enjoy!

The local people are Cook Island Maori with close ethnic affinity to the indigenous people of Tahiti (Maohi), New Zealand (Maori), and Hawaii (Kamaina). Most Cook Islanders are bilingual speaking both Cook Islands Maori and English. The people of the island of Pukapuka also speak their own distinctive language. The northern islands were settled around 800AD by migrants from the west - Samoa and Tonga. The southern group inhabitants are largely descended from voyagers from the Society Islands and the Marquesas. The total population of the Cook Islands is approximately 15,000, of whom around 10,000 live on Rarotonga, the business and economic hub, with 180,000 visitors each year.

The people of the Cook Islands are naturally friendly, easy-going, and sociable. They are also resourceful and hold pride in their cultural identity. The islanders are a generally conservative and religious people; however, the lifestyle is relaxed and informal. On the capital island of Rarotonga, the lifestyle is more varied, and the standard of living is higher than in the smaller, more remote, outer islands.

There are two main roads on Rarotonga. You can circle the island on the coastal Ara Tapu sealed road, past the beaches, town, and settlements, or you can take the older inland road, Te Ara o Toi, which winds through fields and village farm plots of taro, pawpaw, bananas, arrowroot, noni and coconut.





**1.3.****THE RAROTONGAN BEACH RESORT & LAGOONARIUM**

The Rarotongan Beach Resort & Lagoonarium is the Cook Islands' iconic signature full-service family-friendly beach resort. Here, modern comforts blend with the charm of traditional Polynesia to add up to perfect relaxation on the sun-soaked beach. The Rarotongan is renowned for its warm and friendly staff with open hearts and smiles.

Expansively laid out amidst **six acres of lush tropical gardens** featuring hibiscus, banana and coconut palms, all of The Rarotongan's 111 rooms, suites, honeymoon bungalow and three-bedroom pool villas are no higher than two storeys and are either set on absolute beachfront or in close proximity to the beach, and feature an **authentic Pacific aesthetic** combined with the charm of **Polynesian-style architecture**.



The Rarotongan Beach Resort & Lagoonarium enjoys the **premier snorkelling spot on Rarotonga**, and this is reflected in the spectacular Emperor Angel Fish incorporated into our logo which can be seen in Aroa Lagoonarium Marine Sanctuary directly in front of the resort.

**1.4.****SANCTUARY RAROTONGA- ON THE BEACH (Adults Only)**

Sanctuary Rarotonga-on the beach is our adults-only, sister resort with 49 suites and welcomes guests aged 16 and over. Our logo incorporates two Love Terns, which pair for life, soaring in unison above the turquoise waters of Aroa Lagoonarium Marine Sanctuary.

Enjoy one of **Rarotonga's best beach and lagoon locations**. With one big difference. Here at Sanctuary Rarotonga-on the beach, the beach and lagoon are practically all your own.

If you're searching for the place to deeply relax into each other's company, cocooned in your own private space, untroubled by the crazy busy world far away, then you've found it here at Sanctuary Rarotonga-on the beach. This is just the place for that perfect peace and privacy to reconnect with your special someone.

Take a few languid steps from your suite and wriggle your toes into the sugar-white sands. Let your eyes drink in the shimmer and sparkle of the crystal-clear blue lagoon. Contemplate the vast, vast Pacific Ocean just beyond the natural coral reef.

Enjoy luscious fresh tropical fruits for breakfast, then take a few steps and glide into the clean, clear waters of Aroa Lagoon for a refreshing morning dip. Chase that up with a delicious lunch under the pergola beside the Sanctuary's secluded pool, then relax in the warm sunshine with a good book and a cool drink.

Mid-afternoon and the lagoon beckons again, this time to play with the many jewel-coloured tropical fish which make **Aroa Lagoonarium Marine Sanctuary the island's best snorkelling spot**. Imagine that Rarotonga's best snorkelling spot, straight off your own resort beach. Return from your snorkelling adventure at your leisure. Then slip into something light and comfortable and head down for a sunset cocktail and some mouth-watering beach-cuisine at the Bluewater Grill.

Just before bed, take a stroll hand-in-hand on the moonlit beach under a velvet-blue canopy of zillions of twinkling stars as the sound of the waves crashing on the reef carries across the lagoon.





No rush. No schedule. Just the beautiful easy rhythm of the tides, the sun, the moon, and some perfect peace in which to reconnect with yourself and your beloved. And the perfect excuse? That can be a wedding, honeymoon, anniversary, special birthday, babymoon or...just a longed-for and much-needed romantic escape.

This is your time to indulge in this adults-only, absolute beachfront boutique resort with a distinctive South Pacific ambiance, secluded white sands, crystal-clear blue lagoon, spa, casual gourmet restaurant and unique swim-up pool bar.

Your beautiful Beachside Suite or Beachfront Suite comes complete with an Italian-tiled bathroom, raintree vanity top, black pearl shell accents, rattan-lined walls, and island-style thatched roof. Beachside Suites and Beachfront Suites are set directly on the secluded shores of Aroa Beach. Select from beach-level or one-level up with its high-pitched roof and high-angle views from your balcony.

There's a wealth of tours and markets around Rarotonga to enjoy. Whether you can drag yourself away is another matter.

**Guests of Sanctuary Rarotonga-on the beach are also welcome to enjoy the facilities and services of adjacent sister full-service resort, The Rarotongan Beach Resort & Lagoonarium**, which include Captain Andy's Beach Bar & Grill, personal wedding planner, function and conference facilities, gift shop, gym, fitness trail, games room and much more. Sanctuary Rarotonga is 15 minutes from Rarotonga International Airport, 20 minutes from Avarua Town, and close to all the island's attractions.

## 1.5. RESORT LOCATIONS

Set on Aroa Beach, Rarotonga's most beautiful white sandy beach on the shores of Aroa Lagoon (the Lagoon of Love), the Resorts are located on the island's sunshine southwest coast where guests can enjoy **all-day sun, stunning sunsets, all-tide safe swimming, and Rarotonga's best off-beach snorkelling** in the traditional marine sanctuary directly in front of the resort.

## 2. GUEST INFORMATION

### 2.1. ACTIVITIES

**Our Activities Hut is located poolside and is open daily from 9am to 5pm.** Our activities staff would be delighted to assist you with any equipment and information relating to the extensive resort activities programme. The Resort offers a wide range of exciting recreational, sporting, and cultural activities, many focused on the lagoon itself which is a marine sanctuary (ra'ui), declared by traditional leaders on 1 March 2000 for the conservation of marine life within the zone. Consequently, **all-tide snorkelling in Aroa Lagoonarium Marine Sanctuary, a fish breeding area, is the very best on Rarotonga** with an amazing variety of fish to delight in swimming with.



Our Activities Staff are happy to assist with providing beach towels and equipment for Resort activities such as **snorkelling masks and flippers, reef shoes** (essential if you're exploring the magnificent marine sanctuary), **stand-up paddleboard paddles, kayak paddles, tennis balls & rackets, tennis court bookings, volleyballs, petanque and a wide variety of board games, plus extensive local knowledge.** We kindly request that you do not take any Resort equipment off the property, including beach towels and snorkelling gear. Please note all equipment borrowed is for a maximum of 4 hours' use and must be returned to the Activities Hut by 5pm on the same day. A fee of NZ\$20 per item is charged to your room for late

delivery, and cost price per item is charged for the non-return of any Activities equipment. Other beach and lagoon activities include **beach volleyball, beach soccer, kayaking, fish feeding and Night Snorkelling Tours.**

Additionally, The Rarotongan Beach Resort & Lagoonarium also offers Games Rooms which provides great facilities for entertaining all age groups. Features include big screen TVs, pool table, table tennis and giant chess playing area.

Due to the popularity of many activities, we recommend that you book in advance with the Activities Team, particularly the **Night Snorkelling Tour** (which is weather and tide dependent). For further information contact the Activities Hut, dial 5018, and talk to one of our friendly activities staff members.

## ACTIVITIES SCHEDULE

**Our Activities Schedule is advertised daily at the Activities Hut Blackboard and in the daily Guest Newsletter.** Please be aware that some activities may be weather and/or tide dependent – your safety as our guest is our priority.

### 2.2. AIR CONDITIONING

All the Resort guestrooms, suites, bungalow, and villas offer **individual air conditioning** as well as a ceiling or wall fan for maximum guest comfort. To operate your air conditioning system, please follow these simple instructions:

1. To turn your air conditioning ON or OFF, take the remote control out of its holder on the wall, point it at the unit and press the top right button.
2. To ADJUST the TEMPERATURE, press the BLACK arrow buttons down to lower the temperature, or up to increase the temperature. To begin with **we suggest you set it at about 22 degrees Celsius.** To maintain a comfortable temperature after the room has cooled down, please **re-adjust it to about 25** degrees, and enjoy!
3. To ensure your air-conditioning unit works at its best please always **KEEP ALL WINDOWS & DOORS CLOSED** when operating the air conditioning. If windows and doors are left open with the air conditioning running the unit will most likely fail. **The first sign will be that the air conditioning unit begins to leak and if this continues it will eventually freeze up and fail.**
4. **PLEASE DO YOUR BIT FOR THE PLANET!** To do your bit to prevent further global warming and reduce power consumption, please remember to **TURN OFF your air conditioning when you leave your room.**
5. Please DO NOT REMOVE the remote control or any batteries from your room.

Rarotonga is a special slice of paradise and you will want to do all possible to keep it that way. Please bear in mind power on the island **is generated by imported, non-renewable diesel**, and costs about 80 cents per kilowatt-hour, as opposed to 28 cents per kWh which is typical for NZ residents. **Please use the air conditioning only when necessary**, and always turn it off (and all lights and other electrical appliances) when you leave your room. Meitaki Ma'ata (many thanks) for helping to keep Rarotonga beautiful and Planet Earth healthy.

To conserve energy, your Room Attendant will turn off your air conditioning if your room is not occupied. If you require assistance with your air conditioning controls, please contact Reception or our Duty Manager by dialling 5000 or pressing the Reception icon on your guest room phone.

### 2.3. AIRLINES & INBOUND TOUR OPERATORS

<b>Air New Zealand</b> Rarotonga Airport <a href="http://www.airnz.co.nz">www.airnz.co.nz</a>	Reservations & Ticket Office Arrivals and departures	<b>Ph: 26-300</b>  <b>Ph: 26-302</b>
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<b>Virgin Australia</b> E: <a href="mailto:bookings@airraro.co.ck">bookings@airraro.co.ck</a>	Enquiries	<b>Ph:</b> 22-888
<b>Jetstar</b> E: <a href="mailto:bookings@airraro.co.ck">bookings@airraro.co.ck</a>	Enquiries	<b>Ph:</b> 22-888
<b>Air Rarotonga</b> Rarotonga Airport E: <a href="mailto:bookings@airraro.co.ck">bookings@airraro.co.ck</a> www.airraro.com	Reservations & Enquiries	<b>Ph:</b> 22-888
<b>Air Tahiti (represented by Air Rarotonga)</b> Rarotonga Airport E: <a href="mailto:bookings@airraro.co.ck">bookings@airraro.co.ck</a>	Reservations & Enquiries	<b>Ph:</b> 22-888
<b>Island Hopper Vacations Ltd</b> Head Office, Nikao E: <a href="mailto:vacation@islandhopper.co.ck">vacation@islandhopper.co.ck</a>	Reservations & Enquiries	<b>Ph:</b> 55-035 Or 22-026
<b>Jetsave Travel</b> Head Office, Avarua E: <a href="mailto:jetsave@cooks.co.ck">jetsave@cooks.co.ck</a>	Reservations & Enquiries	<b>Ph:</b> 27-707 <b>A/h:</b> 20-710
<b>Tipani Tours</b> Head Office, Nikao E: <a href="mailto:tours@tipani.co.ck">tours@tipani.co.ck</a>	Reservations & Enquiries	<b>Ph:</b> 25-266

#### 2.4. **AIRPORT TRANSFERS**

**Transfers to the airport** can be booked through the Reception and should be requested 24 hours prior to departure to ensure availability. Pick-ups are usually about two hours prior to departure but have been known to be as much as four hours prior due to increased security procedures, so please do check with Reception in advance. The bus picks you up from the Resort Lobby entrance, please ensure you have your transfer tickets, luggage, and voucher ready prior to pick-up.

#### 2.5. **AITUTAKI LAGOON PRIVATE ISLAND RESORT**

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, two outdoor showers, 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, 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.

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 **Flying Boat Beach Bar & Grill which offers the best dining views in Aitutaki**, the **HMS Bounty Restaurant & Bar** named after the first European credited with discovering Aitutaki, Captain William Bligh and his HMS Bounty, **Private Candlelit Dining on the beach, conference room, swimming pool, gift boutique, tours, 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 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 31-200, or ask for one of our Sales Team at The Rarotongan's Reception, dial 5000 or pressing the Reception icon on your guest room phone.

## **2.6. ANIMAL WELFARE**

Animal welfare is important to us here at the Resort. We ask guests to please not feed any animals that you may occasionally find wandering on Resort grounds. These animals are most likely pets of local residents, and it causes distress when their animals wander off to the Resort and do not come home because they are being fed by resort guests.

### **CISPCA**

The Cook Islands Society for the Prevention of Cruelty to Animals (CISPCA) is a non-profit organisation dedicated to animal welfare in the Cook Islands. Run by volunteers, it relies entirely on donations. CISPCA operates an inland animal shelter, as well as a second-hand store located at the far end of the Punanga Nui Market beside the children's playground. If you're interested in learning more about CISPCA or its projects in the Cook Islands please stop by between 9am to 3pm, Monday to Friday. Visitors are welcome, and assistance is most appreciated. For any concerns regarding animal mistreatment or neglect, please contact CISPCA.

**Ph:** 25-005

**Facebook:** [www.facebook.com/CookIslandsSPCA/posts/616833071694629](https://www.facebook.com/CookIslandsSPCA/posts/616833071694629)

## **TE ARE MANU**

Founded in 2017, Te Are Manu was developed to deliver quality veterinary care to our animals and education to the Islands' people. Te Are Manu is staffed entirely by volunteers based in Rarotonga and New Zealand. By creating a strong partnership with veterinary professionals worldwide they ensure that 100% of all funds and donations reach Te Are Manu here in Rarotonga, which will help the patients of Te Are Manu get the best care possible.

The aims of Te Are Manu (Cook Islands) Incorporated are to operate as a not-for-profit organisation for the advancement of the welfare of all animals in the Cook Islands and community education for its people.

**Website:** [www.tearemanu.com](http://www.tearemanu.com)

**E-mail:** [tearemanu@gmail.com](mailto:tearemanu@gmail.com)

### **2.7. ART GALLERIES**

**The Rarotongan Beach Resort & Lagoonarium** has a gallery of inspirational local art located near the Games Lounge including Loretta Reynolds, Tereapii Rongo, Dernice Rongo, Ian George, Tim Manavaroa Buchanan, Michael Tavioni and Joan Rolls-Gragg.

Included in the gallery and located in the Lobby area of The Rarotongan are the unique works of leading local artist, Mahiriki Tangaroa, who is represented in private and public collections around the world. Mahiriki majored in photography at the Canterbury University School of Fine Arts documenting the vanishing Cook Islands cultural heritage in her photographic assignments. In 1999 she began to paint and is now one of a small group of contemporary women artists in the Cook Islands. Each of her pieces contains a distinctly cultural theme, whether it is in the style, subject, or commentary.

These works showcase the abundant artistic and creative talent alive and well in the Cooks. For more information on local artists and their works, the following is a list of local galleries that are open to the public:

#### **Bergman & Sons Gallery**

Dedicated to the exhibition of Modern Pacific Art and located on the Main Road, Avarua.

**Ph:** 21-902

**Website:** [www.bergmangallery.co.ck](http://www.bergmangallery.co.ck)

#### **Moana Gems Pearl & Art Gallery**

Moana Gems specialises in the best quality black pearls the Cook Islands has to offer and is a treasure chest of AVAIKI Cook Islands Pearl jewellery that is stylish, modern & timeless. Located in Avarua, opposite the Makea Nui Ariki Palace grounds.

**Ph:** 22-312

**Website:** [www.moanagems.co.ck](http://www.moanagems.co.ck)

### **2.8. ATM LOCATIONS**

In-house guests can withdraw up to \$100 per room per day at the Reception against selected Mastercard and Visa debit and credit cards which will incur the normal card charges.

When you are out and about around the island, these are the locations of the various bank ATMs.

#### **ANZ Bank ATMs**

ANZ Bank main branch in Avarua township offers all general banking facilities including foreign currency exchange. ANZ has six ATMs located around the island at ANZ main branch Avarua, Super Brown Store in Nikao, Matex Trading in Arorangi, Wigmore's Superstore in Vaimaanga and Te Ara Museum of Cultural Enterprise in Muri.

**Ph:** 21-750

**Bank of the South Pacific (BSP)** has ATMs located around Rarotonga at main branch Avarua, Punanganui market, CITC Supermarket in Avatiu, Rarotonga International Airport, Oasis Service Station (24-hour service station) in Nikao, Edgewater Resort & Spa, Aroa Nui Hall in Arorangi, Wigmore's Superstore in Vaimaanga, TEM Store at Muri, Kaps Store in Matavera and Super Brown Store in Tupapa.

**Ph:** 22-014

BSP Aitutaki also has two ATMs, located in and their branch in the Arutanga township and one at the Airport.

### **Bank of the Cook Islands (BCI) ATM**

BCI on Rarotonga has several ATMs directly outside the bank in Avarua.

**Ph:** 29-341

## **2.9. AVARUA TOWN**

Rarotonga is the capital of the Cook Islands and the main township on Rarotonga is Avarua, which has a friendly, bustling atmosphere. The nearby port of Avatiu is the main port and hosts cruise ships and many cruising yachts.

Avarua offers such services as banks (ANZ, BSP, Bank of the Cook Islands (BCI) and Western Union), the Post Office, the Police Station (for your Cook Islands Driver's Licence), tourist information office, Cook Islands Library & Museum, the National Museum, supermarkets, Punanga Nui Market for local produce and crafts, pharmacies, a department store, a variety of shops (including a bookshop/newsagent), cafes, bars, restaurants, and nightclubs.

On Rarotonga, **business hours** are generally Monday to Friday 8am-4pm, Saturday 8am-12 noon. The main Punanga Nui Market is open Saturday 7.30am-11.30am.

## **2.10. BABYSITTING**

To arrange babysitting please contact The Rarotongan's Reception, dial 5000 or pressing the Reception icon on your guest room phone. This service costs NZ\$15 per hour inclusive of 15% Government Value Added Tax, and NZ\$22.50 per hour after 11pm and for any extensions past the agreed babysitting finish time. A transportation allowance of NZ\$10 per booking applies, and a meal allowance of NZ\$15 applies to each 4-hour period completed. **Due to the popularity of this service, a minimum of 48 hours' notice is required.** This service is available only to in-house guests and is subject to the availability of babysitters. A maximum number of two children per babysitter applies.

## **2.11. BANKS**

Full banking services are available at **ANZ, Bank of the South Pacific (BSP)** and **Bank of the Cook Islands (BCI)** in Avarua town.

### **ANZ BANK**

ANZ offers general banking facilities and a foreign currency exchange.

**Open:** Monday to Thursday 9am-3pm, Friday 9am-4pm.

**Ph:** 21-750



**BANK OF THE COOK ISLANDS (BCI)**

BCI offers general banking facilities and a foreign currency exchange.

**Open:** Monday to Friday 9am-4.30pm.

**Ph:** 29-341

**BANK OF THE SOUTH PACIFIC (BSP)**

BSP offers general banking facilities available and a foreign currency exchange. BSP also has a portable ATM at the market on Saturday mornings.

**Town Opening Hours:** Monday to Friday 9am-3pm, Saturday 9am-12noon (only for teller services).

**Airport Opening Hours:** Open for international flight arrivals and departures.

**Ph:** 22-014

**WESTERN UNION/ GLOBAL EX**

Located in Avarua Western Union/Global Ex provides foreign currency exchange and money transfer services.

**Open:** Monday to Friday 8.30am-4.30pm and Saturday 8.30am-12.30pm.

**Ph:** 29-907 to speak to Western Union/ Global Ex directly.

**Travellers Tip!** Always ensure you've got enough ready cash in New Zealand dollars for making purchases where credit cards aren't accepted, such as at the Punanga Nui Market stalls, small local stores, outer islands etc.

**2.12. BARS**

**The Rarotongan Beach Resort & Lagoonarium's Captain Andy's Beach Bar & Grill** is open daily from 11am until late with Cocktail Happy Hour from 5pm-6pm daily.

Captain Andy's offers an extensive selection of fine wines, international and local beers, spirits, liqueurs and a variety of teas and coffees. We are proud of our Cocktail and Mocktail Lists with a wide selection of alcoholic and alcohol-free creations to tantalise your taste buds. For the youngsters we have their favourite fresh juices, smoothies, milkshakes, and soft drinks available. So, join our friendly bar staff and your fellow guests, and sit back and relax with a tropical cocktail or mocktail on the lagoon deck as the sun goes down – and the bar warms up!

Dial Captain Andy's Beach Bar & Grill on 5017 for more information.

**At Sanctuary Rarotonga-on the beach, the Bluewater Grill & Bar** is open until late, with daily Cocktail Happy Hour from 5pm-6pm. Be sure to enjoy a tropical cocktail together at the unique **Swim-Up Bar** by beating the wooden island drum. Please note that Sanctuary Rarotonga welcomes guests aged 16 and over only.

**2.13. BATH TOWELS**

For additional bath towels please dial Housekeeping on 5020, or after-hours Reception on 5000 or pressing the Reception icon on your guest room phone. Please take care with banana sap, cosmetics, suntan lotion and coconut oil as these can leave permanent stains on the towels. Please do not use your bath towel in other areas of the Resort but your room. **Beach towels are available from the Activities Hut.** If you'd like to re-use your towel to assist with energy conservation on the island, please leave it on the towel rack. We will gladly replace any towels left on the floor.

**2.14. BEACH SOCCER**

Cook Islanders love soccer, reflected in the FIFA International Soccer Academy located on Rarotonga. If you want to get some friends together or feel like a game of beach soccer, contact our friendly Activities team at the Hut, dial 5018.



**2.15. BEACH TOWELS**

Beach towels are available from the poolside Activities Hut at The Rarotongan for your use around the Resort pool and beach. Please do not use your bath towel at the beach nor take towels off the property. NZ\$20 is charged to your room, per towel, for non-return. The Activities Hut is open daily 9am-5pm, dial 5018 for further enquires.

