



# COMPENDIUM

## adjacent sister resorts



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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 Front Desk 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 20,000, 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.

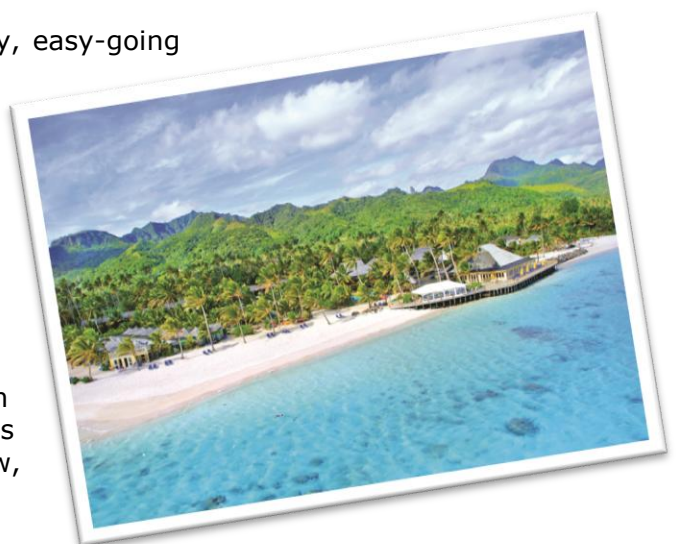
The diverse Rarotonga landscape offers travellers a wide diversity of activities – the mountains offer a cross-island trek and 4WD safari tour, a drive along the island's back roads with plantations alongside give a glimpse into the life of the local people, the Resorts' secluded Aroa Beach offers exceptional 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 160,000 visitors coming 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 109 rooms, suites, honeymoon bungalow and two 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 Lagoon 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 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 Lagoon 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 Lagoon 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 mouthwatering 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 an anniversary, special birthday, honeymoon, babymoon, wedding 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 personal wedding planner, function and conference facilities, gift shops, gym, fitness trail, games room, Captain Andy's Beach Bar & Grill, Blue Lagoon Marquee 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 excellent 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, the **all tide snorkelling in Aroa Lagoon Marine Sanctuary, a fish breeding area, is the very best on Rarotonga with an amazing variety of fish to see and meet**.



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, guest library, 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 8061, 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 Front Desk or our Duty Manager by dialling 0.

### 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>
<b>Virgin Australia</b>	Enquiries	<b>Ph: 22-888</b>



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<b>Jetstar</b> <b>E:</b> <a href="mailto:bookings@airraro.co.ck">bookings@airraro.co.ck</a>	Enquiries	<b>Ph:</b> 22-888
<b>Air Rarotonga</b> Rarotonga Airport <b>E:</b> <a href="mailto:bookings@airraro.co.ck">bookings@airraro.co.ck</a> <a href="http://www.airraro.com">www.airraro.com</a>	Reservations & Enquiries	<b>Ph:</b> 22-888
<b>Air Tahiti</b> <b>(represented by Air Rarotonga)</b> Rarotonga Airport <b>E:</b> <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 <b>E:</b> <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 <b>E:</b> <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 <b>E:</b> <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 Front Desk 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, particularly for flights to the United States, so please do check with Front Desk 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 verandah 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 **Kuriri Point BBQ & Beach Bar** 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 Front Desk, dial 0.

## **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. For 22 years all veterinary care on Rarotonga had been provided by an American charity, the Esther Honey Foundation, and whilst they did an incredible job, it's now time for Rarotonga to step up and be more involved in caring for its creatures, big and small. 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 also 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 general public:

### **Bergman 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 AVAIIKI 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)

### **Kay George Arts & Textiles**

Contemporary Pacific Art by Kay George and artists of the Cook Islands located behind Beluga on the Main Road in Arorangi.

**Ph:** 27-788

**Email:** [ikgeorge@oyster.net.ck](mailto:ikgeorge@oyster.net.ck)

## 2.8. ATM LOCATIONS

### **ANZ Bank ATMs**

ANZ Bank main brand Avarua offers all general banking facilities including foreign currency exchange. ANZ has six ATMs located around the island at ANZ main branch Avarua, Cooks Corner Bus Stop in Avarua, Foodland Supermarket in Avarua, Matex Trading in Arorangi, Wigmore's Superstore in