**2.16. BEDS AND BEDDING**

Should you prefer a softer or firmer pillow, mattress topper or additional blankets, our Housekeeping Department will be happy to assist. Please dial Housekeeping 5020 or Reception on 5000 or pressing the Reception icon on your guest room phone.

**2.17. BICYCLE HIRE & ADVENTURES**

Bicycles are a great way to explore the island at your own leisure and get fit and see the sights all in one go!

Adventure Cook Islands

P: 22 212

E: [enquiries@adventurecookislands.com](mailto:enquiries@adventurecookislands.com)

Ride Rarotonga

P: 27433

E: [contact@riderarotonga.com](mailto:contact@riderarotonga.com)

If you would prefer to have a knowledgeable local guide show you around then you may like to try Storytellers Eco-Cycle Tours which can be booked via the Reception, please dial 5000 or press the Reception icon on your guest room phone.

**2.18. BLACK PEARLS**

There are several quality **black pearl boutiques** in Avarua town. Notable is the **Bergman's Gallery** which is in a beautiful and painstakingly restored coral and limestone building originally erected by the London Missionary Society as their Sunday school. Bergman's offers an extensive selection of fine art, jewellery, carved black pearls and pearl shell, wood carvings, delicate blown glass pieces, finely woven hats, and bags from Tongareva (Penrhyn) and works by local tivaevae quilt makers. Bergman's is a founding member of the Cook Islands Pearl Guild. Ph: 21-939.

Overall, the **quality, selection and cost of jewellery on Rarotonga is excellent**, especially of gold jewellery. All stores that are members of the Cook Islands Pearl Guild supply a **certificate of authenticity** with your prized black pearl. Colour, lustre, size and regularity of shape determine the value of a Cook Islands black pearl; the bigger, rounder, more lustrous and greater variety of 'lights' a pearl has, the more expensive. Colours of genuine black pearls vary greatly, from pale golden pearls through to dark gold, pink-greys, peacock hues and very deep, dark, mysterious orbs. Many of the pearl shops have an informative brochure showing in detail the way a pearl is valued and the varieties available. Always remember though that beauty is in the eye of the beholder, and if you like it, and it suits you, then yours is the last word!

**Travellers Tip!** Do buy an exotic Cook Islands black pearl while on your holiday here, for yourself or for a special loved one, it will always be a treasured reminder of Rarotonga.

**2.19. BREAKFAST**

**Breakfast is from 7am to 10am** daily offering a **Tropical Island Style Continental Buffet Breakfast** with the **option of a Cooked a la Carte Breakfast Menu available** for an additional charge. Please check your room rate to ascertain if your package is either:

- **Room Only**: Tropical Island Style Continental Buffet Breakfast can be purchased for:

- \$NZ 28 per person
- \$NZ 16 per child 3-11 years
- Free for 2 years and under when eating with parents.
- **Room + Breakfast**: Includes a Tropical Island Style Continental Buffet Breakfast.

## 2.20. **BUS**

The **Cook's Island Bus** offers a convenient, inexpensive mode of transport, operating regular schedules around the island (in both directions). It will pick you up and set you down anywhere on request. Timetable as follows from the Lobby at The Rarotongan:

The **clockwise** service:

- Monday to Saturday 7.30am-5.30pm
- Sunday 8.30am-12.00pm + 2.30pm-4.30pm

The **anti-clockwise** service:

- Monday-Friday 8.50am-4.50pm
- Saturday 8.50am-1.50pm

A **night-time clockwise** bus service:

- Monday to Saturday 6.30pm-10.30pm
- No Night Bus on Sunday

### **Bus Fares & Passes:**

- Adult fares, NZ\$5 one-way, NZ\$8 return
- Children to 12 years, one-way ticket NZ\$3, return ticket NZ\$4
- **Day Pass**, NZ\$16 per person
- **10 Trip Pass**, NZ\$30 per adult, NZ\$19 for children
- **Family Day Pass** (2 adults & 2 children), NZ\$26, expires last bus departure 11pm

For your own copy of the Town'n'Around Bus Timetable, please see Reception, or you can pick up a copy when boarding the bus. For more information, please phone Cook's Island Bus Passenger Transport.

**Ph:** 25-512

**Website:** [www.busabout raro.com](http://www.busabout raro.com)

**Email:** [info@busabout raro.com](mailto:info@busabout raro.com)

## 2.21. **BUSINESS SERVICES**

We can assist you with any general business services that you may require during your stay. Prices vary depending on the service required. For your convenience any costs can be charged to your room account. For further information please contact the Reception on 5000 or press the Reception icon on your guest room phone.

For general internet usage please contact the Reception to enquire about our resort-wide Wi-Fi voucher plans and pricing.

## 2.22. **CHECK-IN**

**Check-in time is 3pm.**

**Please ensure that all your arrival & departure details have been confirmed with the Reception.**

If you have provided the Resort with your email address as part of your reservation directly with the Resort, **you will be able to check-in 24 hours in advance to your arrival** via an email link that will be sent to you. Please note that if your reservation was made via booking.com, Expedia or other travel agencies, we are not provided with your email address and therefore, this convenient early check-in feature is not available to those guests.

**If your flight arrives during the early morning hours, you are best to reserve your room from the previous day (this is called Pre-Registration)** to ensure that your room is ready for your arrival. Please bear in mind that **if coming from Australia or New Zealand you will be travelling across the international dateline** so, please factor this in when making your reservation.

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, 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 to meet your needs.

Depending on room availability, it may be possible for you to reserve an Early Check-in.

Early Check-in applies from 6am or any time thereafter until 3pm. This service is subject to availability and requires advance booking, however you are welcome to enquire at Reception upon arrival should a last-minute opening have arisen.

**Early Check-In prior to 3pm may be arranged subject to availability.** Unless pre-arranged at the time of your reservation, **Early Check-In cannot be confirmed any earlier than 24 hours prior to arrival at the Resort.**

For Early Check-In, please select from the following options:

1. 10% of nightly room rate on our website per hour for a minimum of 2 hours
2. 60% of nightly room rate on our website from 6am-3pm

## **2.23. CHECK-OUT**

### **Check-Out is at 10am.**

Your account will be emailed 24 hours prior to your departure to the email address you provided on check in for your review. Alternatively, you can request a copy of your account from the Reception at any time.

Rarotonga is one day behind Australia and New Zealand. Therefore, when travelling to/from Australia or New Zealand you will cross the International Date Line, meaning that you will 'gain' one day when you arrive, and 'lose' one day when you return.

**Late Check-Out after 10am may be arranged subject to availability.** Unless pre-arranged at the time of your reservation, Late Check-Out cannot be confirmed at the Resort any earlier than 24 hours prior to departure.

For Late Check-Out, please select from the following options:

- 10% of nightly room rate on our website per hour for a minimum of 2 hours
- 60% of nightly room rate on our website from 10am-6pm

We appreciate your courtesy and co-operation in observing the check-out time so that we may prepare the room for our next guests.

Please ensure your guestroom key or card is handed in at Reception at time of Check-Out and all payments outstanding are paid in full to ensure a smooth departure.

To arrange Late Check-Out, or for other special requirements, please contact Reception by dialling 5000 or press the Reception icon on your guest room phone.

## **2.24. CHURCH SERVICES**

Cook Islands missionaries today work all around the world, and the role that early Cook Islands missionaries played in taking Christianity to other islands in the Pacific established links with congregations in those countries which continue to this day. A visit to the historic **Takamoa Theological College** in Avarua gives one a glimpse into the life of those early missionaries. The College is near to several other notable architectural sights in the area including a beautiful palace and sprawling grounds, a church and early graveyard, and the old **London Missionary Society Sunday School** built in the Spanish Mission style which today houses the Bergman Gallery's art & jewellery. The Takamoa Theological College today continues its tradition of training young Cook Islanders for pastoral duties with the Cook Islands Christian Church (CICC).

**Each Sunday Rarotonga's beautiful white coral and limestone churches fill with the soaring songs of worship of their congregations.** Visitors are most welcome to attend Sunday services. Please observe appropriate modest attire of shirts and long trousers for men, and at least knee-length skirts or dresses for women, and tops preferably with short or long sleeves (no singlets). Women also often wear a hat. Any small cash donations contributed when the plate is handed around the congregation will be much appreciated.

A bus from The Rarotongan Beach Resort & Lagoonarium leaves at 9.30am Sunday for the Cook Islands Christian Church and St Mary's Catholic Church, both in Arorangi. The bus fare is NZ \$10 per adult return, and \$5 per child under 12 years. At the conclusion of service, you may well find yourself invited by the Pastor to enjoy light refreshments in the nearby meeting hall with the congregation. For further information please contact the Reception, dial 5000 or press the Reception icon on your guest room phone.

## **2.25. CIGARETTES**

Cigarettes can be purchased on-site at the Raro Style Gift Shop. All Resort guestrooms, restaurants, and any semi-enclosed areas such as the Gazebos and Treetops Veranda Room are NON-SMOKING. If you wish to smoke, please step outside these areas.

Please dispose of your cigarette butt thoughtfully in the many coconut carved wooden ashtrays (not in the gardens, walkways, decks or on the beach please!).

If a guest smokes in his or her room, a special Cigarette Smoke Cleaning Fee of two nights' accommodation charge applies to cover the costs of a comprehensive cleaning of the room and to allow for the room to be aired for two days/nights.

## **2.26. CLOTHES WASHING & DRYING**

There are clothes washing machines and dryers in the Guest Laundries located near the following Resort accommodation villages: between the 7300/7400 Village walkway to the upper levels and similarly between the 7500A and 7500B Villages. In the Sanctuary, the washing machine and dryer are beside the Beachside Suites at Village 6700C.

Please do not hang clothes outside of your room and DO NOT place any clothing over the light shades in your room for drying. This damages the shades and is also a fire hazard.

The washing machines and dryers are token-operated, and tokens can be purchased from Reception 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.

Please contact Reception by dialling 5000 or press the Reception icon on your guest room phone should you require further assistance.



**2.27. COCKTAILS & DREAMS OF THE SOUTH SEAS**

Our bar staff have a reputation for making the best cocktails on the island. From Ultimate Toblerone to a Mai Tai and Classic Pina Colada, there is sure to be something for everyone. Why not **enjoy our signature cocktail 'Island Girl' for Two** served in the biggest glass you've seen!

**2.28. COFFEE & TEA MAKING FACILITIES**

Your accommodation is provided with coffee and tea making facilities. For additional supplies, please contact Housekeeping on 5020, or after hours contact Reception, dial 5000 or press the Reception icon on your guest room phone. A range of espresso coffees, hot chocolate and teas are also available at our bars and restaurants.

**2.29. COMPLAINTS**

From time to time there may be an area in the Resort where we may not have fully met your expectations. If this is the case, we welcome you to contact us at the time, so we can address and resolve the issue as soon as possible. Suggestions for improvement from guests are also noted daily and we are continuously developing and fine-tuning the Resort in response to your feedback. We have a **Duty Manager available from 7am-10pm daily** and our Resort Manager is also available to assist with any concerns.

**2.30. COMPLIMENTS**

We definitely prefer these! If you have a compliment, praise for a particular staff member or we exceeded your expectations, please let us know by filling in one of our **'How Do We Rate'** forms via any of the following:

1. Scanning a QR code and completing the form on your own device
2. Via a tablet at the Reception or Restaurant
3. On our website under the "Reviews" tab
4. A hard copy paper form in your room or at the Reception or Restaurant

All feedback is read to the senior management team daily and we use this information to improve our guest experience. Any compliments for specific staff members are noted on their staff personnel files for future reference.

**2.31. CONSULATES, EMBASSIES & DIPLOMATIC REPRESENTATIVES**

New Zealand, Australia, France, and Germany have diplomatic representation in the Cook Islands. For diplomatic assistance to other countries, the Cook Islands Ministry of Foreign Affairs & Immigration may be able to contact respective representatives through the Cook Islands High Commission in New Zealand. Please note that **Visitor Entry Permits for the Cook Islands are valid for 90 days for New Zealand Citizens and 30 days for all other nationalities**. Visitors must be able to confirm proof of stay in accredited tourist accommodation when entering the Cook Islands.

**The following is a list of diplomatic relations (non-resident embassies) with the Cook Islands:**

Australia, Belgium, Chile, China, Cuba, Czech Republic, Fiji, France, Germany, The Holy See - Vatican City, India, Israel, Italy, Japan, Malaysia, Netherlands, Norway, Philippines, Portugal, South Africa, South Korea, Spain, Switzerland and Turkey.

[https://en.wikipedia.org/wiki/List\\_of\\_diplomatic\\_missions\\_in\\_the\\_Cook\\_Islands](https://en.wikipedia.org/wiki/List_of_diplomatic_missions_in_the_Cook_Islands)

**2.32. DIPLOMATIC REPRESENTATIVES & HONORARY CONSULATES**

New Zealand	High Commissioner E: nzhcraro@gmail.com	Ph: 22-201
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Australia	High Commissioner <b>E:</b> ahcrarotonga@dfat.gov.au	<b>Ph:</b> 73-379
Germany	Honorary Consul <b>E:</b> rarotonga@hk-diplo.de	<b>Ph:</b> 24-567
France	Honorary Consul <b>E:</b> trish@thebond.co.ck	<b>P:</b> 55-102
Cook Islands	Ministry of Foreign Affairs & Immigration <b>E:</b> secfa@cookislands.gov.ck	<b>Ph:</b> 29-347

### **2.33. COOK ISLANDS' BEER**

*"To be a developed country you need your own airline, a national sports team and a local beer. At the very least you need your own beer." Frank Oz*

Brewing is a long-established tradition in the Cook Islands, and a "bush-beer drinking school", such as the outer island of Atiu is famous for, is called a 'tumunu'.

#### **Cook's Lager**

Opened in September 2016, Cook's Lager at the Rarotongan Brewery is located on the western side of Avarua, opposite Oasis 24-hour service station. Join one of their tasting-talks for NZ\$10 and learn about the brewing process, and at the same time sample what they produce. They also sell refillable flagons for the environmentally conscious, in 2L and 4L sizes.

**Ph:** 26-657

**Facebook:** [www.facebook.com/rarotongabrewery](http://www.facebook.com/rarotongabrewery)

### **2.34. CREDIT CARDS**

MasterCard, VISA, and American Express are accepted at The Rarotongan and Sanctuary Rarotonga Resorts.

### **2.35. CURRENCY EXCHANGE**

International currency exchange services are available at the Reception, dial 5000 or press the Reception icon on your guest room phone.

Alternatively, you can exchange foreign currency at ANZ Bank, Bank of the South Pacific (BSP), Bank of the Cook Islands (BCI) or Western Union in Avarua. Please refer to "Banks" in this Compendium for further information.

### **2.36. DAY ROOM**

For your convenience The Rarotongan and Sanctuary Rarotonga offer **Day Rooms from 6am-6pm**, or any time in between, subject to availability. A Day Room may be the ideal solution for travellers on their way to or from Aitutaki or another outer island, and those guests waiting for international flights.

Guests that have booked a Day Room enjoy the full use of their room and the Resort's facilities and services including extensive Activities Programme, use of swimming pool, stand-up paddleboards, kayaks, snorkelling gear, reef shoes, tennis court, free kids club, games room, gym, sun loungers, beach towels and more.

Between 6am-6pm the Day Room charge is 60% of your average nightly room rate. After 6pm a full night's accommodation charge is incurred. Please contact the Reception for further information.

If you are looking to use your room for a few hours after Check-Out, a Late Check-Out may be more convenient.

**Late Check-Out after 10am may be arranged subject to availability.** Unless pre-arranged at the time of your reservation, Late Check-Out cannot be confirmed at the Resort any earlier than 24 hours prior to departure.

For Late Check-Out, please select from the following options:

- 10% of nightly room rate on our website per hour for a minimum of 2 hours
- 60% of nightly room rate on our website from 10am-6pm

We appreciate your courtesy and co-operation in observing the check-out time so that we may prepare the room for our next guests.

Please ensure your guestroom key or card is handed in at Reception at time of Check-Out and all payments outstanding are paid in full to ensure a smooth departure.

To arrange Late Check-Out, or for other special requirements, please contact Reception by dialling 5000 or press the Reception icon on your guest room phone.

### **2.37. DÉCOR & AESTHETIC**

As Rarotonga's most Rarotongan resorts, The Rarotongan Beach Resort & Lagoonarium and Sanctuary Rarotonga are proud to showcase the skills and talents of local Cook Islands artists and craftspeople so that guests may feel immersed in a seamless blend of traditional and contemporary expressions of a true, yet original, South Pacific aesthetic.

The Resort's guestrooms and suites feature the distinctive, brilliantly coloured artwork of Andi Merkens, who was inspired by her time living in Rarotonga to paint canvasses bursting with the vibrancy and lushness of the island. The pieces in the rooms include a work showing Mama Vaine Taripo of Titikaveka standing with a beautiful heirloom tivaevae (a Cook Islands hand-embroidered quilt) and works specially-commissioned by The Rarotongan including "Te Vaka O Aroa" which incorporates two distinctive icons of the island – the vaka (or outrigger canoe) and a bright pareu (island-print sarong); Aroa of course being the name of this area, including Aroa Beach and Aroa Lagoon (the Lagoon of Love). A second commissioned work is called "Contented Cat" and features a tiger-coloured cat resting on a bright, tivaevae-draped sofa bordered by a vase of striking yellow lobster-claw heliconia.

Elsewhere around The Rarotongan and Sanctuary Rarotonga feature another of the Cook Islands' renowned art forms, carving. Life-size sentry carvings of Tangaroa the god of the sea and of fertility guarding the Lobby entrance, carved staff gods, ceremonial spears, clubs, and outriggers feature in the Resort's public areas, TE VAKA Restaurant, Captain Andy's Beach Bar & Grill, Treetops Veranda Room and Games Room. The Resort's gallery of original paintings is located opposite the Games Room and features works from some of the Cook Islands acclaimed artists.

### **2.38. DENTISTS**

If you require dental attention, our Reception staff can help with information or transportation arrangements; please dial 0. Alternatively, you can contact the dentists directly on the following numbers:

**Ministry of Health Dental Clinic** Aroiva Akama, Tupapa

**Opening Hours:** Monday to Friday, 8am-12 noon + 1pm-4pm

**Ph:** 29-312 for an appointment

**Website:** <http://www.health.gov.ck/hospital/dental-health-department/>

**Dr Philip Nicholas,** Back Road, Nikao

**Ph:** 20-169



**E-mail:** [phil@pvkdental.co.ck](mailto:phil@pvkdental.co.ck)

### **2.39. DEPARTURE TAX**

Departure Tax from the Cook Islands is incorporated into your airline ticket.

### **2.40. DINING**

The Rarotongan Beach Resort & Lagoonarium offers a variety of dining experiences with an extensive selection of a la carte dining. Captain Andy's is open daily 7am-9pm, contact our friendly Restaurant & Bar team on 5017.

Sampling the delights of the tropics is a must during any holiday in the South Pacific. Whether it is fresh seafood, tropical fruits, contemporary dishes with an island twist or deliciously prepared traditional dishes, guests can try a wide array of exciting cuisine. You can also select to eat or drink in a variety of locations to match your mood - the expansive lagoon deck overlooking Aroa Lagoon (the Lagoon of Love) is perfect for a sunset cocktail or dinner under the stars.

**Captain Andy's Beach Bar & Grill** is just right for a cocktail, wine, beer or flat white anytime, for a casual lunch, snack, or light meal, and for a relaxed a la carte dinner overlooking the pool or lagoon. Our famous **Seafood Platter for Two** comes highly recommended. Captain Andy's Bar is open daily, 11am till late, with daily Cocktail Happy Hour from 5pm-6pm.

An extensive **Kids 'Gone Troppo' Menu** is available at Captain Andy's Beach Bar & Grill offering a range of kids favourites as well as healthy options too.

Our directly adjacent sister resort, Sanctuary Rarotonga-on the beach, is also available for dining to adult guests of The Rarotongan aged 16 and over. The Sanctuary's Bluewater Grill & Bar features a wide range of fresh gamefish, seafood and contemporary dishes and is open nightly for dinner from 6pm-9pm.

### **Breakfast**

**Breakfast is from 7am to 10am** daily offering a **Tropical Island Style Continental Buffet Breakfast**. There is also the **option of a Cooked a la Carte Breakfast Menu** for an additional charge with the latest menu available in the Restaurant or on our web site.

The Tropical Island Style Continental Breakfast Buffet with a variety of seasonal island fruits, fresh fruit salad, homemade yoghurt, ham, cheese, fresh-baked muffins, Danish pastries, croissants, pancakes, homemade breads, toast, spreads, tropical juices, Milo, milk, and tea & coffee is also served.

**The Room Package Rate Plan you selected** will be either:

- **Room Only**: Tropical Island Style Continental Buffet Breakfast can be purchased for:
  - \$NZ 28 per person
  - \$NZ 16 per child 3-11 years
  - Free for 2 years and under when eating with parents.
- **Room + Breakfast**: Includes a Tropical Island Style Continental Buffet Breakfast.

### **Festive or Formal Gatherings**

The Rarotongan offers a **comprehensive range of on-site facilities and services that can be tailored to ensure the success of your festive or formal gathering**, whether it is a cocktail party for 10, or a celebratory dinner for 100. Our Groups & Events Planner would be delighted to help turn your plans into reality, please dial 0.

### **Special Dietary Requirements**

If you have special dietary requirements (e.g., gluten free, dairy free, vegan, vegetarian, allergies), please speak to the Restaurant Manager on 5017 or Duty Manager on 0.

### **Room Service**

For your added convenience and enjoyment **Room Service is available daily from 11am-9pm**. A charge of NZ\$9 per room delivery applies. To order Room Service please dial 5017 from the menu provided in your room. Alternatively, you can scan a QR code and order through your own device.

### **Takeaway Service**

For your added convenience and enjoyment **Takeaway Service is available daily from 11am-9pm**. To order Takeaway Service please dial 5017 from the menu provided in your room and collect your order from Captain Andy's Beach Bar & Grill at The Rarotongan. Alternatively, you can scan a QR code and order through your own device.

### **2.41. DISABLED & SPECIAL NEEDS FACILITIES**

Most areas of The Rarotongan, including the Lobby, restaurants, function room and gift shops, are accessible by wheelchair.

The Resort does not have internationally certified disabled rooms; however, our 7100 and 7200 Villages with their Deluxe Beachside Suites, Deluxe Beachfront Suites and Grand Beachfront Suites have outside showers that can be adapted to afford wheelchair access. These outside showers have both hot and cold running water. If this is required, please request at time of booking. A minimum 72 hours' notice is required.

If you require further assistance or information about our disabled facilities please call the Duty Manager, dial 0.

### **2.42. DIVING**

Rarotonga's clear, warm waters with fantastic visibility and diversity of marine life make it excellent for diving and snorkelling. If you've never dived there are qualified instructors at several different dive operations around the island who can give expert tuition, and Rarotonga's lagoons are a great place to learn (sure beats your local city swimming pool!). Outside the reef there's a diverse range of diving including interesting drop-offs, a variety of hard corals, rays, sharks, turtles, whales, canyons, caves, tunnels, and shipwrecks. The reef drop-off goes from about 20 to 30 metres down to 4000 metres. Most diving is done at 5 to 40m where visibility is 20 to 60m (100 feet), depending on weather and wind conditions. Usual water temperatures range between 25 to 28 degrees Celsius. Another welcome feature of diving off Rarotonga are the short trips in purpose-built boats, often no more than 10 minutes to superb dive sites, and as the island of Rarotonga is circular there are almost always safe spots for diving with good visibility.

<https://islandawe.com/sharks-in-rarotonga-and-9-popular-spots-to-see-them/>

Please call Reception on 5000 to book, or contact the dive operators directly:

**Adventure Cook Islands** - just a short walk from The Rarotongan towards Arorangi village and Avarua Township

**Ph:** 22-212

**E-mail:** [enquiries@adventurecookislands.com](mailto:enquiries@adventurecookislands.com)

**Website:** [www.adventurecookislands.com](http://www.adventurecookislands.com)

**Dive Rarotonga** - on the Northwest side of the island near Crown Beach

**Ph:** 21-873  
**E-mail:** [info@diverarotonga.com](mailto:info@diverarotonga.com)  
**Website:** [www.diverarotonga.com](http://www.diverarotonga.com)

**Pacific Divers** - on the main road on the Northern side of Muri Beach

**Ph:** 22-450  
**E-mail:** [info@pacificdivers.co.ck](mailto:info@pacificdivers.co.ck)  
**Website:** [www.pacificdivers.co.ck](http://www.pacificdivers.co.ck)

#### **2.43. DOGS & CATS**

The volunteers of the Cook Islands Society for the Protection of Animals (CISPCA) and Are Manu Society do a fantastic job of providing care for animals on the island. Any donations to assist their important work is much appreciated. From time to time, friendly local dogs and cats will wander onto the Resort. Dogs and cats with collars belong to nearby owners and as such we ask that you do not feed them or in any way discourage them from returning to their own homes. Dogs and cats without collars are taken to the local SPCA or Are Manu for re-homing. Please contact the Reception on 5000 or press the Reception icon on your guest room phone if you see a stray dog or cat on Resort property.

#### **2.44. DOCTORS**

If you require medical attention, our Reception staff can help with information or transportation arrangements to the Rarotonga Hospital, please dial 0.

**Rarotonga Hospital is open 24 hours**, with a doctor on duty always in case of emergencies.

**Ph:** 22-664  
**Website:** <http://www.health.gov.ck/hospital/rarotonga-hospital-reception-department/>

Please note that **all visitors must pay for ambulance and medical services at the hospital**. Please take your health insurance details with you to the hospital. **We highly recommend that all visitors to the Cook Islands have travel insurance** arranged before they travel.

**There are several qualified private doctors** on Rarotonga whom you can contact directly on the following numbers.

**Dr. Teariki Noovao** – Hours from 8am – 3pm Mon-Fri, 8am  
**Ph:** 20-835 (Nikao) or 55-814

**Dr Nini Wynn, Rarotonga Medical Centre** - Monday to Friday 8.30am-4.30pm, Saturday 8.30am-12.30pm  
**Ph:** 23229 / 70780 (after hours)  
**Website:** [Rarotonga Medical Centre - Home | Facebook](#)

**Tupapa Community Clinic** – Hours from 8am – 4pm Mon-Sun  
**Ph:** 20-066 / 20-065

#### **2.45. DRESS CODE**

Comfortable and casual resort wear is an acceptable standard of dress at the Resorts. Swimsuits or bare chests are not appropriate in the Restaurant or Bar after 6pm. For your safety, we recommend that footwear always be worn in and around the Resort.

Here are some suggestions for attire when attending:

**Church:** modest, tidy dress. For men, shirt sleeves and dress trousers/short. For women, a dress or blouse with short or long sleeves, and longer-length skirt. Women may also wear a hat.

**Town:** informal, casual, and comfortable.

**Villages:** informal, casual. Shorts and T-shirts are acceptable, but brief attire such as bikinis or swimsuits may cause offence.

**Beach:** topless sunbathing is not customary in the Cook Islands and may cause offence.

#### **2.46. DUTY MANAGER**

A **Duty Manager is available from 7am-10pm, seven days a week**, to assist you with any matters of concern which you may have during your Resort stay. For the assistance or services of a Duty Manager, please dial 0.

#### **EARLY CHECK-IN**

Depending on room availability, it may be possible for you to reserve an Early Check-in.

Early Check-in applies from 6am or any time thereafter until 3pm. This service is subject to availability and requires advance booking, however you are welcome to enquire at Reception upon arrival should a last-minute opening have arisen.

**Early Check-In prior to 3pm may be arranged subject to availability.** Unless pre-arranged at the time of your reservation, **Early Check-In cannot be confirmed any earlier than 24 hours prior to arrival at the Resort.**

For Early Check-In, please select from the following options:

- 10% of nightly room rate on our website per hour for a minimum of 2 hours
- 60% of nightly room rate on our website from 6am-3pm

#### **2.47. ELECTRICITY**

**Voltage in the Cook Islands is 240Volt 50HzAC.** Three-pin plugs are used, the same as for New Zealand and Australia. Your room has been fitted with a dual voltage outlet for a 110-volt shaver. For any other 110-volt appliances (such as curling tongs or hairdryers) you will require a two-pin adapter (also called a converter) and a transformer. Adapters can be purchased from the Gift Shop or hired from the Reception with a NZ\$20 bond.

#### **2.48. EMERGENCY SERVICES**

**In the event of an emergency dial 5000 or press the Reception icon on your guest room phone for the Reception** and/or Duty Manager, or alternatively 9 for an outside line then dial 999 which will put you in contact with emergency services: Police, Fire Brigade, Ambulance and Hospital.

Please give your name, what the emergency is, and where to send help. If the matter is less urgent, please contact the Cook Islands Police or Rarotonga Hospital directly.

#### **Cook Islands Police**

**Ph:** 22-499

#### **Rarotonga Hospital**

**Ph:** 22-664

#### **2.49. ENERGY & WATER CONSERVATION**

**Energy and water are limited resources** on our beautiful island. Almost all electricity is generated using very expensive and non-renewable diesel, meaning our power bills can be 10 times what you may be used to. Please re-use your towel wherever possible (leave towels on the bathroom floor to indicate you would like your towel changed), and **turn off taps, switch off lights, fans, and air conditioning when leaving your room.** This will greatly assist Rarotonga to conserve its resources and will be much appreciated. If you have any queries

regarding energy or water please contact the Duty Manager through the Reception, dial 5000 or press the Reception icon on your guest room phone.

## **2.50. FIRE SAFETY PROCEDURES**

Each of our Resort **guestrooms is fitted with a smoke detector. In the event of a fire, please dial 5000** or press the Reception icon on your guest room phone and report the location of the fire to the Reception. Alternatively, please dial 9 to get an outside line and then 999.

## **2.51. FIRST AID**

To arrange first aid for minor cuts, scrapes and illnesses, please contact the Reception, Duty Manager or Security Department by dialling 0.

Panadol, insect repellent and basic first aid items may be purchased at the Raro Style Gift Shop.

**Rarotonga Hospital** is open 24 hours, with a doctor on duty always in case of emergencies.

**Ph:** 22-664

**Website:** <http://www.health.gov.ck/hospital/rarotonga-hospital-reception-department/>

Please note that all visitors must pay for ambulance and medical services at the hospital. Please take your health insurance details with you to the hospital. We highly recommend that all visitors to the Cook Islands have travel insurance arranged before they travel.

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**Ph:** 23229 / 70780 (after hours)

**Website:** [Rarotonga Medical Centre - Home | Facebook](#)

**Tupapa Community Clinic** – Hours from 8am – 4pm Mon-Sun

**Ph:** 20-066 / 20-065

## **2.52. FISH FEEDING**

Do feel welcome to join our friendly Activities team for fish feeding at 1.30pm daily. You will be amazed at the number of reef fish keen to gather for some tasty titbits. You can even hand-feed the fish down at the water's edge – an unforgettable experience! Call Activities on 5018 for further details.

We have researched and taken advice from various local and overseas experts in respect to fish feeding. The consensus was that on balance;

- Bread was not toxic to the fish; and
- Only certain species were 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, as one example, there has been a noticeable increase in the giant trevally population; and
- In terms of being disruptive to the natural population order, that the Rarotonga Lagoon is severely over-fished and any excess fish populations within the Aroa Lagoonarium Marine Sanctuary tend to move to other parts of the Rarotonga Lagoon and re-populate

those areas where 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 Aroa Lagoonarium Marine Sanctuary has created goodwill amongst the small but vocal community group that had originally campaigned to be allowed to fish in the Aroa Lagoonarium Marine Sanctuary. Without broad-based community support, the Aroa Lagoonarium Marine Sanctuary would have been re-opened to fishing long ago; and
- The fish feeding provides an opportunity for people, particularly children, to be personally engaged with the natural wildlife in the Aroa Lagoonarium Marine Sanctuary which will hopefully assist in generating increased consciousness about the importance of human stewardship of the natural world; and
- The Rarotongan Beach Resort has played a leadership role in generating and fostering community support for the Aroa Lagoonarium Marine Sanctuary with visitors and locals alike enjoying personal contact with the fish.

### **2.53. FISHING**

Fishing is not allowed, nor the removal of any shellfish, shells, sea stars (starfish) or any other marine life within the Aroa Lagoon Marine Sanctuary directly in front of The Rarotongan Beach Resort & Lagoonarium and Sanctuary Rarotonga-on the beach.

However, Marlin, Wahoo, Mahimahi (Dolphin Fish), Barracuda, Sailfish, Shark and Tuna such as Yellowfin, Albacore, Dogtooth, Skipjack and Big Eye are just a few of the exciting game fish that you can catch whilst deep sea fishing outside the reef of Rarotonga. Fishing charters provide a great game fishing experience for all skill levels. Take a trip out to the ocean on a deep-sea fishing trip and have a go at catching an amazing array of gamefish from Marlin to Wahoo.

Due to the close proximity of the reef, there are no long journeys out to deep water, and lines are set once out of the harbour ensuring maximum fishing time. Most trips are half day on a boat share with four to six lines, and private charters can also be arranged. Catches usually remain with the boat although some companies do share it out and provide enough for dinner if the catch is sufficient. Morning trips go out at about 8am and afternoon trips at about 1.30pm. Ring the Reception on 5000 or press the Reception icon on your guest room phone and spend an exciting day with your line in the water.

The Resort has a '**You Catch, We Cook**' Menu, where our talented chefs prepare, cook, and present your hard-earned catch. Speak to our Restaurant Manager or Chef for more information.

The **Cook Islands Game Fishing Club** is located in KiiKii and is affiliated with the International Game Fish Association. For a small fee you can join as a social member and share stories of "the one that got away"! Ph: 21-419

### **2.54. FOOD PRICES**

The Cook Islands produces a lot of its own fresh fruits, vegetables, eggs, breads, and fish, however much of the other food available in our small island nation has to be imported. Because of the relatively low volumes combined with high freight and refrigeration charges, the price of imported foods (such as fresh, air freighted milk, chilled dairy products, frozen foods or imported fresh fruits and vegetables) can be higher in the Cook Islands than in larger countries. Despite this we endeavour to keep our prices competitive with similar-standard resorts in similarly isolated South Pacific locations.

### **2.55. GAZEBOS**

Two popular locations for wedding couples to say, "I do" are The Rarotongan Beach Resort & Lagoonarium's Polynesian-style sand-floor Gazebos on Aroa Beach and within our lush Tropical Gardens. Within their cool, palm-thatched shade, the Gazebos provide the perfect setting for couples seeking privacy and intimacy to exchange or renew vows. A beautiful white sandy

aisle bordered by young palm trees and tropical gardens traces a path to each of the Gazebos and provides a picture-perfect backdrop. The **Aroa Beach and Tropical Garden Gazebos have a relaxed yet stylish Pacific ambience** with soft lighting. To book one of the Gazebos for your Wedding, dial 0 for the Wedding & Events Planner.

## **2.56. GIFT SHOP**

**The Raro Style Gift Shop is open 24/7** right beside the Reception at The Rarotongan and stocks some of life's little essentials such as toiletries, pharmaceuticals, confectionary, stamps, books, and magazines. The Gift Shop also offers a small selection of gifts and souvenirs, including jewellery, resort wear, polo & T-shirts, Cook Islands handicrafts and books, postcards, and speciality spa products.

## **2.57. GLASS BOTTOM BOAT TOURS**

Captain Tama's Lagoon Cruise and Koka Lagoon Cruises operate glass-bottom boat tours of Muri and Tikioki Lagoons to view reef fish and to enjoy fish feeding and off-boat snorkelling. Then it's onto Motu Koromiri (one of the islets in the lagoon) for a delicious BBQ lunch and fun show. The tours operate every day from 11am-3.30pm. Cost includes beach BBQ lunch, return Resort transfers, and use of snorkelling gear.

Captain Tama's Lagoon Cruise and Koka Lagoon Cruises can be booked through the Resort's Tour Desk, dial 0.

## **2.58. GOLF**

### **RAROTONGA GOLF CLUB**

The Rarotonga Golf Club welcomes visitors to play on its 9-hole course. The green fee is NZ\$30 and you can play the course twice. You can also hire a set of clubs, balls, and tees for a further NZ\$25. The golf course is open weekdays from 8am-2pm and features a 19<sup>th</sup> hole (the all-important club bar!). The Rarotonga Golf Club is approximately 10 minutes away by car. Ph: 20-621.

### **MINI GOLF**

Looking for something fun the whole family can take part in? How about trying out the Cook Islands' mini golf courses?

**Aumata Mini Golf** can be found in Arorangi. This has 18 holes surrounded by palm trees and the attractive landscaping was done by the family. They offer delicious meals and refreshments. Open 10am-8pm Monday to Friday, 10am-6pm Saturday and 1pm-8pm on Sundays

**Ph:** 27-441

**Facebook:** [www.facebook.com/minigolfraro](http://www.facebook.com/minigolfraro)

## **2.59. GYM**

Located adjacent to our Activities Hut, the **air-conditioned Gym** at The Rarotongan Beach Resort & Lagoonarium features a range of free weights, exercise balls and a variety of exercise machines. The use of the Gym is for Resort guests and staff only. Combine your gym workout with exercise in our great outdoors – be it jogging along the beach, fitness trail, tennis, beach volleyball, kayaking or stand-up paddle boarding.

### **GYM RULES**

- The gym is for the use of in-house guests, aged 16 years and over only.
- Proper footwear to always be worn, for your own safety.
- Only bottled water and/or sports drinks – no food.
- Towels are provided - please wipe down the equipment after use.
- Towels are to be left in the bin provided and not removed from the gym.
- No equipment is to be removed from the gym.



- No wet swimwear – dry clothing only.

### **FITNESS TRAIL**

The Rarotongan has a Fitness Trail that lets you exercise outdoors, at your own pace, surrounded by our beautiful tropical gardens. This starts beside the fence line to the left of the main gates by the Lobby deck and continues left along the fence line almost all the way to the Aroa Beach Gazebo. The fitness trail is a balanced program of total fitness conditioning for all ages and sizes. It's fun, costs nothing, and provides variety with exercise stations focusing on flexibility, cardiovascular conditioning, muscle strength and endurance. Create your own pace, your own intensity, your own music, or natural melody but still be assured you are getting a full workout.

### **2.60. GYM FACILITIES AROUND RAROTONGA**

There is a small, air-conditioned gym behind the Activities Hut is open 7am–9pm daily for the convenience of in-house guests.

For the consideration and safety of all our guests, we ask you to please observe the following rules:

- The gym is for the use of in-house guests, aged 16 years and over only
- Proper footwear to be always worn, for your own safety
- Only bottled water and/or sports drinks – no food
- Towels are provided - please wipe down the equipment after use
- Towels are to be left in the bin provided and not removed from the gym
- No equipment is to be removed from the gym
- No wet swimwear – dry clothing only

**Also take two photos of the gym and insert them**

There is an active fitness community on Rarotonga and if you wish to access a wider range of equipment and meet some local fitness enthusiasts, there are some of the local gyms.

### **TOP SHAPE HEALTH & FITNESS CENTRE**

Located in Avarua town offering aerobic classes each weekday and a weights room.

Open: Monday to Friday 8am-7pm, Saturday 9am-12noon.

**Ph:** 29-287

**Website:** [www.facebook.com/TopshapeHealthandFitness/?f=194091731087996](http://www.facebook.com/TopshapeHealthandFitness/?f=194091731087996)

### **FITNESS COOK ISLANDS**

Located in Nikao opposite the airport this fitness centre offers general gym equipment, weights facilities and classes.

Open: Monday to Sunday 4am-9pm

**Ph:** 25-022

**Website:** [www.fitnesscookislands.com](http://www.fitnesscookislands.com)

### **TUMUORA CROSSFIT**

The most isolated box in the world! Located on the main road, Ara Tapu, Arorangi District. There is no need to register for a class, just rock on up and join in the fun.

**Ph:** 55-954

**Website:** [www.tumuoracrossfit.com](http://www.tumuoracrossfit.com)

### **RARO MUSCLE**

The new kid on the (muscle) block. Located opposite Club Raro just outside of Avarua, Raro Muscle is one of the largest gyms on the island. They provide up-to-date gym equipment, as well as an outdoor training and deadlifting station, from their container-built facility. The

exterior of the gym features murals of Dwayne 'The Rock' Johnson and Ronnie Coleman. Casual and three-day concession cards available.

**Ph:** 81493

**Facebook:** [www.facebook.com/raromusclegym/](http://www.facebook.com/raromusclegym/)

### **2.61. HAIRDRYERS**

For your convenience there is a hairdryer attached to the wall in your guestroom bathroom. To operate the hairdryer, please switch on at the wall.

### **2.62. HAPPY HOUR**

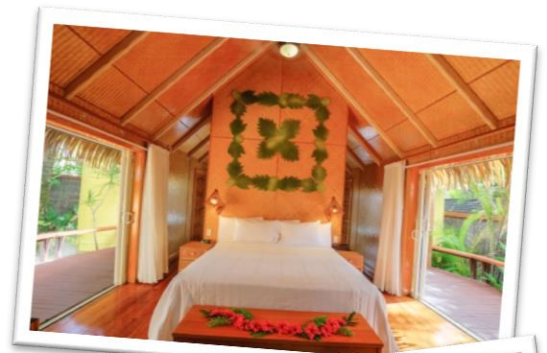
Enjoy our mouth-watering cocktails during **Cocktail Happy Hour** at Captain Andy's Beach Bar & Grill or Sanctuary Bar, daily from 5-6pm.

### **2.63. HONEYMOON POOL & SPA BUNGALOW @ THE RAROTONGAN**

You don't have to be 'Just Married' to be able to book into the Honeymoon Pool & Spa Bungalow at The Rarotongan Beach Resort & Lagoonarium – just yearning for some private time alone to relax into each other's company and rekindle the flames is enough. Up to two children or teens to age 16 inclusive can accompany you so long as they are competent swimmers.

This stylish bungalow sits off the ground and features a unique design with a broad wrap-around veranda and a high-pitched, thatched roof providing a fabulous sense of space and island romance. Nestled in a completely secluded, lush tropical garden, this is your own private paradise, complete with private swimming pool, couple's sauna, outdoor 'starlet' spa bath and inviting open-air shower.

Featuring elegant polished tropical hardwood floors, rattan-lined walls, tropical furniture, lighting hand-laced with coconut sennit and Cook Islands black pearl shell, and spacious bathroom with rain tree vanity top and oversized his and hers vanity basins, the Honeymoon Pool & Spa Bungalow offers an incredible sense of freedom with spectacular indoor-outdoor flow through four wide opening on the veranda, and the broad encircling deck means that sun-lovers can follow the sun all day in complete privacy.



### **2.64. HONEYMOON SPA SUITE @ SANCTUARY**

Sanctuary Rarotonga-on the beach offers a **unique Honeymoon Spa Suite with Vichy shower, sauna, spa bath and private outdoor deck** specially designed for couples in love. To view or book, dial 5010 for the Reception at Sanctuary Rarotonga.

### **2.65. HOUSEKEEPING**

**Housekeeping is at your service daily from 9am-5pm** for additional pillows, blankets, towels, room supplies and valet laundry.



**If your DO NOT DISTURB (DND) sign is out, your room will not be serviced.**

Please assist our housekeepers to observe proper COVID prevention social distancing guidelines. **We kindly request that guests leave their rooms while your housekeepers attend to their duties in your room.**

If you would like to request a specific room service time, please contact Reception, and our team will do our best to accommodate you. For assistance, please dial 5000 or press the Reception icon on your guest room phone.

#### **2.66. HOUSEKEEPING REBATE CARDS**

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 5000 or press the Reception icon on your guest room phone.

#### **2.67. 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. If you require a more thorough service, please call Reception on 5000 or press the Reception icon on your guest room phone.

#### **2.68. HOUSEKEEPING SERVICING OF ROOMS - TIME**

Your room attendant will not enter a room with a Do Not Disturb sign on the front door.

If you would like your room serviced at a specific time, please call Reception by dialling 5000 or press the Reception icon on your guest room phone and our Duty Manager will endeavour to accommodate your special request.

#### **2.69. ICE**

Your in-room ice bucket can be filled from the ice machines located in each Guest Laundry in the 7300/7400 village area and up the ramp in the 7500 Village area of The Rarotongan, and in the Sanctuary on the entrance way ramp leading to the 6700 village (beside the Sanctuary swimming pool).

#### **2.70. INSECTS**

Your room is fitted with insect screens for protection against life's little nuisances. Your room and surrounding outside area are also regularly sprayed for unwelcome pests. The Resort is however sensitive to concerns about the effects of sprays on human health, so there is a limit to the amount of spraying that can be safely carried out, in line with manufacturers' guidelines.

**Please avoid keeping food or drinks out in the open by using your mini bar fridge** for food storage at all times, bearing in mind not to overstock and thus over-tax the fridge. Any sweet foods left outside of the fridge or dropped into bedding such as pieces of fruit, candy/lollies, crumbs, drops of fruit juice and so on will attract tiny sugar ants to come inside. Should you have any unwelcome visitors please use the insecticide spray provided in your room. For further assistance please contact Housekeeping, dial 5020 9am-5pm, or dial 5000 or press the Reception icon on your guest room phone for the Reception or Duty Manager.

**Travellers Tip!** Please remember that in the tropics things grow to lush proportions, and while some pests may look bigger than at home, they are more of a nuisance than anything else. Many insects are attracted to light, so it will help to turn off your lights when leaving your room at night. Talking of visitors, sometimes a moko (gecko) may find her way into your room in the early evening. She's after insects or little titbits of soft, sweet fruits like banana or

pawpaw. Other than sometimes making a clicking sound (her 'bark') and occasionally leaving her 'calling card' she is completely harmless to humans. She will mostly scurry about on the ceiling or upper walls near the light and will go into hiding during the broad light of day, often outside among the leafy bushes.

#### **2.71. INTERCONNECTING ROOMS**

The Rarotongan Beach Resort & Lagoonarium has **interconnecting rooms available for the convenience of families or groups**. All Beachside and Beachfront Rooms offer interconnecting facilities which are fully interconnected horizontally e.g., it's possible to have two, three or more interconnected rooms in a row, with a maximum of **10 rooms that can be interconnected**. There is also a **pair of interconnected Beachside Suites at Sanctuary Rarotonga**. Requests for interconnected rooms can be confirmed at time of reservation. Please contact Reception, dial 5000 or press the Reception icon on your guest room phone.

**2.72. INTERNET FACILITIES – Wi-Fi**

The Resort offers high-speed wireless internet access resort wide. Guests can access wireless internet services in all our guest rooms and public areas across both The Rarotongan and Sanctuary Rarotonga, including poolside and the restaurants. Wi-Fi plans can be purchased when you open a browser on your device anywhere at the Resort. Alternatively, you can purchase Wi-Fi from the Reception.

Please ensure you follow the instructions for logging out of your Wi-Fi (log out, then turn off Wi-Fi) to avoid accidentally using up all your data. We also suggest you disable any automatic updates, as this will also use your data unnecessarily.

While Rarotonga is served by both undersea cable and satellites, we are a very small island with a very small population in a very large ocean a long way from any metropolitan country and have only one telecommunications provider. Nevertheless, the Resort endeavours to provide the very best internet access at the most competitive prices available in the Cook Islands.

**2.73. IRONS & IRONING BOARDS**

Your room comes equipped with an iron and ironing board. There are more located in the Guest Laundries - up the ramp in the 7300/7400 village area and up the ramp in the 7500 Village area of The Rarotongan: and in the laundry area in the 6700 village in the Sanctuary.

**2.74. ISLAND CRAFTS**

Rarotonga's colourful weekly Saturday morning Punanga Nui Market offers an extensive range of local crafts and fashions including island pareu (sarong), T shirts, black pearls, woven hats, art prints and cards, vanilla, local liqueurs and much more. <https://www.facebook.com/PunangaNuiMarket>

**Island Craft Ltd** has a large shop in Avarua town. Leaders in Cook Islands arts & crafts since 1943, they offer chocolates, black pearls, pearl shell, a wide range of quality gold & silver fashion jewellery and wood and shell carvings made by local craftsmen, ideal for souvenirs or as gifts. Personalised engraving available. <https://www.islandcraft.com/>

**2.75. ISLAND FASHION**

If you're on the lookout for designer resort-wear check out the weekly Saturday morning Punanga Nui Market, and the work of our vibrant local fashion designers. Here are three of the long established designers, but there are many more young local designers entering the market to also discover:

**TAV**

Local identity, Ellena Tavioni, sells her distinctive and sought-after hand-printed and hand-painted apparel, including swimwear, at her shop and factory TAV on the back road (Vakatini Road) behind Avarua town. She offers a wide range of patterns (often based on traditional Cook Islands motifs), colours and styles including casual and formal wear, short sets with top, skirts and dresses of various styles, wedding dresses, men's island shirts and children's wear, and she also tailors to fit. TAV was a favourite when shown at the New Zealand Fashion Week parades, and statuesque Ellena has dressed many a Cook Islands beauty queen as well as Prince William and the Duchess of Cambridge.

**Ph:** 23-202

<https://www.facebook.com/tavraro>

<https://tavpacific.com/collections/dresses-new>

**Tuki's Pareu**

Tuki's is located on the main road in uptown Avarua, offers a wide range of well-priced children's wear, women's wear, casual island men's wear, vibrantly-coloured pareu (sarongs), T shirts and bolts of island print fabrics.

**Ph:** 25-537

<https://www.facebook.com/Tukis-Pareu-353727778492780>

### **Turtles**

Turtles offers a wide range of contemporary beach and resort wear and branded T-shirts with specific Cook Islands designs.

**Ph:** 27-122

<https://onucookislands.com/>

### **2.76. ISLAND TIME**

The Cook Islands are renowned for warm friendly people and a relaxed pace of life. This is often called "Island Time" and **tuning into island time is certainly the best way to completely relax and enjoy your holiday on Rarotonga.** To avoid any frustration please consider that any timings you are given in the islands can sometimes be more of an approximation than a deadline. Remembering this will save you any unnecessary stress. Slow service however is not acceptable within the Resort; please contact the Duty Manager on 0 if you have any concerns.



**Travellers Tip!** Take a walk down Aroa Beach. Turn around and walk back at half the pace. Now you're starting to get into the groove of Island Time! You know what they say, **"When in Rarotonga, do as the Rarotongans do!"**

### **2.77. KAYAKING and STAND-UP PADDLEBOARDING**

Kayaking and stand-up paddle-boarding are safe and enjoyable pastimes within **Aroa Lagoonarium Marine Sanctuary**. The Resort offers our guests complimentary one-and two-seater kayaks and stand-up paddleboards, plus the **Daily Activities Programme** includes guided snorkelling and kayak tours led by our Activities Team who enjoy sharing their extensive knowledge and old stories of the area.

Aroa Lagoonarium Marine Sanctuary is safe for swimming and snorkelling at all tides and is encircled by a living coral reef which separates the lagoon from the open Pacific Ocean.

Please note that there are no lifeguards on duty at Aroa Lagoonarium 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 sunscreen 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 Rarotonga Lagoon to the open ocean can be very dangerous. The nearest passage to The Rarotongan and Sanctuary is Rutaki Passage and is over a kilometre to the east of the Resort. **Under no circumstances should you enter the Rutaki Passage, or any other passage in Rarotonga, except with organised and certified tour operators with experienced guides and proper safety protocols.**

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

## **2.78. KEYS**

The Rarotongan Beach Resort and Sanctuary Rarotonga has two guest room key systems – the swipe card and the traditional key system. For your convenience and safety, please leave your room key at Reception when leaving the Resort and ensure the door to your room is properly closed and locked. If your Room Attendant finds your door unlocked and your room unoccupied when servicing it, the attendant will lock the door upon leaving to ensure the security of your belongings. Replacement charge for a lost or misplaced room key is NZ\$45. For assistance on operating the key system, please contact Reception, dial 5000 or press the Reception icon on your guest room phone.

## **2.79. KIDS BABYSITTING**

Babysitting costs NZ\$15 per hour inclusive of 15% VAT (Government Value Added Tax), and NZ\$22.50 per hour after 11pm and for any extensions past the agreed babysitting finish time. A transportation allowance of NZ\$10 per booking applies, and a meal allowance of NZ\$15 applies to each four-hour period completed. Due to the popularity of this service, a minimum of 48 hours' notice is required. This service is available only to in-house guests of The Rarotongan and is subject to the availability of babysitters. A maximum number of two children per babysitter applies. To arrange babysitting please contact Reception, dial 5000 or press the Reception icon on your guest room phone.

## **2.80. KIDS CLUB**

**The Rarotongan Beach Resort & Lagoonarium offers Kids Stay & Play FREE!** in conjunction with our **Moko Kids Club**, open year-round **Monday-Saturday 9am-12noon, 2pm-5pm + 7pm-9pm.**

**KIDS PLAY FREE!** at Moko which caters for children aged 4-11 years inclusive. Children under four are also welcome to join the fun when supervised by a parent or babysitter. A large, colourful and well-equipped family facility for Resort guests, Moko Kids Club provides kids with a fantastic range of toys, books, board games, Lego, paints & crafts, trampoline, play shop, ride-on, play & sports equipment, video games, videos and a Kids Nature & Culture Activities Programme including lessons in island (hula) dancing and ei (lei) making, coconut painting, moko (gecko) hunting, learn to speak some words of Cook Islands Māori and much more, all under the supervision of the friendly Kids Club Team.

**KIDS STAY FREE!** when sharing with their parents at The Rarotongan. Most room types accept 2 adults + 2 children/teens to 16 years inclusive. Our self-catering Two-Bedroom Beachside Suites, Grand Beachfront Suites and Three-Bedroom Private Pool & Spa Villa Lime Blossom accept up to 4 children/teens. Three-Bedroom Private Pool Villa Onemaru accepts up to 6 children/teens (with 4 adults). Dial 5000 or press the Reception icon on your guest room phone for the Reception.

Children staying in-house at The Rarotongan can use the Moko Kids Club and Teen Zone free of charge.

For visitors staying elsewhere on the island, admission into the Little Dolphin's Mini Waterpark is included in the NZ\$45 per child, per session, admission fee for the Moko Kids Club or Teen Zone.



**MOKO KIDS CLUB - LATE PICK-UP FEE**

Please note that a fee for late collection of children participating in Moko Kids Club sessions applies at NZ\$1 per minute past the closing time for the session.

**2.81. KID-FRIENDLY ACTIVITIES AROUND RAROTONGA**

Rarotonga is one of the best places in the world to take kids on holiday because there are so many family friendly attractions and adventures, and they are all either right here at The Rarotongan or within easy reach. Rarotonga is beautiful, safe, clean...and everyone here loves kids!

Our Reception on 5000 or press the Reception icon on your guest room phone can organise kids-friendly activities on and around the island; most of which include pick-up from The Rarotongan's Lobby:

- **Swim with the Turtles** tours are dependent on the tides and weather so check with the Reception. Trips include safety briefings, optional photography packages making for a truly memorable family experience.
- **Storytellers Eco-cycle & Walking Tours** with local guides take you on a gentle adventure through the villages and countryside of Rarotonga, and trips include lunch, and a truly fun and relaxing day.
- **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.
- **Raro Reef Sub** be captivated by Rarotonga's only semi-submersible tour. Soak in the amazing views of the island from the observation deck, or venture below deck into an underwater wonderland, full of incredible sea life, coral and an astonishing century old shipwreck.
- There are **three museums** on Rarotonga;
  - **National Museum** <https://www.culture.gov.ck/>
  - **The Cook Islands Library & Museum Society** <https://cookislandsmuseum.org/>
  - **Te Ara Cook Islands Museum of Cultural Enterprise** <https://www.facebook.com/Te-Ara-Cook-Islands-Museum-of-Cultural-Enterprise-270180636688401/>
- The colourful Saturday **Punanga Nui Market** (6.30am-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 Market** is a popular open-air market with a wide range of local vendors. <https://www.facebook.com/Murinightmarket/>

**2.82. KID-FRIENDLY ROOMS**

The Rarotongan offers **FREE cots and baby baths** for your baby or toddler. We also offer **FREE bunk beds** to help maximize space in your room when travelling with children. All

Beachside Rooms and Beachfront Rooms can be provided as **interconnecting**, with several in a row; please request when making your booking. Should you prefer **ground-level**, please request at time of booking. Dial 5000 or press the Reception icon on your guest room phone for the Reception.

### **2.83. KIDS-LITTLE DOLPHINS MINI WATERPARK**

The **Little Dolphins Mini Waterpark** is located beside the Activities Hut and Moko Kids Club has a range of fun water-based activities allowing kids to splash around in a safe environment. Check with the **Moko Kids Club** team for opening hours as all waterpark sessions are conducted under the supervision of Kids Club staff.

Please arrange for your children to be wearing suitable swimwear, sun protection and have fresh beach towels with them. Please pick up your children at the conclusion of the waterpark session. A charge of NZ\$1 per minute applies for late pick up of children. The waterpark caters for children aged to 11 years inclusive. Children staying in-house can use the waterpark for FREE. For guests staying elsewhere on the island admission into the waterpark is included in the NZ\$45 per child, per session admission into the Moko Kids Club or Teen Zone.

### **2.84. KIDS-SAFETY TIPS**

Here are a few handy hints from our team at The Rarotongan and Moko Kids Club on **travelling with children** to help make everybody's holiday fun and hassle-free. If you're travelling with young children who are picky eaters, consider bringing with you (or buying as soon as you arrive) their favourite snacks, formula, drinks, toiletries or whatever you may need to ensure the comfort of your youngster. Be aware that at times the island's local stores run out of speciality items like soymilk/goat's milk until the next boat comes in. Another vital travelling companion is Children's Pamol or Panadol syrup (and a measuring spoon) to help control any unexpected earache, fever, or other pain.

When travelling with children, be it on planes, buses, boats, bicycles or on foot, whether for long or short trips, ensure you have **plenty of their favourite drinks and snacks**, a change of clothes, and even a folding umbrella for sun or showers. Trips can be delayed, and children and babies in the tropics can quickly dehydrate, get chilled if caught out in rain, or experience flagging energy and start becoming fractious.

In the tropics it certainly always pays to have an **antihistamine cream** as part of your arsenal. If your youngster is troubled by mosquito bites, the locals here swear by Vicks Vapour-rub for calming down the itching and swelling. Another excellent balm is Mauke Miracle Oil made here in the Cook Islands from pure coconut oil and the essences of traditional medicinal plants from the outer island of Mauke. It's used to help relieve bites, stings, rashes, burns and even warts.

If you're planning to hire a car on Rarotonga, we recommend you bring your own **baby car safety seat** or enquire at your rental car company.

It's always a good idea to have a **kids activity pack** while travelling, be it an electronic device, colouring-in book and pens or crayons, a storybook, a magnetic travelling game or a pack of cards.

### **2.85. KIDS-TEEN ZONE**

Located beside the Activities Hut and Moko Kids Club, the Teen Zone is FREE for in-house guests aged 12-16 years. Try out scuba diving in the pool, ukulele and log drumming sessions, beach soccer, crab races, karaoke, table tennis, snorkelling tour, fish feeding, beach volleyball, tennis, pool table competition, gaming consoles. There's also hula dancing and 'ei making lessons, pareu tying, crab hunting, water volleyball, bingo and other fun teen activities. Talk to one of our friendly Activities team, dial 5018.

**2.86.        LANGUAGE**

In the Cook Islands the local people speak Cook Islands Maori, which is similar to New Zealand Maori, but not exactly the same. Here are a few phrases and words which the locals will be delighted to hear you saying:

<b>Ka kite</b>	see you		
<b>Meitaki</b>	thank you / good	<b>Manea</b>	pretty / handsome
<b>Kare</b>	no	<b>Ae</b>	yes
<b>Tane</b>	man	<b>Vaine</b>	woman
<b>Vai</b>	water	<b>Kai</b>	food
<b>Maunga</b>	mountain	<b>Moana</b>	ocean
<b>Teia ra</b>	today	<b>Apopo</b>	tomorrow
<b>Kia Manuia!</b>	May you enjoy good fortune	<b>Popongi</b>	Good Morning!

**2.87.        LATE CHECK OUT**

Late Check-Out after 10am may be arranged subject to availability. Unless pre-arranged at the time of your reservation, Late Check-Out cannot be confirmed at the Resort any earlier than 24 hours prior to departure.

**For Late Check-Out, please select from the following options:**

- **10% of nightly room rate on our website per hour for a minimum of 2 hours**
- **60% of nightly room rate on our website from 10am-6pm**

We appreciate your courtesy and co-operation in observing the check-out time so that we may prepare the room for our next guests.

Please ensure your guestroom key or card is handed in at Reception at time of check-out and all payments outstanding are paid in full to ensure a smooth departure.

To arrange Late Check-Out, or for other special requirements, please contact Reception by dialling 5000 or press the Reception icon on your guest room phone.

**2.88.        LAUNDROMAT**

Guest Laundry services are located as follows: up the ramp in the 7300/7400 village area and up the ramp in the 7500 Village area of The Rarotongan; and in the laundry area of the Sanctuary's 6700 village. Washing, drying, and ironing facilities are available.

The washing machines and dryers are token operated. Tokens cost NZ\$8 each and laundry powder is NZ\$1 per sachet, both from Reception. This service is provided on a cost recovery basis; charges are higher than at a laundromat in a larger country due to the much higher costs of electricity in the Cook Islands.

A standard washing cycle takes approximately 45 minutes. As a courtesy to other guests please retrieve your laundry at the completion of the washing or drying cycle.

Please **DO NOT place any clothing over the light shades** in your guestroom for drying. This damages the shades and is also a fire hazard. Please **do not hang washing to dry outside of your room**. Your guest room is also supplied with an iron and ironing board.

**2.89.        LAUNDRY**

For same-day laundry service Monday to Friday, please place your laundry in the special plastic bag provided in your room, complete the laundry docket, and advise Reception by 9am, dial 5000 or press the Reception icon on your guest room phone to have it picked up. Your laundry will be returned by 5pm on the same day.

**2.90. LIBRARY**

There are new books for sale as well as a used-book exchange programme located in the Raro Style Gift Shop. Please return library books after use and bring a book to swap in the book exchange. This is a complimentary service, however a charge of NZ\$35 applies for each book not returned. The Raro Style Gift Shop is located alongside the Reception at The Rarotongan and is open 24/7.

The **Library and Historical Society Museum** is in Avarua Township, where you can browse for hours and books may be checked out by making arrangements with the Librarian. Visitors pay a deposit of NZ\$15 (refundable when you return the books before leaving the island) and a monthly fee of only NZ\$10. The Library is open Monday to Saturday 9am-1pm and Tuesday 4pm-7pm.

**Ph:** 26-468

**Website:** <https://cookislandsmuseum.org/>

The National Cultural Centre is also located in Avarua and houses the **National Library and Museum**, open Monday to Friday 9am-3pm and Saturday 9am-11am. The Museum's collections are well worthwhile having a look at, and there are often special displays on as well such as the annual Tivaevae (Cook Islands Quilts) Exhibition.

**Ph:** 20-72

**Website:** <https://www.culture.gov.ck/>

**2.91. LOST PROPERTY**

The Resort has a lost property log. For assistance with lost or found items, please see the Reception, dial 5000 or press the Reception icon on your guest room phone.

**2.92. LUGGAGE**

To have your luggage collected or stored please dial Reception on 5000 or press the Reception icon on your guest room phone. If you intend to visit Aitutaki or other outer islands you can store luggage in the storeroom free of charge until your return stay at The Rarotongan or Sanctuary. The Luggage Room is in the Lobby of The Rarotongan, which is open 24/7. The Resort takes every care to ensure the safekeeping of your luggage but cannot accept any liability for your belongings whilst they are in storage.

**2.93. MAIL**

Outgoing mail is posted daily, Monday to Friday. Please drop your mail at the Reception for posting. The Cook Islands Post Office in Avarua is open Monday to Friday, 8am-4pm. You can buy postcards and postage stamps at the Raro Style Gift Shop at the Reception of The Rarotongan.

**2.94. MAINTENANCE**

If any maintenance is required to your room, please complete the **Maintenance Request Form**, and hand it in to Reception or dial 5000 or press the Reception icon on your guest room phone. for the Reception.

**2.95. MARINE SANCTUARY – RA'UI**

1 March 2000 was an historic day for **The Rarotongan Beach Resort & Lagoonarium** with the placing of a ra'ui upon Aroa Lagoon by the elders of the local community, with whom the Resort had worked closely. A ra'ui is a traditional taboo, in this case a traditional marine sanctuary which bans fishing or the taking or disturbing of any shellfish, reef life, shells or coral from the lagoon and for 100m beyond the reef. On 1 March 2000 local Cook Islands



Maori elders gathered for a formal traditional ceremony at the water's edge on Aroa Beach in front of The Rarotongan to mark the ra'ui. Just as the ra'ui was being declared following speeches, prayers, and the laying of rauti upon the waters, two kakaia (pure-white love terns) flew close overhead, and this was seen by those gathered as a special blessing and endorsement from above of this important event. The ra'ui provides valuable protection for the marine life in Aroa Lagoon, especially beneficial because Aroa – being a dynamic, sparkling clean lagoon - is an important breeding area for fish.

It is vital that **Aroa Lagoonarium Marine Sanctuary** be protected by visitors and locals alike, for the enjoyment of all today and for many generations to come. No fishing is allowed, nor the removal of any shellfish, shells, sea stars (starfish) or any other marine life.

The ra'ui has been a big environmental boost for the lagoon life in Aroa and meant that all of The Rarotongan's guests who love to snorkel have witnessed an ever-growing kaleidoscope of teeming, friendly tropical fish. Please refer to the **Snorkelling Map** of Aroa Lagoonarium Marine Sanctuary on the back of our **Resort Map**. To learn more about Aroa Lagoon's marine life and see a Fish ID Chart, contact the Activities Hut on 5018.

## 2.96. MARKET

**Saturday** is market day at the **Punanga Nui Market** (beside Rarotonga Wharf, Avarua) open approximately 7.30am-11.30am. The first bus leaves at 7.30am from The Rarotongan and drops you directly at the market. The market offers a wide range of fresh local produce, cooked food and treats, drinking coconuts, arts, jewellery, carvings, handicrafts, T-shirts and pareu (sarong), and traditional dancers and bands often perform live.

**Ph:** 29-370

**Website:** [www.punanganuiculturalmarket.co.ck](http://www.punanganuiculturalmarket.co.ck)

## 2.97. MESSAGES

All messages and emails are delivered to your guest room.  
Our address is:

The Rarotongan Beach Resort & Lagoonarium and Sanctuary Rarotonga – on the beach  
Aroa Lagoonarium Marine Sanctuary  
PO Box 103, Rarotonga, Cook Islands, South Pacific  
Web: [www.TheRarotongan.com](http://www.TheRarotongan.com)  
[www.SanctuaryRarotonga.com](http://www.SanctuaryRarotonga.com)

### Contact Details

<u>Reservations Enquiries</u>	
Email	<a href="mailto:reservations@rarotongan.co.ck">reservations@rarotongan.co.ck</a>
Phone	(+682) 25-800
Skype	trbr.reservations
Microsoft Teams	<a href="mailto:reservations@rarotongan.co.ck">reservations@rarotongan.co.ck</a>
Toll Free Phone Numbers: -	
New Zealand Toll Free Phone	(0800) 727-686
Australia Toll Free Phone	(1800) 272-768
US + Canada Toll Free Phone	(833) 801-3162
UK Toll Free Phone	(0800) 710-1505

### **Facebook:**

The Rarotongan Beach Resort & Lagoonarium:

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

Sanctuary Rarotonga – on the beach:

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

**Email:** The Rarotongan Beach Resort & Lagoonarium: [info@therarotongan.com](mailto:info@therarotongan.com)  
Sanctuary Rarotonga – on the beach: [info@sanctuaryrarotonga.com](mailto:info@sanctuaryrarotonga.com)

**Website:** The Rarotongan Beach Resort & Lagoonarium: [www.therarotongan.com](http://www.therarotongan.com)  
Sanctuary Rarotonga – on the beach: [www.sanctuaryrarotonga.com](http://www.sanctuaryrarotonga.com)

## **2.98. MICROWAVES**

Microwaves are complimentary in all rooms at The Rarotongan Beach Resort & Lagoonarium. Complimentary microwaves can be supplied for guests in Sanctuary Rarotonga-on the beach upon request. Dial 5000 or press the Reception icon on your guest room phone for the Reception.

## **2.99. MOSQUITOES/DENGUE FEVER**

For your comfort and safety your guestroom at the Resort has an insect screen to keep out mosquitoes which, due to the Resort's close proximity to the coast, are not common day or night. We also take measures to keep the entire Resort grounds free from potential mosquito breeding areas, thus further reducing any incidence of mosquitoes.

However, mosquitoes can be a nuisance further inland, particularly during the warmer months of the year, and we recommend you take precautions against being bitten if you plan to trek or take a 4WD Mountain Safari into the interior. Wear a strong insect repellent, take some vitamin B1 tablets to change the texture and taste of the skin making it unpleasant for mosquitoes, and/or wear clothing that covers areas of skin susceptible to being bitten, such as the arms, shoulders, back, legs and ankles.

All around the island house-proud Rarotongans are regularly inspected by public health inspectors to ensure they are doing all possible to minimize mosquito-breeding sites.

Please assist us to keep the Cook Islands free of dengue by following the simple guidelines outlined in this advisory statement below from the Ministry of Health:

Dengue can produce symptoms like those of other diseases such as influenza. It is caused by a virus carried by a (day biting) mosquito, from a sick person to a healthy one. It can take 5 to 15 days from contact to when the first symptoms may begin to appear.

The symptoms include:

- Sudden high fever
- Pains in the muscles or joints
- Headache and backache
- Pain on moving the eyes
- Skin rash, with or without itching
- Loss of appetite and weakness

If you experience any of the above symptoms or signs within the next 2-3 weeks, see a doctor. Inform the doctor (or nurse) about countries you have visited recently, and please also contact the Public Health Department of the Cook Islands Ministry of Health.

Malaria is not endemic in the Cook Islands.

For further information please contact the Director of Public Health or the Chief Health Inspector, Ph 29 110.

**Travellers Tip!** The experienced guides at Takitumu Conservation Area have a great recipe for homemade insect repellent: mix half coconut oil with half Dettol (an antiseptic) and apply liberally. They insist it keeps the mossies at bay when they're working in the bush or keeping still for hours while bird watching! If you do get bitten, try the locals' favourite mossie balm: Vicks Vapour-rub, available at the on-site Raro Style Gift Shop.

### **2.100. NIGHT SNORKELLING TOURS**

Explore the marine life of Aroa Lagoonarium after sundown when the "night shift" of the marine world comes out. The underwater nightlife is a totally "different world" - different fish, different experience, not to be missed. If you're enjoying snorkelling during the day, continue that experience into the night. You may even see a parrotfish asleep in his 'jelly cocoon'. Wet suits, snorkelling mask, flippers, and torch are provided. NZ\$25 per adult and half price for children aged 9-11 years accompanied by one parent per child. Maximum and minimum numbers apply. Basic swimming and snorkelling skills and basic fitness necessary. Tours proceed at discretion of guide and are subject to weather and tide conditions. Bookings essential, dial 5018 for Activities Hut or 5000 or press the Reception icon on your guest room phone for the Reception.

### **2.101. NITELIFE TOURS**

#### **REHAB PARTY BUS**

Raro Pub Crawl aka Rehab Party Bus is a crazy fun way to experience Raro by night.

**Ph:** 29-700

**E-mail:** [party@rehabraro.com](mailto:party@rehabraro.com)

**Facebook:** [www.facebook.com/raropubcrawl](http://www.facebook.com/raropubcrawl)

#### **RARO TOURS**

Enjoy a special complimentary Going Troppo Cocktail or beer and souvenir LED multicolour wine glass or Going Troppo branded stubby holder as you get to know your new Going Troppo friends. Tour operates every **Friday** night & other nights for private group bookings on request.

**Ph:** 25-325

**Website:**

[www.rarotours.co.ck/raro-tours/going-troppo-nightlife-tour\\_idl=250\\_idt=358\\_id=1764\\_.html](http://www.rarotours.co.ck/raro-tours/going-troppo-nightlife-tour_idl=250_idt=358_id=1764_.html)

#### **GAS IT**

You'll be picked up from your front door with a party bus with a built-in dance floor, taken to the best pubs, clubs and watering establishments the island has to offer with VIP access and drink specials all night. Then when you just can't dance any more, you'll be delivered home. Runs **Wednesday, Friday** and **Saturday** nights.

**Ph:** 55-448

**Facebook:** [www.facebook.com/GasItPubCrawl/](http://www.facebook.com/GasItPubCrawl/)

**Email:** [gas\\_heather@yahoo.com](mailto:gas_heather@yahoo.com)

#### **THE ISLANDER HOTEL / HULA BAR / HULA BUS**

If you are 30+ and want to enjoy a night out with your friends, jump on the Hula Bus!

**Ph:** 21-003

**Facebook:** [www.facebook.com/hulabar.rarotonga/](http://www.facebook.com/hulabar.rarotonga/)

### **2.102. ORIENTATION OF THE RESORT**

**Every day at 10am meet at the poolside Activities Hut for a Resort Orientation Tour of The Rarotongan Beach Resort & Lagoonarium.** This will help you get the most out of your stay as it will introduce you to all the Resort's facilities and services including the



Activities Programme and the fantastic Activities team, Captain Andy's Beach Bar & Grill, SpaPolynesia, Moko Kids Club, Little Dolphins Waterpark, Teen Zone, Gym, Wi-Fi, Gift Shop and any other things you want to know.

There is a **separate Orientation Tour for guests of Sanctuary Rarotonga, daily at 11am** from Sanctuary Reception. Sanctuary guests can use all the facilities and services of The Rarotongan, so are also welcome to join The Rarotongan's Orientation.

Resort Maps of The Rarotongan and Sanctuary are available at Reception and at the back of the compendium.

**Travellers Tip!** You'll get a lot more out of your holiday if you join in the Orientation at the beginning of your stay as it will really help you to get your bearings and pick up a bit of handy local knowledge about Rarotonga.

**At 2pm daily there's also a Resort Site Inspection** if you are interested in upgrading your room or planning for your next holiday, where we will show you all the other room, suite, bungalow, and villa categories, subject to availability, at The Rarotongan Beach Resort & Lagoonarium as well as Sanctuary Rarotonga – on the beach. Your guide will also be able to brief you on our magical sister resort, **Aitutaki Lagoon Private Island Resort** as well as familiarize you with how to ensure that you get the best rates available as our return guest at all three sister resorts.

### **2.103. PARKING**

Free parking is available for guests in the Resort car park directly across the Main Circle Island Road from The Rarotongan's Lobby. Please do not park your rental car/motorbike/bicycle outside your room, on the lawns or beach, or in the driveway in front of the Lobby. A designated Motorcycle Parking Area is located between The Rarotongan and Sanctuary for scooter, motorbike, and bicycle parking. Please secure your vehicle.

### **2.104. PHARMACIES**

There is a range of basic pharmacy items 24/7 in the Raro Style Gift Shop located beside the Reception at The Rarotongan including pain killers, throat lozenges, lip balm, tissues, Vicks Vapour-rub, insect repellent, sunscreen, and toiletries. For the advice of a friendly pharmacist please see below.

CITC Pharmacy (within the CITC department store, Avarua), supply a range of toiletries and cosmetics, over-the-counter preparations, baby care essentials, health foods, vitamins, and homeopathic remedies.

#### **LOCAL PHARMACY DETAILS:**

##### **CITC Pharmacy (Avarua)**

**Opening Hours:** Monday to Friday 8.30am-4.30pm, Saturday 8.30am-1pm.

**Phone:** 29-292

##### **Cook Islands Pharmacy (Muri)**

**Opening Hours:** Monday to Friday 10am-4pm, Saturday and Sunday 10am-2pm.

**Phone:** 27-577

### **2.105. POSTCARDS & POSTAGE STAMPS**

A vibrant postcard showcasing Rarotonga is a great way to show & tell family and friends back home about your travels. Postcards and stamps available 24/7 at the Raro Style Gift Shop right beside the Reception at The Rarotongan.

**2.106. PRINTING SERVICES**

Printing can be organized at the Reception for NZ \$.50¢ for the first page and NZ \$.20¢ per page thereafter. Charges can be posted to your room account for your convenience. To contact the Reception please dial 5000 or press the Reception icon on your guest room phone.

**2.107. PRIVATE FUNCTIONS /GROUPS/ WEDDINGS**

At **The Rarotongan Beach Resort & Lagoonarium** we offer your group a uniquely memorable experience combining international-standard function catering and facilities along with the magical charm of a top beach and lagoon destination located in the heart of the South Seas. We would be delighted to quote a tailored programme to suit your requirements, whether it be a small workshop for 12 or a conference for 100. Our venues include the Treetops Verandah Room, Arataki Boardroom, a Beach and a Tropical Garden Gazebo, and the multipurpose soundproof function room, Latitude 21-30, ideal for after-parties or meetings.

The Resort is also the perfect venue for guests to enjoy small private festive occasions such as birthday parties, buffet dinners, receptions, and cocktail parties.

The Rarotongan has proudly hosted a wide range of meetings, conferences, incentives, government, and special interest groups in the Cook Islands. To plan your group's stay and event please contact our Special Events Team, dial 5000 or press the Reception icon on your guest room phone for the Reception, or email [info@therarotongan.com](mailto:info@therarotongan.com)



The Rarotongan and Sanctuary Resorts also offer a range of romantic **Lagoon of Love Wedding Packages** including our fabulous **Seventh Heaven All-Inclusive Wedding Package** or our stand-alone foundation package, **Over The Moon Wedding Package**. To start planning your dream wedding, contact your Personal Wedding Planner, dial 5000 or press the Reception icon on your guest room phone or [weddings@therarotongan.com](mailto:weddings@therarotongan.com)

**2.108. PUBLIC HOLIDAY SURCHARGE**

A 15% surcharge is applicable to food and beverage prices at the Resort on Public Holidays.

**2.109. RARO MOUNTAIN SAFARI TOURS**

Rarotonga's flat, fertile coastal plain, where most of the people live, makes up only about one-fifth of the island. The rest is mostly rugged mountainous interior with the peaks clothed in cloud-forest. On the **4WD Raro Mountain Safari Tour** colourful local guides take you off-the-beaten-track along the island's back roads, up inland valleys and steep mountain tracks to gain incredible vistas out into the blue Pacific. See historic sacred sites and native plants used for traditional medicine, for food, as building materials, for weapons, for costumes, and as sources of light in the days before electricity and hear local myths and legends.

Morning and afternoon half-day tours operate Monday to Friday, and Sunday tours depart at 12noon, and include Resort transfers. The 4WD Raro Mountain Safari Tour takes about 3.5 hours; morning tours include a light lunch. For reservations dial the Reception on 5000 or press the Reception icon on your guest room phone.

Ph: **23629**

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

**2.110. REAL ESTATE INVESTMENT**

If you would enjoy your own piece of paradise, please enquire at the Reception for an appointment with the Resort Manager to discuss a wide range of investment opportunities in

the Cook Islands tourism industry whether a resort suite, apartment, or your own private pool villa. Dial the Reception on 5000 or press the Reception icon on your guest room phone.

### **2.111. RECEPTION / RECEPTION**

For your convenience we provide a 24-hour Reception service, dial 5000 or press the Reception icon on your guest room phone. For any assistance or information, you require during your stay, please contact our team at Reception. We are pleased to help in any way we can. If you require further assistance, please ask at the Reception for the Duty Manager or Resort Manager.

### **2.112. REEF WALKING**

To preserve the living reef and to avoid getting cut by the sharp corals (notorious for becoming badly infected), walking on the reef is discouraged. Instead, snorkel in the shallows between the coral 'fingers' which extend into the lagoon from the encircling reef. Look out for yellowish or greenish **Slate-Spined Sea Urchins**, so-called because today's island grandmothers and grandfathers used to write their school lessons on slates using the spines of these sea urchins as 'chalk'! Also, octopus often burrow into their lairs along the reef. Please always remember never to touch living coral, and to respect the **Aroa Lagoonarium Marine Sanctuary** by not touching, disturbing or catching any living or dead marine life, corals, shells, reef fish, etc. The Ra'ui Golden Rule is '**Look But Don't Touch**'. Our **Snorkelling Map** sets out a range of self-guided tours. For further information dial 5018 for the Activities Hut.

### **2.113. RENTAL CARS AND MOTORBIKES**

Having your own transport is a great way to see Rarotonga, you can stop and see anything you like from roadside stalls, shops, museums, galleries, cafes, restaurants, to beautiful beach spots ideal for a picnic. For information and bookings for rental cars or motorbikes, please ask at the Reception or dial 5000 or press the Reception icon on your guest room phone.

#### **CAR HIRE**

To rent a car, guests must be **18 years or older and hold a full car driver licence** (i.e., not a restricted or learner licence) from your own country or an international licence. If you do not have a current valid licence, you can take a test with the Cook Islands Police to get a Cook Islands drivers licence. The cost for this is \$10 for the theory test, \$10 for the practical test and \$20 for a thirty-day licence.

#### **SCOOTER AND MOTORBIKE HIRE**

**All motorbike and scooter drivers are required to have a current Cook Islands Drivers Licence.** If you do not have a full motorbike licence from your country of origin or international motorbike licence, you must obtain a **Visitor's Licence** from the Cook Islands Police Station headquarters in Avarua. You must pass a theory test (NZ\$10) and a practical test (NZ\$10) before obtaining a Visitor's Drivers Licence (NZ\$20); total NZ\$40. **Both rider and passenger must wear a safety helmet; the fine is NZ\$500.** The Police Station Drivers Licensing Desk is open Monday to Friday, 9am-4pm, and Saturday 9am-1pm.

**Speed Limits** are a maximum of 50km per hour on all roads, excluding the main road in Avarua town and within the Muri area where the limit is 30km per hour.

The Cook Islands Police also regularly conducts road safety campaigns to combat speeding and drink driving which can result in criminal convictions and fines for visitors and local residents alike!

**Ph:** 22 499  
**Email:** [enquiries@police.gov.ck](mailto:enquiries@police.gov.ck)  
**Facebook:** <https://www.facebook.com/CookIslandsPolice/>  
**Web:** <http://www.police.gov.ck>

The Resort has a signposted **Motorcycle Parking Area** for motorbikes, scooters, and bicycles, located between The Rarotongan and Sanctuary resorts, and a **Car Park** across the Main Circle Road from The Rarotongan. Please do not drive or park on or around Resort grounds or next to your room, or park in the driveway in front of the Lobby as vehicles will be removed at the cost of the guest concerned.

**Travellers Tip!** If you are unused to driving motorcycles, we strongly recommend you travel in the greater safety of a car. Our island roads present unpredictable hazards without discrimination to locals and visitors alike, whether wandering jungle chickens, dogs, cats, pigs, cows, bulls, goats or horses, loose gravel, potholes, narrow roads with no footpaths, pedestrians, joggers, wandering toddlers, slow moving tractors, or earth-moving equipment, speeding trucks, sharp bends, and distracted motorists.

Motorcyclists are at risk of grazes and scrapes from motorbike mishaps, called the "Honda Rash" by locals. Someone who has a "Rarotonga tattoo" on their calf has had a hot and painful encounter with a motorbike exhaust pipe. Rarotonga Hospital receives motorbike accident victims virtually daily, often with serious injuries.

If you feel that the freedom and romance of a ride around the island on a motorcycle is a must, **wear your safety helmet as required by law**. When hiring a car, use a child's safety car seat. As there are limited supplies during high season, please book any additional requirements at the time of booking your car or motorbike. Dial the Reception 5000 or press the Reception icon on your guest room phone for assistance.

#### **2.114. RESORT SITE INSPECTION**

Planning your return stay at The Rarotongan Beach Resort & Lagoonarium or Sanctuary Rarotonga? Wanting to recommend accommodation options at The Rarotongan or Sanctuary Rarotonga to family or friends? Thinking about upgrading to a beachfront location, a self-contained suite, bungalow, or villa? The Rarotongan and Sanctuary Rarotonga offers regular Resort Site Inspections at 2pm Monday to Friday which you are welcome to join. Feel free to meet one of our friendly Sales or Reception team members for a site inspection of our room categories (subject to room availability). For further information please dial 5000 or press the Reception icon on your guest room phone for Reception.



#### **2.115. RESTAURANTS, CAFÉ, BAR & ENTERTAINMENT**

The Rarotongan and Sanctuary offer a variety of dining experiences with extensive selection of A La Carte dining. The Resort restaurants are open daily 7am-9pm. To make your reservation call our friendly Restaurant & Bar team on 5017 for The Rarotongan, and 5010 for Sanctuary.

The expansive sundeck overlooking Aroa Lagoon is perfect for a sunset cocktail or dinner under the stars.

TE VAKA Restaurant at The Rarotongan plays host to our daily tropical breakfast buffet.

**Captain Andy's Beach Bar & Grill** at The Rarotongan is just right for a wine, cocktail, beer or flat white anytime, for a casual lunch, snack, or light meal, and for a relaxed A La Carte dinner overlooking the pool or lagoon. Sample our famous **Seafood Platter for Two**. **Captain Andy's Bar** is open daily from 11am till late, with our **daily Cocktail Happy Hour from 5pm-6pm**.

An extensive **Kids 'Gone Troppo' Menu** featuring meals and drinks is available at Captain Andy's Beach Bar & Grill offering kids firm favourites along with healthy options. **Family Dine Time** to beat the rush, bring the kids down for dinner between 5pm-6pm.

Sanctuary Rarotonga offers dining options for adult guests of The Rarotongan over the age of 16 years at the **Bluewater Bar & Grill**, which features casual gourmet dining with a range of fresh gamefish, seafood, and contemporary dishes.

The Bluewater Bar & Grill is open for dinner from 6pm-9pm, and guests are also welcome next door at Captain Andy's Beach Bar & Grill.

**Breakfast is from 7am to 10am** daily offering a **Tropical Island Style Continental Buffet Breakfast**. There is also the **option of a Cooked a la Carte Breakfast Menu** for an additional charge with the latest menu available in the Restaurant or on our web site.

The Tropical Island Style Continental Breakfast Buffet with a variety of seasonal island fruits, fresh fruit salad, homemade yoghurt, ham, cheese, fresh-baked muffins, Danish pastries, croissants, pancakes, homemade breads, toast, spreads, tropical juices, Milo, milk, and tea & coffee is also served.

**The Room Package Rate Plan you selected** will be either:

- **Room Only**: Tropical Island Style Continental Buffet Breakfast can be purchased for:
  - \$NZ 28 per person
  - \$NZ 16 per child 3-11 years
  - Free for 2 years and under when eating with parents.
- **Room + Breakfast**: Includes a Tropical Island Style Continental Buffet Breakfast.

### **Festive or Formal Gatherings**

The Rarotongan and Sanctuary offer a comprehensive range of on-site facilities and services that can be tailored to ensure the success of your festive or formal gathering, whether a cocktail party or celebratory dinner for 10-80 people. To turn your plans into reality, please dial 5017 for the Restaurant & Bar Manager or 0 for our Events Planner.

### **Special Dietary Requirements**

If you have special dietary requirements (e.g., gluten free, dairy free, vegan, vegetarian, allergies), please speak to the Restaurant Manager on 5017 or Duty Manager on 0.

### **Room Service**

For your added convenience and enjoyment **Room Service is available daily from 11am-9pm**. A charge of NZ\$9 per room delivery applies. To order Room Service please dial 5017 from the menu provided in your room. Alternatively, you can scan a QR code and order through your own device.

### **Takeaway Service**

For your added convenience and enjoyment **Takeaway Service is available daily from 11am-9pm**. To order Takeaway Service please dial 5017 from the menu provided in your room and collect your order from Captain Andy's Beach Bar & Grill at The Rarotongan. Alternatively, you can scan a QR code and order through your own device.

The Rarotongan and Sanctuary offer a variety of **regular, quality live entertainment** for you to enjoy during dinner.

## **2.116. ROOM UPGRADES**

During your stay you may wish to **upgrade to a higher category** guest room, suite or even the romantic Honeymoon Pool & Spa Bungalow for an additional fee, subject to availability. Our **3-bedroom private pool villas, Onemaru and Lime Blossom** (Tiare Taporo), are fabulous options for family groups. At The Rarotongan the Beachside Rooms and Beachfront



Rooms can be **interconnected**, with 2 or more in a row to a maximum of 10. At Sanctuary there is one pair of interconnecting Beachside Suites.

**Accommodation categories** offered at **The Rarotongan Beach Resort & Lagoonarium** are:

- **Three-Bedroom Private Pool & Spa Villa Lime Blossom** (Tiare Taporo) (self-contained, accepts up to 6 adults or 4 adults + 4 children/teens)
- **Three-Bedroom Private Pool Villa Onemaru** (self-contained, 6 adults or 4 adults + 6 children/teens)
- **Two-Bedroom Beachfront Interconnecting Family Suite** (2 adults + 4 children/teens, or 6 adults)
- **Two-Bedroom Beachside Interconnecting Family Suite** (2 adults + 4 children/teens, or 6 adults)
- **Two-Bedroom Beachside Suite** (self-contained, 4 adults or 2 adults + 4 children/teens)
- **Honeymoon Pool & Spa Bungalow** (2 adults + 2 children/teens)
- **Grand Beachfront Suite** (self-contained, 3 adults or 2 adults + 4 children)
- **Deluxe Beachfront Suite** (3 adults or 2 adults + 2 children/teens + 1 infant in a cot)
- **Deluxe Beachside Suite** (3 adults or 2 adults + 2 children/teens + 1 infant in a cot)
- **Beachfront Room** (3 adults or 2 adults + 2 children/teens); can be interconnected with 2 or more in a row up to a maximum of 7 rooms.
- **Two-Bedroom Family Suite** (kitchenette, 3 adults or 2 adults + 2 children)
- **Beachside Room** (3 adults or 2 adults + 2 children/teens); can be interconnected with 2 or more in a row up to a maximum of 10 rooms.

**All our rooms, suites, bungalow, and villas at The Rarotongan Beach Resort & Lagoonarium** have private verandah (except the Two-Bedroom Family Suite), individual air-conditioning, microwave, tea/coffee making facilities, mini fridge, satellite TV, super king bed (queen bed in the Two-Bedroom Family Suite), alarm clock radio, IDD phone, in-room safe, filtered & UV purified water on tap, shower, hairdryer, insect screen, fan, iron & board, housemaid service and room service. The Deluxe Beachside Suites, Deluxe Beachfront Suites and Grand Beachfront Suites also offer an open-air shower. The Two-Bedroom Beachside Suite has the second bedroom and a separate full kitchen and lounge area, ideal for families. The compact Two-Bedroom Family Suite offers a second bedroom and kitchenette for the same price as a Beachside Room. Please note that the Two-Bedroom Family Suite has no verandah or view.

**Website:** [www.therarotongan.com](http://www.therarotongan.com)

**Sanctuary Rarotonga-on the beach** is for guests aged 16 and over only, an appealing option for couples seeking a child-free resort complete with adults-only pool, swim-up bar, beach, and restaurant:

- **Beachfront Suites** (2 adults with an additional charge for a 3<sup>rd</sup> adult)
- **Beachside Suites** (2 adults with an additional charge for a 3<sup>rd</sup> adult); includes one pair of interconnecting Beachside Suites; request at time of booking
- **Honeymoon Spa Suite** (2 adults with an additional charge for a 3<sup>rd</sup> adult)

**Website:** [www.SanctuaryRarotonga.com](http://www.SanctuaryRarotonga.com)



Our boutique sister resort, **Aitutaki Lagoon Private Island Resort**, offers the opportunity to stay right on the world's most beautiful lagoon, Aitutaki Lagoon, perhaps in an exclusive Overwater Bungalow, the only ones in the Cook Islands:

**Website:** [www.AitutakiLagoonResort.com](http://www.AitutakiLagoonResort.com)

View images, 360-degree virtual tours, floor plans and more on our websites. Dial 5000 or press the Reception icon on your guest room phone for the Reception or our friendly Reservations team for further information.

#### **2.117. SAFES**

All guestrooms, suites, bungalows, and villas are fitted with in-room safes for the safekeeping of your valuables. Please review the instructions provided with your safe, or contact the Reception, dial 5000 or press the Reception icon on your guest room phone for assistance.

#### **2.118. SATELLITE TV CHANNELS**

To keep the kids entertained or for a lazy afternoon relaxing in front of the telly, check out our complimentary satellite TV channels.

We also feature a Resort Information Channel, which provides you with additional information on resort facilities and services here at The Rarotongan Beach Resort & Lagoonarium and our adults-only boutique sister resorts, Sanctuary Rarotonga-on the beach and Aitutaki Lagoon Private Island Resort. Please contact Reception on 5000 or press the Reception icon on your guest room phone for further assistance.

#### **2.119. SECURITY**

Rarotonga is one of the friendliest, safest places on Earth. However, crime exists even in Paradise, so be alert to opportunistic petty thieving and take sensible precautions. The Rarotongan Beach Resort & Lagoonarium provides a 24-hour Security Officer Service for our guests' peace of mind. Use your free in-room safe for the safekeeping of your valuables. Ensure your room is locked when going out, and do not leave any valuables lying about in your room nor leave your personal belongings out overnight on your verandah or entrance area. Do not leave your valuables in an unlocked vehicle, nor walk away from your bags at a shop, on the beach or at the Airport. If you have any security concerns during your stay, please call Reception and ask for the Duty Manager, dial 5000 or press the Reception icon on your guest room phone.

#### **2.120. SHOPPING – FOOD & BEVERAGES**

Most food is imported from New Zealand (by ship or airfreight) and is often more expensive than would be typical in New Zealand or Australia. The range is not as large as in New Zealand or Australia but has all the basic food items are generally available.

**The Raro Style Gift Shop located right beside the Reception at The Rarotongan is open 24/7** and offers a range of snacks, hot drinks, microwaveable meals, soft drinks, wine, beer, and other alcoholic beverages.

**The local farmer's market Punanga Nui offers a wide range of fresh island fruits, vegetables, fish, eggs, and local delicacies. Market Day is Saturday 7:30am to 11:30am** with a more limited selection available during the week. A bus leaving the resort will drop you off right at the market.

**The main supermarkets** are;



- **CITC Supermarket**, which is near the wharf in Avatiu, is open 8am-6pm Monday to Friday and 8am-4pm on Saturday.
- **Foodland**, which is in Avarua town, is open 8am-6pm Monday to Friday and 8am-2pm on Saturday.
- **Prime Foods**, which is in Avarua town, is open 8am-5pm Monday to Friday and 8am-2pm on Saturday.

**The main wholesale liquor outlets** are as follows, but almost all retail outlets also sell alcohol;

- **CITC Liquor**, which is near the wharf in Avatiu, is open 8am-5pm Monday to Thursday and 8am-7pm on Friday & Saturday.
- **The Bond Store**, which is in Avarua town, is open 9am-5pm Monday to Thursday and 9am-7pm on Friday & Saturday.

There are also several **24/7 stores**, most of which also offer petrol;

- **Wigmore's Superstore**, located in Vaimaanga.
- **Oasis Energy Centre**, located near the Airport in Nikao.
- **Super Brown**, has two locations, in Tupapa and Nikao.
- **TEM Store**, located in Muri, but please note they do not offer petrol.

The numerous smaller village convenience stores tend to be open longer hours including Sundays before and after church (i.e., they are generally closed between 10am-12 noon on Sundays) but have a more limited range and generally higher prices. Other outlets are closed on Sundays for religious observance.

For further information, please call the Reception on 5000 or press the Reception icon on your guest room phone.

## **2.121. SHOPPING – ARTS, CRAFTS, FASHION, SOUVENIRS, SKINCARE & MORE**

Rarotonga has a surprisingly active local artistic community who generate a wide range of inspirational arts, crafts, fashion, black pearl jewellery, skin care products and more that can make for a wonderful memory of your Rarotonga holiday.

**The Raro Style Gift Shop right beside the Reception at The Rarotongan is open 24/7** offering a small range of Cook Islands souvenirs, key rings, magnets, T-shirts, postcards, locally made soaps & lotions, hand-made crafts, wood carvings and more. Great for a uniquely Rarotongan gift to surprise family or friends back home.

There is a wide range of arts, crafts, fashion and more available at the busy **Punanga Nui Market** on a Saturday morning 7:30am-11:30am. Buying directly from the artist is often offers the best prices!

The main shops in Avarua town are generally open 8am-4pm, Monday to Friday, and 8am-12 noon Saturday.

**The main department stores** are;

- **CITC Main Store**, located in the centre of Avarua town, is open 8am-4pm Monday to Friday and 8am-1pm on Saturday.  
**Website:** [CITC Avarua - Cook Islands Trading Corporation](http://www.citc.com)
- **Island Craft**, located in Ara Tapu Avarua town, is open 8am-4pm Monday to Friday and 8am-12am on Saturday.  
**Website:** [www.islandcraft.com](http://www.islandcraft.com)  
**Facebook:** <https://www.facebook.com/polynesiandesigns/>
- **Mareko Island Creation**, located in the centre of Avarua town and at the Punanga Nui Market, is open 8am-4pm Monday to Friday and 8am-1pm on Saturday.  
**Facebook:** <https://www.facebook.com/ShopMareko/>
- **Treasure Chest**, located in the centre of Avarua town.  
**Website:** <http://enjoycookislands.com/see-do/treasure-chest>

There are also several **fashion houses offering the best in local Polynesian design.**

- **TAV's**, located in Avarua town. 8am -5pm Monday to Friday and 9am - 1pm on Saturday.  
**Website:** <https://tavpacific.com/>
- **Liliko'I Bikini**, located Punanga Nui Market Hut (Beside Kai &Co.) Downtown Avarua.  
**Website:** <https://www.facebook.com/lilikoibikini/>
- **Tuki's Pareu**, located in Ara Tapu, Avarua District  
**Website:** <https://www.facebook.com/Tukis-Pareu-353727778492780/>
- **The Dive & Surf Shop**, located in Mana Court, Ara Tapu, Avarua District.  
**Website:** <https://www.facebook.com/diveandsurfshop>
- **id.CK**, located in Avarua town.  
**Website:** <https://www.facebook.com/identitycookislands/>

**The Cook Islands produces some of the best black pearls** in the world and there are several black pearl jewellery stores.

- **Bergman and Sons**, located in Tutakimoa Rd, Avarua District.  
**Website:** <https://www.bergmanandsons.com/>  
**Facebook:** <https://www.facebook.com/BergmanandSons>
- **Goldmine** located Main Road, Avarua town.  
**Website:** <http://www.rarotongablackpearls.com/>  
**Facebook:** <https://www.facebook.com/Goldmine-1624888784436802>
- **Paka's Pearls**, located 638 Te Ara Maire Nui Drive Avarua town.

**Website:** <https://www.pakapearls.com/>

**Facebook:** <https://www.facebook.com/PakasPearls>

- **Moana Gems and Pearls & Art Gallery**, located in Avarua town.

**Website:** <http://www.moanagems.co.ck/>

**Facebook:** <https://www.facebook.com/moanagemspearls>

- **Farm Direct Pearls**, Situated in Harbour House in Avatiu, opposite Avatiu Harbour.

**Website:** [Farm Direct Pearls - Enjoy Cook Islands](#)

For further information, please call the Reception on 5000 or press the Reception icon on your guest room phone.

## **2.122. SISTER RESORTS**

The **Rarotongan Beach Resort & Lagoonarium** (family friendly) and our two adults-only boutique resorts, **Sanctuary Rarotonga-on the beach** and **Aitutaki Lagoon Private Island Resort** are sister resorts.

**Sanctuary Rarotonga welcomes guests 16 years and over.** Adult guests of The Rarotongan Beach Resort & Lagoonarium are welcome to dine at Sanctuary Rarotonga restaurants in the evening.

The swimming pool at Sanctuary Rarotonga is restricted to registered in-house guests of Sanctuary Rarotonga only. [www.SanctuaryRarotonga.com](http://www.SanctuaryRarotonga.com)

**Aitutaki Lagoon Private Island Resort** offers the ONLY Overwater Bungalows in the Cook Islands, is the Cook Islands' ONLY private island resort, and is the ONLY high-end resort located directly on the expanse of fabled Aitutaki Lagoon, the world's most beautiful lagoon. [www.AitutakiLagoonResort.com](http://www.AitutakiLagoonResort.com)

Guests of all three of our sister resorts can redeem the value of their booking at one resort to book at another sister resort and only pay the difference in room rates, subject to availability. Guests wishing to experience Aitutaki Lagoon Private Island Resort can be assisted by our friendly Reservations team to find the cheapest return Rarotonga-Aitutaki airfares. For assistance dial the Reception on 5000 or press the Reception icon on your guest room phone.

## **2.123. SMOKING**

In compliance with Cook Islands' law, all Resort guestrooms, restaurants, and any semi-enclosed areas such as the Gazebos and Treetops Verandah Room are designated as NON-SMOKING areas. If you wish to smoke, please step outside these areas to do so. Please dispose of your cigarette butt thoughtfully in the many coconut carved wooden ashtrays (not in the gardens, walkways, decks or on the beach please). Cigarettes can be purchased on-site at the Raro Style Gift Shop. If guests do smoke in the rooms, a special Cigarette Smoke Cleaning Fee of two nights' accommodation charge applies to cover the costs of a comprehensive cleaning of the room and to allow for two days/nights for the room to be aired.

## **2.124. SNACKS**

**Captain Andy's Beach Bar & Grill** offers a wide range of light meals and snacks from the All Day Menu from 11am-9pm daily that are also available as Room Service or Takeaway. The Raro Style Gift Shop right beside the Reception at The Rarotongan stocks a range of packaged snacks, microwavable meals and drinks and is open 24/7.

## **2.125. SNORKELLING**

A few steps from your room at The Rarotongan you can **snorkel straight off the white sands of Aroa Beach** in the **underwater wonderland of the Aroa Lagoonarium Marine Sanctuary**, protected by the encircling natural coral reef. Swim with rainbow-coloured 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 snorkelling here is so good many of our guests have compared it to Australia's Great Barrier Reef, Fiji, Bonaire, or other great snorkelling locations around the world. If you've never snorkelled before, you'll be amazed at how easy and rewarding it is. Aroa Lagoonarium Marine Sanctuary offers Rarotonga's best snorkelling because it is a fish breeding area and a **traditional marine sanctuary** (a ra'ui). In the Aroa Lagoonarium Marine Sanctuary you can **swim or snorkel at any tide**, not so in most parts of the island. Resort guests get complimentary 3-hour hire of snorkelling masks, flippers, and reef shoes from the Activities Hut, along with invaluable local knowledge. **Snorkelling safaris, snorkelling lessons and fish feeding** are all part of The Rarotongan's **Daily Activities Programme**. Check out our Snorkelling Map to plan your self-guided snorkelling adventure. Dial 5018 for the Activities Hut.



Night Snorkelling Tour. Explore Aroa Lagoonarium Marine Sanctuary after dark when the 'night shift' comes out. If you loved snorkelling during daylight continue that experience after sundown and open your eyes to the underwater nightlife. You might even spot a parrot fish snug in its 'sleeping cocoon'. Wet suits, snorkelling masks, flippers, reef shoes and torch provided. NZ\$25 per adult, half price for children 9-11 years accompanied by one parent per child. Basic swimming and snorkelling skills and basic fitness required. For a unique experience talk to The Rarotongan's Activities Team about our Night Snorkelling Tour; see how different the reef life is after dark. Tour subject to maximum and minimum numbers, weather and tides, so book early. Bookings essential and are weather dependent, dial 5018, Activities Hut, or 5000 or press the Reception icon on your guest room phone for Reception.

### **Travellers Tips!**

**Bring or buy your own snorkelling gear and reef shoes** as you then have the confidence of them fitting you perfectly and being able to use them at any time to suit, and for as long as you wish, as well as take them with you around the island to try out other snorkelling spots. **Go snorkelling soon after you arrive.** If you find yourself hooked, then you've still got plenty of time to do loads more. Invest in a **waterproof cover for your smartphone** or a disposable underwater camera. Buy a waterproof **Cook Islands Fish Identification (ID) Chart**. The onsite Raro Style Gift Shop and the Dive Shop in Avarua stock them; attach one to your wrist (using the rubber band threaded through the hole in the corner of the chart) when snorkelling. Fish are fascinating – some have different colourations as males/females or in their juvenile phases, wrasses have independently moving eyes, parrot fishes sleep in a 'jelly cocoon', one eye of a peacock flounder migrates to join the other one as it turns into a flatfish, clown fish have a special coating to protect them from toxic anemones. So many mysteries, so little time.

Always **wear your reef shoes or flippers** when in the lagoon for a swim, snorkel, kayak or stand-up paddleboard to protect your feet from coral cuts or stings from stepping on a spiny black sea urchin or stonefish. The stonefish has stinging spines which rise along the ridge on its back. It is well camouflaged for survival, either sitting on corals trying to look like a stone or sitting slightly submerged on the sandy bottom of the lagoon. Locals stung by a stonefish report that it's very painful. Stonefish are rare, but it's wise to **always wear protective footwear in the lagoon**. Avoid walking or trampling through the water, instead swim, float or glide your feet along; should there be a stonefish around, it will then have warning to avoid you. Thousands of visitors enjoy Rarotonga's lagoons without any incident, but you don't want to be the exception.



Please note that the **Aroa Lagoonarium Marine Sanctuary** is a strict **NO TOUCH ZONE**, and **fishing is strictly forbidden**. The **Golden Rule of the Ra'ui is DO NOT TOUCH**, disturb, remove, or kill any marine life, which includes reef fish, octopus, clams, corals, shells, shellfish, urchins etc. **DO NOT KNOCK OR BUMP ANY LIVING CORALS with your flippers**, which can be easy to do accidentally. **DO NOT STAND ON THE CORALS** when out in the lagoon. Corals are beautiful and delicate colonies of living organisms which take decades to grow and one loose or heavy foot can destroy many years of growth.

If you're snorkelling or swimming in the lagoon you may feel a slight nip on your calf or thigh, that is likely to be caused by the **Picasso Trigger Fish** which is trying to keep you away from its territory to protect its young. This usually occurs during breeding times (not seasonal) and will not cause any harm other than a tiny nip. Swim away to another fascinating area of the lagoon.

These handy hints will ensure you get the most out of your exciting snorkelling adventure and that the marine environment is still there for everyone to enjoy in future. **Happy snorkelling in Aroa Lagoonarium Marine Sanctuary for Rarotonga's best snorkelling!**

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 Activities on 5018 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 Aroa Lagoonarium 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 Aroa Lagoonarium 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 wildlife in the Marine Sanctuary which will hopefully assist in generating more consciousness about the importance of human stewardship of the natural world; and
- 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.

## **2.126. SPA FACILITIES IN-ROOM**

At **The Rarotongan Beach Resort & Lagoonarium**, private in-room spa facilities are featured in the following:

- **Three Bedroom Private Pool & Spa "Villa Lime Blossom"** features the 'Blue Bath House' with starlet bath, sauna, rain-shower, four-person outdoor Jacuzzi and large swimming pool with poolside pavilion set in expansive tropical gardens.
- **Three Bedroom Private Pool "Villa Onemaru"** features a four-person indoor spa bath, and large swimming pool with poolside gazebo set in expansive tropical gardens.

- The **Honeymoon Pool & Spa Bungalow** features a romantic two-person outdoor spa bath on the wraparound deck, couple's sauna, Polynesian-style outdoor shower and swimming pool set in private tropical gardens.

At **Sanctuary Rarotonga-on the beach**, the **Honeymoon Spa Suite** features a Vichy shower, couple's sauna and jacuzzi set on a private outdoor deck.

Please **ensure that the jets are covered with water** prior to turning on the pump so your spa bath can operate correctly. For further assistance please dial 5000 or press the Reception icon on your guest room phone for Reception.

**2.127. SPAPOLYNESIA**

Pamper yourself and truly unwind and relax with a heavenly treatment at SpaPolynesia. Speciality ranges such as Rito Cook Islands and Pure Fiji evoke the essence of the South Pacific while you indulge in such delightful spa treatments as massages, body scrubs, body wraps, facials, manicures, pedicures, and waxing. Open Sunday to Friday 9am-5pm. Please review our SpaPolynesia Menu and call the Reception on 5000 or press the Reception icon on your guest room phone to make an appointment.



**2.128. SWIMMING**

Between the Activities Hut and the beach at The Rarotongan Beach Resort & Lagoanarium is the Waterfalls Swimming Pool. And because The Rarotongan is set on the sunshine southwest coast, there's sunshine all day on the pool, the beach, and the lagoon. Here the sun lasts until sunset; on the sun rise side of the island (Muri) the sun is often off the beach by 3.30/4pm.



Beside our pool and on the beach, there are plenty of comfortable loungers to enjoy, so grab your complimentary pool / beach towel from the Activities Hut and make yourself comfortable for another day in Paradise. After you've soaked up some rays, take a cool dip then enjoy a cook drink from Captain Andy's Bar.



At Sanctuary Rarotonga there is a secluded **adults-only swimming pool with swim-up bar** set in beautiful tropical gardens, restricted to Sanctuary guests only.

Wherever you are at The Rarotongan or Sanctuary, you are mere steps away from the pristine waters of Aroa Lagoanarium Marine Sanctuary. This protected sanctuary is home to diverse prolific marine life and is sheltered from the open ocean by the outlying coral reef. **Swim, snorkel, kayak, stand-up paddleboard and explore the Marine Sanctuary at any tide.** Fishing is not allowed in the Aroa Lagoanarium Marine Sanctuary which has been set aside for protection of our tropical marine wildlife for future generations, and we ask that you experience it to its fullest whilst respecting the beauty and uniqueness of one of nature's miracles.

***Travellers Tips!***

**Always wear your reef shoes or flippers** when in the lagoon for a swim, snorkel, kayak, or stand-up paddleboard to protect your feet from coral cuts or stings.

Please note that the Aroa Lagoanarium Marine Sanctuary is a strict **NO TOUCH ZONE**, and **fishing is strictly forbidden**. The **Golden Rule of the Marine Sanctuary Ra'ui is DO NOT TOUCH**, disturb, remove, or kill any marine life, which includes reef fish, octopus, clams, corals, shells, shellfish, urchins etc. **DO NOT KNOCK OR BUMP ANY LIVING CORALS with your flippers**, which can be easy to do accidentally. **DO NOT STAND ON THE CORALS**



when out in the lagoon. Corals are beautiful and delicate living colonies of organisms which take decades to grow and one loose or heavy foot can destroy many years of growth.

These handy hints will ensure you get the most out of your exciting snorkelling adventure and that the marine environment is still there for everyone to enjoy in future. **Happy swimming in Aroa Lagoonarium Marine Sanctuary!**

### **2.129. SUNSETS**

**The Rarotongan Beach Resort & Lagoonarium and Sanctuary Rarotonga-on the beach** are set right on Rarotonga's best beach, Aroa Beach, on the sunshine southwest coast where the sun sets, and the moon rises. Directly in front of the resorts, the sky is often ablaze at dusk with a breathtaking show of ever-changing colours. Experiencing one of these spectacular tropical sunsets will be a memorable part of your South Seas holiday, especially if you're kicking back on the lagoon deck with a sunset cocktail, a cool glass of wine or beer from Captain Andy's Beach Bar. Or take an evening stroll on the twilight beach hand-in-hand and gaze out at the shimmering waters of Aroa Lagoon (the Lagoon of Love). Sunset times vary throughout the year but look out between 6pm-6.50pm from March to October, and 7pm-7.30pm during the longer summer months of November to February. Be sure to take your camera or smartphone to capture some dazzling sunset shots and selfies for Facebook or Instagram.



#### ***Travellers Tip!***

Being in the Cook Islands any time between November to February is especially rewarding because it means you get to enjoy longer summer days, gorgeous balmy tropical weather, frangipanis in bloom and ripe mangoes as well. It's why we call it our Frangipani Season. Stunning.

### **2.130. SURFING**

There is surfing on Rarotonga but there are no shore breaks, the island being almost completely surrounded by coral reef. There are a couple of passages through the reef which surfers use; otherwise, the surf breaks onto the reef and hence can be very dangerous.

Most of the locals paddle out; only one of the surfing spots is far enough to warrant taking a boat out. Conditions can be treacherous even for experienced locals, so get in touch with one of the local surfers to show you the best spots. Please note that there is no life guard, coast guard or rescue service on Rarotonga.

### **2.131. TAKITUMU CONSERVATION AREA TOUR**

The Takitumu Conservation Area is on Rarotonga's south-eastern side and is managed by the traditional landowners of the district. The volunteer guardians from time to time accept visitors to accompany them as they go about their conservation work in this lush tropical forest, which includes the Giant King Fern, giant taro, the Rarotonga orchid and rare ground orchid, wild guavas, wild hibiscus, and the prized sunset coloured Pua Neinei, which grows only at the highest reaches of the Rarotonga interior and nowhere else in the world. You also have the chance to see such endemic native birds as the rare, chatty Rarotongan Flycatcher or kakerori, which was successfully brought back from the brink of extinction, the Cook Islands Fruit Dove (kukupu), and the Rarotonga Starling (i'oi). At the top of your climb, you are greeted by panoramic views across the blue Pacific Ocean. The gentle amble requires a moderate level of fitness. Wear good walking shoes, take sun protection, a drink, and a mosquito repellent with you (the Takitumu conservation guardians swear by their homemade recipe of half Dettol antiseptic solution, half coconut oil). For more information about the possibility of joining the conservation guardians, please dial the Reception on 5000 or press the Reception icon on your guest room phone.



**2.132. "TATTOO" & "TATAU"**

The word "Tattoo" comes from the Polynesian word "Tatau". Tattoos first became known to the Western World when early European sailors to Polynesia returned with not only tales of walking works of art but tattoos of their own.

The style of the Polynesian Tatau varies within Polynesia with the Cook Islands, Tahiti, Marquesas, Samoa, Rapa Nui Easter Island and Aotearoa New Zealand all having their own distinctive styles.

The Tatau art form is actively practiced on Rarotonga and there are several professional Tatau artists that design beautiful, personalised, Polynesian body art incorporating traditional and contemporary patterns.

<https://islandawe.com/6-best-polynesian-tattoo-studios-in-rarotonga/>

**2.133. TAX**

A Government Value Added Tax of 15% is **included in all prices at the Resort**. This tax is required by Cook Islands Law, which requires the tax to be included in all pricing.

**2.134. TAXIS**

Taxis are available 24/7, subject to availability. Our Reception staff will gladly assist you to book your taxi and can also advise you of likely charges and waiting times. Please dial 5000 or press the Reception icon on your guest room phone. Local taxi services around the island include:

1AAA Taxis	<b>Ph:</b> 28-862 / 73-549
Price Taxi Service	<b>Ph:</b> 50-908 / 133
TNHT	<b>Ph:</b> 76-788 / 20286
Mama Ru's	<b>Ph:</b> 72-192 / 51953

***Travellers Tip!*** Taxi companies can be unreliable; give yourself plenty of time in case of delays. Ask the driver what the charge will be before you board to avoid any unpleasant surprises. If you're going out for dinner you may find the 2-way cab charge costs you more than your meals, thus the bus or hire car provides an alternative option.

**2.135. TEEN ZONE**

The Teen Zone is free for in-house guests of The Rarotongan aged 12-16 years. Enjoy stand-up paddle boarding, kayaking, snorkelling, fish feeding, scuba diving sessions, ukulele and log drumming sessions, video games, table tennis, pool table competition, tennis, beach soccer, water volleyball, beach volleyball. If that's not enough, how about karaoke, hula dancing lessons, pareu tying, bingo and other fun activities. Dial 5018 for the Activities team.

**2.136. TELEPHONE SERVICES**

Your room phone offers you direct dial local and international call services (IDD). For an outside line, dial 9. To call another room, please dial the room number. Country codes and information are listed in the front of the Vodafone Cook Islands Telephone Directory.

To dial an international line, you need to dial 9 for an outside line, followed by '00' then the country code. Please note that billing commences (by the local telephone company, Vodafone Cook Islands) four seconds after an overseas connection has been made, irrespective of whether the caller gets to talk to anyone or not. A charge will incur from this time forward until the receiver is replaced. For further information look in your Vodafone Cook Islands Telephone Directory, call Vodafone on 9-010 or dial 5000 or press the Reception icon on your guest room phone for the Reception.

*Travellers Tip!* Telecommunications charges in the Cook Islands are much higher than you may be used to at home due to our remote location, small size and because there is only one telephone company allowed to operate here. For further information on call charges, please dial 5000 or press the Reception icon on your guest room phone for Reception.

### **2.137. TELEVISION**

The Resort offers multiple TV channels including CNN, BBC, ESPN, NHK, Discovery, Discovery Kids, Nickelodeon, Disney, Cook Islands Television, Vaka TV 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. There is also a Resort Information Channel with images of The Rarotongan Beach Resort & Lagoonarium, Sanctuary Rarotonga-on the beach and Aitutaki Lagoon Private Island Resort.

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

The local **Cook Islands Television** channel is also available; this includes Australia Network during the morning, religious programming, and local programming. Cook Islands Local News is on at 7pm Monday to Friday, and at 8.30pm TVNZ's One News plays nightly (at 7.30pm during daylight savings).

There are big screen satellite TVs in the Sports Bar near Captain Andy's Beach Bar & Grill. Most of the major sports events covered by Television New Zealand, such as rugby, league, netball, cricket, and golf are aired on Cook Islands Television, Ph 29 460. The satellite TV in the Sports Bar screens a wider range of major sports events live that are not on Cook Islands Television.

### **2.138. TENNIS**

Complimentary tennis rackets and balls available from the Activities Hut. To book a court, dial the Activities Hut 5018.

### **2.139. THE GAMES ROOM & BOARD GAMES**

The Games Room is equipped with table tennis, pool table, chess, draughts, and other games for your enjoyment. A selection of board games is also available from the Activities Hut, particularly important for the kids on a rainy day. Please return all borrowed items to the Activities Hut by 9am the following morning. A fee of NZ \$20 per item is charged to your room for late return and cost price per item is charged for non-return. Contact the Activities Hut on 5018.

### **2.140. TIME ZONES**

Please ensure you have the correct time and date of arrival and departure to/from Rarotonga if you are crossing the **International Date Line**. It is not uncommon for guests to miss flights they thought were going a day later as **the Cook Islands is located across the dateline from New Zealand and Australia, it's a day behind**. New Zealand and Fiji are 22 hours ahead of the Cook Islands, Australia is 20 hours ahead, and the USA and Canada are 3 hours ahead. Please note that these times are approximate only and do not factor in summertime 'daylight saving'. The international time zone is GMT 10, so the Cook Islands are in the same time zone as Hawaii. For further information you can access your local time zone at [www.worldclock.com](http://www.worldclock.com). The Cook Islands is among the last places on Earth to see the sun set each day. If you require further assistance please contact Reception on 5000 or press the Reception icon on your guest room phone.

### **2.141. TIPPING**

Tipping in the Cook Islands is not obligatory however if you have received excellent service a tip of 10% will be much appreciated and gratefully received. Tips can be paid via cash, credit card or added to your room charge account when presented with a bill. If on the other hand the service you have received has not met your expectations, please contact the Duty

Manager, dial 5000 or press the Reception icon on your guest room phone, or alternatively ask to see the Resort Manager.

## 2.142. TOURS

Selected accredited tour operators on Rarotonga can be booked through Reception dial 5000 or press the Reception icon on your guest room phone. Experience memorable adventures such as:

- **Captain Tama's Lagoon Cruise** - Cruise and snorkel Muri Lagoon aboard the famous Captain Tama's glass bottom boats. Includes snorkelling amongst giant clams and reef fish, a fresh fish BBQ lunch, non-stop entertainment including comical pareu tying and coconut tree climbing shows on an off-shore motu (islet). Return transfers from your accommodation, snorkelling gear (and lessons) are also included.

**Website:** [www.captaintamas.com](http://www.captaintamas.com)

**Facebook:** [www.facebook.com/CaptainTamasLagoonCruizes](http://www.facebook.com/CaptainTamasLagoonCruizes)

- **Koka Lagoon Cruises** - a fantastic day out with Koka Lagoon Cruises exploring famous Muri Lagoon. Snorkelling amongst lagoon life off the glass bottom boat; non-stop entertainment with ukulele playing, pareu tying, weaving (score yourself a pair of kikau glasses!); enjoy a delicious fish BBQ feast, amazing coconut tree climbing show, coconut husking and more!

**Website:** [www.kokalagooncruises.com](http://www.kokalagooncruises.com)

**Facebook:** <https://www.facebook.com/kokalagooncruises>

- **Te Vara Nui** – two options available as singular packages or do both as a combo. Take the **Cultural Village Tour** to learn about Cook Islands history and legends, traditional medicines, ancestral navigation and watch local craftspeople demonstrate how we weave, carve and prepare our dance costumes past and present or enjoy the evening spectacular of the **Overwater Night Show & Buffet Dinner** set in a lush water garden, showcasing a beautiful legend, "The Legend of Tongaiti". Be blown away by Rarotonga's finest dancers and musicians as they perform by flaming torchlight on the floating and fixed stages of the waterfall garden.

**Website:** [www.tevaranui.co.ck](http://www.tevaranui.co.ck)

**Facebook:** <https://www.facebook.com/TeVaraNuiVillage>

- **Highland Paradise** – The land where Highland Paradise Cook Islands Cultural Centre is located was the homeland to the paramount chief, Tinomana Ariki, and the Tinomana tribe. The 600-year-old village was abandoned in the early 1800s with the introduction of Christianity. Discover the life story of King Tinomana through a unique and entertaining cultural show and an 'umu' feast, presented by his descendants. Two options available:

**"Tapuae" Footprints of our Ancestors** Guided Tours 10am every Tuesday & Thursday; approx. 3 hours. DVD Theatre and light lunch included. Self-Guided Tours: 9am-3pm Monday to Friday. Complimentary cold drink, DVD theatre included.

**"KA'ARA" - Drums of our Forefathers - Sunset Cultural Show & Feast** Monday, Wednesday & Friday. Includes resort transfers, guides, village experience visit, tapu lifting, warrior welcome, a cocktail, a traditional Umu (underground oven) feast and cultural show.

**Website:** <https://highlandparadise.co.ck>

**Facebook:** <https://www.facebook.com/HighlandParadise>

- **4WD Raro Mountain Safari Tour**- If hard trekking is not your idea of a holiday, but you're still curious to experience Rarotonga's majestic mountain peaks and lush cloud

forest interior, the 4WD Raro Mountain Safari Tour is for you. This is Rarotonga's most popular tour for good reason. Enjoy the experienced, colourful guides as they share with you their local knowledge, good humour and 'tall tales and true'. Tours depart Monday to Friday both morning and afternoon, as well as Sunday afternoons. Morning tours include a fabulous beach BBQ lunch with refreshments.

**Website:** [www.rarosafaritours.com](http://www.rarosafaritours.com)

**Facebook:** <https://www.facebook.com/RARO-SAFARI-TOUR>

- **Marlin Queen Fishing**-Fishing aboard Marlin Queen is the ultimate game fishing experience in Rarotonga. Shared and private charters are available, and you can choose whether you want to fish for a ½ or full day. Their minimum is one person and for larger groups (over 8) they organise your own "inter-boat" fishing competition, loads of fun for the competitive at heart.

**Website:** [www.marlinqueenrarotonga.com](http://www.marlinqueenrarotonga.com)

**Facebook:** <https://www.facebook.com/MarlinQueenFishingCharters>

- **Pa's Mountain Walks**-Professional guided tours established by Pa which encourage guests to appreciate the eco system and Polynesian way. Two options, from either a strenuous **Cross-Island Trek** going over the highest points of the island, or a gentler **Nature Walk** into the heart of the island.

**Website:** [Pa's Trek – The Cook Islands](http://Pa's Trek – The Cook Islands)

**Facebook:** <https://business.facebook.com/pasmountaintrek>

- **Reef Sub**-Like many boat tours you are welcomed aboard, seated, and entertained with stories and music as you leave the harbour...then your experience becomes unique. The water clears, and you are invited to go down to the observation deck. Giant trevally, turtles, sharks, puffer fish and whales (in season) are just some of the amazing marine life seen regularly. "It's like diving, but you stay dry." The 99-year-old shipwreck of the RMS Maitai will take your breath away. The coral gardens will enchant you and the staff will go out of their way to ensure your tour is fun and memorable. The Reef Sub Marine Life Eco Tours operates from Avatiu Harbour Sunday - Friday (weather dependent). Bookings are essential for the 9 am and 4 pm tours.

**Website:** [www.raroreefsub.com](http://www.raroreefsub.com)

**Facebook:** [Reef Sub, Rarotonga, Cook Islands - Home | Facebook](http://Reef Sub, Rarotonga, Cook Islands - Home | Facebook)

- **Storytellers Eco Cycle Tours**-Guests take a ride through the lanes and tracks of Rarotonga on a cycle tour highlighting the rich culture, nature, history and heritage of this beautiful island. Music, food, dance, costume, traditional medicine and Cook Islands Maori language weave together to create the vibrant Cook Islands culture.

**Website:** [www.storytellers.co.ck](http://www.storytellers.co.ck)

**Facebook:** [Storytellers Eco Cycle Tours - Home | Facebook](http://Storytellers Eco Cycle Tours - Home | Facebook)

- **Progressive Dinner**-Visit with locals in their homes to experience true Cook Islands cuisine and home-style hospitality enjoying a three-course dinner with three different local families in their own homes.

**Website:** <https://cookislandstours.co.ck/experiences/progressive-dinner>

**Facebook:** <https://www.facebook.com/citours>

- **Going Troppo Party Bus** - A 19-seater or 30-seater coach, fitted with light and sound, big open windows, comfortable seating & friendly local guide. Tour operates every Friday night (& other nights for private group bookings on request). Tour lasts approx. 6 hours, 8pm-1.30am. Includes resort transfers; pick-up between 7pm-8pm, time TBA when booked.

**Website:** [www.rarotours.co.ck/going-troppo-nightlife-tour](http://www.rarotours.co.ck/going-troppo-nightlife-tour)

**Facebook:** <https://www.facebook.com/GoingTroppoRaroTours>

- **Pacific Divers**-If you look at Rarotonga on Google Earth you'll see that we are surrounded by more ocean than any other place on Earth. We are in the centre of the water hemisphere. Established 2 decades ago, Pacific Divers offers a comprehensive and enjoyable diving service catering to all levels. Dives include coral terrain, canyons, drop offs and drifts. Fish life is varied and includes Hawksbill and Green turtles, White Tip and Grey Reef sharks, Napoleon Wrasse, Giant Moray, Giant Clams and a myriad of reef fish and tropical marine life.

**Website:** [www.pacificdivers.co.ck](http://www.pacificdivers.co.ck)

**Facebook:** <https://www.facebook.com/pacificdivers>

- **Tumunu Cultural Tours-Offering two tours.** Daytime tours operate Mon/Wed/Fri, 9.30am-1.30pm, and includes guided tour of umu preparation, coconut husking and grating to make coconut cream, walk to a nearby plantation, visit Arai Te Tonga Marae (by foot), **tasting of Atiu homebrew** & learn about its history, uncovering of the umu, pick rukau (taro greens, weather permitting), making raurau (kikau plates) and eating **umu lunch**.

**Night-time tour** operates Monday to Saturday 6pm-8.30pm, and includes refreshments, katikati (snacks), **umu dinner**, umu demonstration, coconut husking and grating to make coconut cream, prepare and make raurau baskets, tasting of **Atiu homebrew** and learn about the Tumunu (bush beer school) tradition, unearth the umu (underground oven).

**Website:**

**Facebook:**

- **Ariki Adventures** - Offering a range of water-based activities, Ariki Adventures based in Muri has everything from sea scooter safaris, **night paddle-boarding**, kiteboarding, glass bottomed kayaks, or do the **Ariki Awesome Foursome** full-day (8 hours) adventure circumnavigation of Rarotonga. You'll ride mountain bikes and sea scooters, paddle a stand-up paddleboard, snorkel beautiful lagoons, including lunch and loads of fun!

**Website:** <https://www.arikiadventures.com>

**Facebook:** <https://www.facebook.com/arikiholidays>

- **Island Discovery Tours** – Enjoy a guided tour of the culture and history of Rarotonga aboard a comfortable air-conditioned coach. Highlights include visits to an ancient sacred village, an authentic marae and a coconut husking demonstration. Operates Monday-Friday, 10am-1pm.

**Website:** [Island Discovery Tour - Raro Tours Direct - Rarotonga Tours](http://IslandDiscoveryTour-RaroToursDirect-RarotongaTours)

**Facebook:** <https://www.facebook.com/RaroTours>

Contact our **Best of the Island Tour Desk** on 0 to find out more about the latest packages and to secure your booking. Book early to avoid disappointment due to sold out events.

**Travellers Tip!** Enjoy a **4WD Raro Mountain Safari Tour** or an Island Discovery Tour early in your visit to gain a real insight into the island. You'll then have the chance to return to your favourite spots before you depart. With so much to see and do on Rarotonga there is more than enough to keep occupied for a 1-2-week vacation. Some tours do book out, so book early so you don't miss out.

### **2.143. VILLAS**

#### **THREE-BEDROOM PRIVATE POOL "VILLA ONEMARU"**

This private luxury 770 square metre, three-Bedroom Private Pool Villa Onemaru (meaning "Soothing Sands") is located 400 metres west along the Main Circle Island Road from The Rarotongan Beach Resort & Lagoonarium and Sanctuary Rarotonga-on the beach.

This Villa is **ideal for family groups (two couples plus up to six children)**. Villa Onemaru is a completely private vacation retreat and includes a large swimming pool, broad sundeck, daybed pavilion, indoor-outdoor dining, two master bedrooms each with ensuite and TV, a 3<sup>rd</sup> bedroom with TV, bathroom with spa bath, full kitchen, dining/sitting room with TV, games room and laundry.

The Villa also includes a children's playground, outdoor shower, and kayaks in the back garden, and is located directly across from the beach and blue lagoon, from where you can also view sizzling island sunsets. In addition, guests of Villa Onemaru are also able to use all the free guest facilities and services at The Rarotongan Beach Resort & Lagoonarium e.g., Daily Activities Programme, Games Room, Gym, Pool, Kids Club, SpaPolynesia. Please dial Reception on 5000 or press the Reception icon on your guest room phone to view or book the Villa.

#### **THREE-BEDROOM PRIVATE POOL & SPA "VILLA LIME BLOSSOM "**

This private luxury 900 square metre, three-Bedroom Private Pool & Spa Villa Lime Blossom is located directly across the Main Circle Island Road from The Rarotongan Beach Resort & Lagoonarium and Sanctuary Rarotonga-on the beach.

It offers 3 bedrooms each with their own ensuite bathroom, a generous sitting/dining room, delightful kitchen with breakfast bar facing the enclosed private deck and pool. A vast 350 square metre deck for stylish tropical entertaining and outdoor living with large Swimming Pool, Pool Pavilion for shade, Open-air Jacuzzi in Spa Pavilion, 'Blue Bathhouse', Sauna and landscaped tropical gardens.

Perfect for a family group, Villa Lime Blossom is ideal as a central hub and meeting place for wedding, family, or corporate groups.

Villa Lime Blossom is the original heritage home of legendary trading schooner skipper, Captain Andy Thomson, hand-built of coral and limestone. Named in honour of Captain Andy's beloved schooner 'Tiare Taporo' (meaning Lime Blossom in Tahitian), the villa's broad verandah is where he entertained renowned authors Robert Dean Frisbie and Tom Neale with muddled rum 'n' limes, as they shared their passions for islands and adventuring.

Guests of Villa Lime Blossom are also able to use all of the free guest facilities and services at The Rarotongan e.g. Daily Activities Programme, Games Room, Gym, Pool, Kids Club, SpaPolynesia. For further information or to arrange a viewing, please dial Reception on 5000 or press the Reception icon on your guest room phone.

### **2.144. VISITOR INFORMATION CENTRE**

The Cook Islands Tourism Corporation's Visitor Information Centre is in downtown Avarua between the ANZ Bank and the Banana Court. Visitors are made most welcome and can drop



in for any information between 8am-4pm, Monday to Friday, or on Saturday 9am-12 noon.

**Ph:** 29-435  
**Website:** [www.cookislands.travel](http://www.cookislands.travel)

### **2.145. VISITORS TO THE RESORT**

To facilitate the comfort, safety and security of all registered guests staying at the Resort, please note that only registered guests are permitted in the guest rooms or the areas surrounding the guest rooms.

Please feel free to meet with visitors to the Resort in the public areas such as the lobby, bar, restaurant, beach et cetera.

If you require a visitor to enter your room, for example to assist with wedding preparations, please make prior arrangements with the Wedding Planner or Duty Manager who will inform our 24/ 7 Security Officers accordingly.

Except in a genuine emergency, calls from visitors will not be put through to guest rooms between 10pm and 8am, except by prior arrangement with the Duty Manager.

Visitors found in guest rooms or in the areas surrounding guest rooms without authorisation will be asked to leave the resort.

### **2.146. WAKE-UP CALLS/ ALARMS**

Your room is fitted with a Radio Alarm Clock which you can program with your alarm. For assistance in setting your alarm clock, please dial 5000 or press the Reception icon on your guest room phone for the Reception. Alternatively, you can also book your wake-up call with the Reception.

### **2.147. WALKING & 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.

We have included several local walking maps for your enjoyment which can all be started at The Rarotongan Beach Resort or Sanctuary Resort. Please stop by Reception on your way out to collect your personal copy of our walking map.

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 dip in the surprisingly cool Papua (Wigmore's) 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 dial 5000.

**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 surrounded by swarms



of hungry mosquitoes! 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 concerns about their hearts, so try to pick a cooler, preferably overcast day if you're keen to hike up to the Papua (Wigmore's) Waterfall or up into the mountainous interior. Also, take your swimsuit and sun block. Most of all, enjoy!

## **2.148. WATERPARK**

**Little Dolphins Mini Waterpark**, located near the Activities Hut, has a range of fun water-based activities allowing kids to splash around in a safe environment. Check with the Moko Kids Club for the opening hours as all Waterpark sessions are conducted under the supervision of Kids Club staff. Please arrange for your children to be wearing suitable swimming wear and have sun protection and a fresh pool towel. Please pick-up your children at the conclusion of the Waterpark session. A charge of NZ\$1 per minute applies for any late pick-up of children. Children aged to 11 years inclusive are welcome to join the Waterpark fun. Children staying in-house at The Rarotongan can use the Waterpark free of charge. For guests staying elsewhere on the island admission into the Waterpark is included in the NZ\$45 per child, per session admission into the Moko Kids Club and Teen Zone.

## **2.149. WATER**

The Rarotongan and Sanctuary have in place a water filtration and UV-sterilization system which means your tap water has been through a comprehensive purification process. If you do however have any concerns you may prefer to boil your drinking water, or to buy bottled water from Captain Andy's Beach Bar, from the Raro Style Gift Shop, or from the Raro Style Gift Shop beside Reception at The Rarotongan 24/7. Please note that only bottled water is served in all our restaurants and bars for a small additional charge. While enjoying excursions away from the Resort and around the island you may wish to purchase bottled drinking water.

## **2.150. WATER SAFETY**

Please note that there are no lifeguards on duty at Aroa Lagoonarium 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 sunscreen 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 kilometre 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 on an organised and certified tour operator.

These passages can be dangerous for swimming, snorkelling, fishing, kayaking, and surfing, particularly for inexperienced or unfit swimmers. Several local fishermen and tourist snorkellers have drowned or been swept out to sea in these passages over the years. Do not at any time paddle out through (or over) the reef into the open ocean.

## 2.151. WEATHER

Unlike some nations closer to the Equator that have marked extremes in wet and dry seasons, **Rarotonga enjoys a pleasant climate year-round** with relatively minor fluctuations in temperature and climatic conditions.

June to September are our cooler months, whilst December through to March is our 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 however 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), but if there is any rain it's – very conveniently – often at night!

The drier months from May/June to August/September range in maximum temperature from almost 25 to 26½ degrees Celsius. 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!

MONTH	MAX °C	MIN °C	SUNSHINE HOURS
January	28.8	22.9	179
February	29.1	23.1	171
March	28.9	22.6	181
April	28.2	22.0	174
May	26.6	20.4	164
June	25.6	19.3	169
July	25.2	18.6	177
August	24.9	18.4	182
September	25.3	19.1	177
October	26.0	20.0	185
November	27.1	21.0	178
December	27.8	21.9	181

**Travellers Tip!** Don't get discouraged if you wake up and it looks like an overcast day; very likely it will have completely cleared by mid-morning. It's also wise though to 'make hay while the sun shines' as there are never any guarantees when it comes to the weather. In other words, don't wait until the last day of your trip to go on a special expedition, because Murphy's Law being what it is, it may well be raining on just that day. Tropical showers though are not uncommon but are usually warm and short-lived. Also, many people seem to think it's best to avoid the months from November through to April, yet these are by no means uncomfortably hot (after all, there's the air conditioning in your Resort room to retreat to if you feel the need for a refresher). By avoiding these months travellers miss out on some wonderful, seasonal aspects of life on Rarotonga such as fresh mangoes, pineapples, guavas, lychees and

avocados, the vibrant spectacle of the bright red flamboyant (flame) trees in full flower lining the Main Circle Island Road (also known as Rarotonga's Christmas Tree), and haunting beauty and fragrant aroma of the white, yellow, pink, maroon and orange tipani (frangipani). Which is why we call it our **Frangipani Season**. Definitely not to be missed.

**2.152.**

### **WEDDINGS**



#### **THE RAROTONGAN IS PERFECT FOR YOUR DREAM WEDDING**

Imagine standing together on the white sand beach beside luminous Aroa Lagoon (the Lagoon of Love), surrounded by the soft popping of champagne bubbles, the sweet aroma of frangipani and the warm wishes of those you love. This is a 'Lagoon of Love' Wedding. Here, with your toes in the sand and bathed in the golden glow of the setting tropical sun, your hearts will beat as one. Meant to be.

If this sounds like your perfect day, then The Rarotongan Beach Resort & Lagoonarium and Sanctuary Rarotonga-on the beach could be **your perfect wedding destination**. Both resorts are located on the sunset side of Rarotonga, ensuring your photographer can capture those magical, memorable island sunset wedding shots for you. And both resorts are set on the white sandy beach right beside the sparkling blue waters of Aroa Lagoon, the Lagoon of Love, a wonderfully secluded and romantic location for your island wedding.

The Rarotongan and Sanctuary Resorts offer you our romantic **Lagoon of Love Wedding Packages** including our fabulous **Seventh Heaven All-Inclusive Wedding Package** and our stand-alone foundation package, **Over The Moon Wedding Package**. Both **wedding packages can be further tailored to your dream tropical sunset beach wedding by adding your personal selections** from a great range of add-on options. To start planning your dream wedding, contact your Personal Wedding Planner here at The Rarotongan, dial 5000 or [weddings@rarotongan.co.ck](mailto:weddings@rarotongan.co.ck).



**2.153.**

### **WIFI**

Resort-wide WIFI is available including in your guest room, poolside, at Captain Andy's and BlueWater Grill, and both Lobbys. Please see Reception to purchase your preferred plan (prices include 15% Government VAT).

**DISCLAIMER: The Rarotongan Beach Resort & Lagoonarium and Sanctuary Rarotonga – on the beach** (Adults Only) have made every effort to ensure all information contained in our comprehensive Guest Compendium is current at time of publication. Please be aware that from time-to-time things do change and that it is wise to confirm all details before making your plans. The Resort also reserves the right to change dining, activities or other schedules or prices without prior notice. All information about tours and services supplied to us by other companies on the island, is supplied as a helpful service to you as our valued guest and is not intended as a recommendation or endorsement of any company or activity. Your suggestions, updates or corrections are very welcome. Please email [info@rarotongan.co.ck](mailto:info@rarotongan.co.ck) or [info@TheRarotongan.com](mailto:info@TheRarotongan.com) The material published herein is copyright to The Rarotongan Beach Resort & Lagoonarium and Sanctuary Rarotonga – on the beach (Adults Only).

***Kia Orana e Kia Manuia!***  
***January 2022***







Parrot's Beak Heliconia (*Heliconia psittacorum*)



Tiare Maori (*Gardenia taitensis*)

# Rarotonga Walks



## SAFETY GUIDELINES

Take care to walk on the right hand side of the road facing the traffic and be mindful of the occasional speeding motorist coming around the corner.

Please be respectful of the private property of the local farmers and residents.

For the intermediate and advanced hikes, please start your adventure during morning, travel as a group of at least three people and remember to tell someone your plans!

These hikes are best enjoyed with appropriate footwear, plenty of water, snacks, sun protection and a good insect repellent, and it is also advisable to have your mobile phone with you even though there may not be reception from all locations.

### DIFFICULTY LEVELS

**Easiest:** Easy walking

**Easy:** Gentle walking

**Intermediate:** Comfortable hiking

**Advanced:** Challenging hiking

Frangipani (*Plumeria*)



Hibiscus (*Hibiscus rosa-sinensis*)





# Short walk around the Aroa District

EASIEST

1.5 KM

A short, easy walk or jog around the local district passing local homesteads, plantations, the island's telecommunications centre, ancient taro patches etc.





**Long walk or jog**

**EASY**

**3.0KM**

There are a number of easy walking and jogging routes directly accessible from the resort. You can walk or jog for miles along the beach in either direction. An inland walk will take you to the ancient "Ara Metua" which was originally built over a thousand years ago. Geological surveys have estimated that the location of the inland road was close to the shore line at the time it was built. As the building of roads was unknown in Polynesia at that time, some historians believe that this ancient road was built by the crew of a Spanish warship and / or their descendants ship wrecked from the Spanish fleet in South America. The atmosphere on the inland road, with scattered homesteads, farms, gardens, orchards, plantations etc., is very different from the main coastal road.

# Raemaru Mountain Track

## INTERMEDIATE

6.5KM

Raemaru Mountain at 350m is the easiest of the mountains on Rarotonga to climb as a half day walk for those of reasonable fitness and outdoor adventure experience. Please start your adventure during the morning. Enjoy the spectacular views as you pass through the rainforest. Some rock climbing on pre-set ropes involved.

## The Needle View & Secret Waterfall Hike

INTERMEDIATE

3.6KM

The volcanic plug "The Needle" is one of Rarotonga's most prominent land marks. The Cross Island Walk traverses the island and passes by the base of "The Needle". This hike will take you to a clearing in the rain forest that is directly opposite "The Needle" providing a great direct view of it. Take a walk along the beach and then through the taro swamps that have been cultivated for centuries and then up through the road to the Water Intake passing small farms and occasional homesteads until you get to the track off the road to the right which will take you up to the ridge line. You will find a track to the left to the Secret Waterfall. On your return trip you will travel on the ancient inland road the "Ara Metua" that was built over a thousand years ago and pass by farms, orchards and homes of the local people.

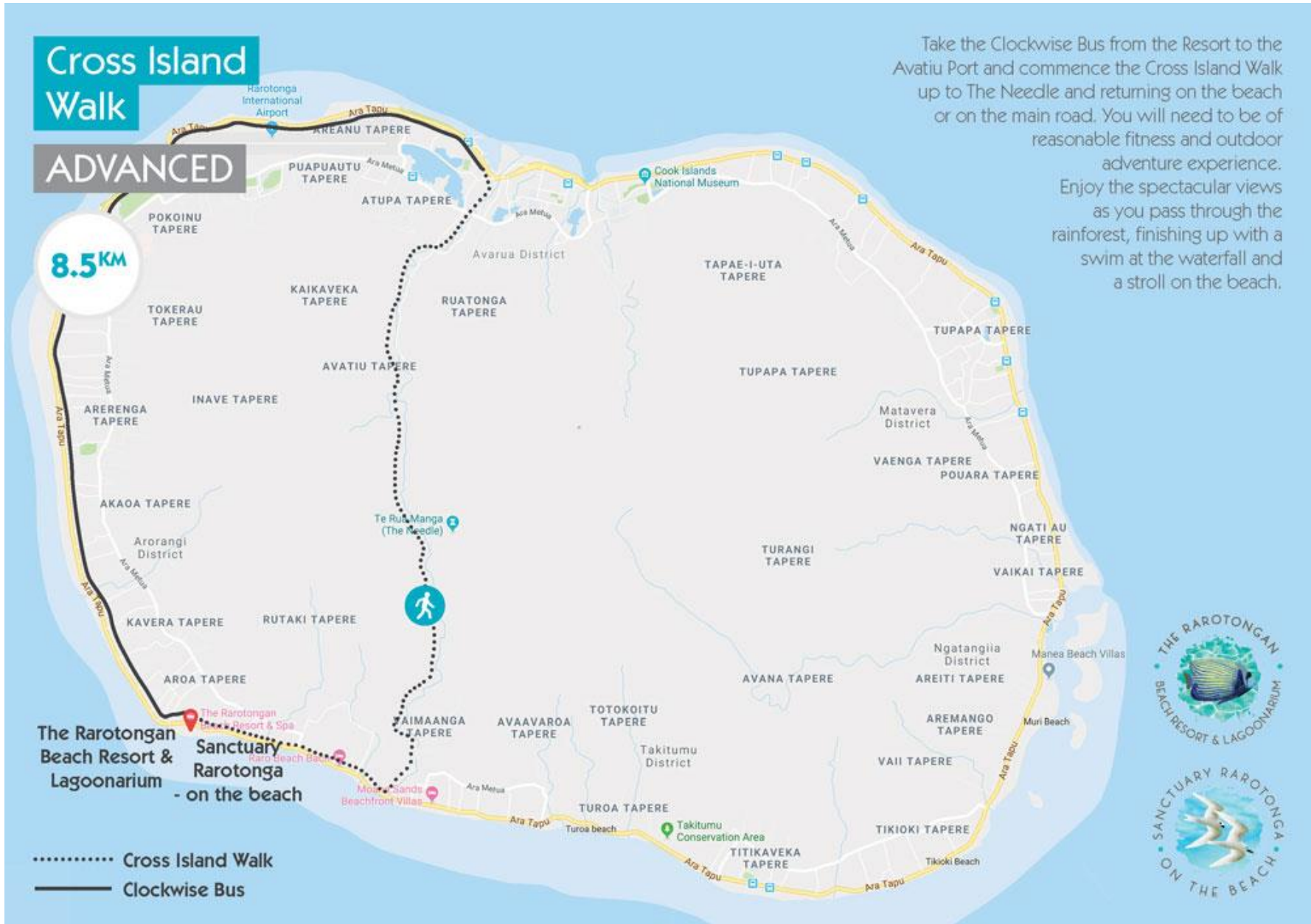




# Cross Island Walk

ADVANCED

8.5KM



Take the Clockwise Bus from the Resort to the Avatiu Port and commence the Cross Island Walk up to The Needle and returning on the beach or on the main road. You will need to be of reasonable fitness and outdoor adventure experience. Enjoy the spectacular views as you pass through the rainforest, finishing up with a swim at the waterfall and a stroll on the beach.

..... Cross Island Walk  
 — Clockwise Bus



The Rarotongan Beach Resort & Lagoonarium  
 Sanctuary Rarotonga - on the beach

RESORT COMPENDIUM

**Beachfront Restaurants, Cafes & Bars**

**Vaiana's**  
AREANU TAPERE

**Trader Jacks**  
ATUPA TAPERE

**Tamarind House Restaurant**  
TAPAE-I-UTA TAPERE

**Edgewater Resort**  
POKOINU TAPERE

**Manuia Beach Resort**  
TOKERAU TAPERE

**Waterline Restaurant**  
ARERENGA TAPERE

**Castaway Resort**  
AKAOA TAPERE

**Aro'a Beachside Inn**  
KAVERA TAPERE

**The Rarotongan Beach Resort & Lagoonarium**  
AROA TAPERE

**Sanctuary Rarotonga - on the beach**  
Raro Beach Beach

**Vaima Restaurant**  
VAIMAANGA TAPERE

**Moana Sands Beachfront Villas**  
MOANA SANDS BEACHFRONT VILLAS

**Takitumu Conservation Area**  
TAKITUMU DISTRICT

**Moana Sands Little Polynesian Resort**  
TIKIKI BEACH

**Charlies Beach Bar & Restaurant**  
TIKIKI BEACH

**Nautilus Resort**  
TIKIKI TAPERE

**Sails Restaurant**  
VAII TAPERE

**Muri Beach Club Pacific Resort**  
AREMANGO TAPERE

**Manea Beach Villas**  
AREITI TAPERE

**Ngatangiia District**  
NGATI AU TAPERE

**Matavera District**  
VAIKA TAPERE

**VAENGA TAPERE**  
POUARA TAPERE

**TUPAPA TAPERE**

**THE RAROTONGAN BEACH RESORT & LAGOONARIUM**

**SANCTUARY RAROTONGA ON THE BEACH**

Why not combine a little gentle exercise while enjoying as many of Rarotonga's beachfront restaurants, cafes and bars as possible during your stay with us. You can walk as far as you would like along the beach in either direction to discover some of these unique beachfront venues for breakfast, lunch, dinner or cocktails. You can always catch the bus back or call for a taxi. If you are looking to walk or jog along the beach, please check the tides and wear appropriate footwear. The beach is passable at high tide but you are likely to get your feet wet, especially after a downpour, if the streams are running high. Alternatively, it is an easy cycle ride on the main road to all of the beachfront venues on Rarotonga. If you plan to conserve your energy for beachfront indulgence, the circle island bus will drop you off and pick you up from each beachfront venue or alternatively you can call a taxi or hire a rental car or motor bike.....Enjoy!





Car Park

3 Bedroom Pool & Spa Villa Lime Blossom

Car Park

MAIN CIRCLE ISLAND ROAD to Muri

3 Bedroom Private Pool Villa Onemaru (400m)



FIT TRAIL starts here

to Avarua town

Guest Laundry & Ice Machine

500A Village Beachside Rooms & Two Bedroom Interconnecting Beachside Family Suites

Latitude 21-30 Function Room

Beach Soccer Pitch

The Rarotongan Lobby

Motorbike Park

Arataki Conference Room

Business Centre

Treasure Chest

Raro Style Gift Shop

Gift Shop

Sanctuary Rarotonga-on the beach

500B Village Beachside Rooms

Two Bedroom Beachside Suite

Beachside Gazebo

400 Village Beachside Rooms

Honeymoon Pool & Spa Bungalow

Two Bedroom Beachside Suite

Deluxe Beachside Suites

Guest Laundry & Ice Machine

Two Bedroom Family Suite

300B Village Beachfront Rooms & Two Bedroom Interconnecting Beachfront Family Suites

300A Village Beachfront Rooms

Beachfront Gazebo

Love Tree



200 Village

Deluxe Beachside Suites

100 Village

Activities Hut & Gym



Little Dolphins Water Park + Banana Beach Playland Creche

Deluxe Beachfront Suites

200 Village

Grand Beachfront Suites

Waterfalls Pool



AROA BEACH

Grand Beachfront Suites



Blue Lagoon Marquee

Lagoon Verandah

AROA LAGOON MARINE SANCTUARY

Please turn over for Snorkelling Map of Aroa Lagoon Marine Sanctuary





3 Bedroom Pool & Spa Villa Lime Blossom

to The Rarotongan Beach Resort & Lagoonarium

The Rarotongan Beach Resort & Lagoonarium Lobby

Motorbike Park

to Sanctuary Rarotonga-on the beach

to Avarua town

MAIN CIRCLE ISLAND ROAD

to Muri



Beach Volleyball Court

Tennis Court

Guest Laundry

Arataki Conference Room  
Business Centre



Sanctuary Lobby + Lobby Bar

Swim-Up Pool Bar  
Pool

Pergola

Ice Machine  
Honeymoon Spa Suite

700C Village Beachside Suites



Pergola



700B Village Beachfront Suites

600 Village Beachfront Suites

700A Village Beachfront Suites

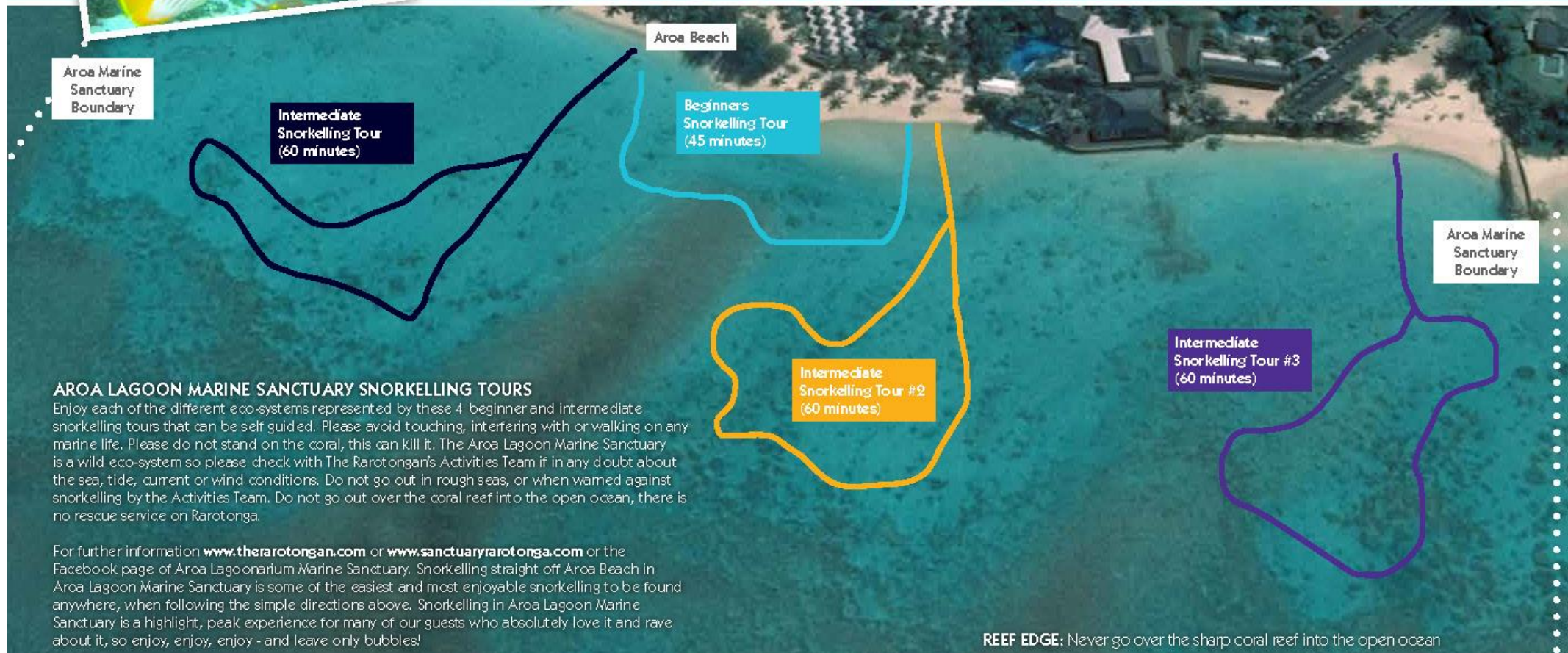


AROA BEACH

Please turn over for Snorkelling Map of Aroa Lagoon Marine Sanctuary →



# AROA LAGOON MARINE SANCTUARY Snorkelling Map



Aroa Marine Sanctuary Boundary

Intermediate Snorkelling Tour (60 minutes)

Aroa Beach

Beginners Snorkelling Tour (45 minutes)

Intermediate Snorkelling Tour #2 (60 minutes)

Intermediate Snorkelling Tour #3 (60 minutes)

Aroa Marine Sanctuary Boundary

## AROA LAGOON MARINE SANCTUARY SNORKELLING TOURS

Enjoy each of the different eco-systems represented by these 4 beginner and intermediate snorkelling tours that can be self guided. Please avoid touching, interfering with or walking on any marine life. Please do not stand on the coral, this can kill it. The Aroa Lagoon Marine Sanctuary is a wild eco-system so please check with The Rarotonga's Activities Team if in any doubt about the sea, tide, current or wind conditions. Do not go out in rough seas, or when warned against snorkelling by the Activities Team. Do not go out over the coral reef into the open ocean, there is no rescue service on Rarotonga.

For further information [www.therarotongan.com](http://www.therarotongan.com) or [www.sanctuaryrarotonga.com](http://www.sanctuaryrarotonga.com) or the Facebook page of Aroa Lagoonarium Marine Sanctuary. Snorkelling straight off Aroa Beach in Aroa Lagoon Marine Sanctuary is some of the easiest and most enjoyable snorkelling to be found anywhere, when following the simple directions above. Snorkelling in Aroa Lagoon Marine Sanctuary is a highlight, peak experience for many of our guests who absolutely love it and rave about it, so enjoy, enjoy, enjoy - and leave only bubbles!

**REEF EDGE:** Never go over the sharp coral reef into the open ocean

## SAFETY TIPS FOR OUR GUESTS

- Always snorkel with someone else
- Always wear reef shoes or flippers
- Never touch marine life
- Wear eco-friendly bio-degradable sun protection even on cloudy days
- Daily guided tours from Activities Hut



RESORT COMPENDIUM

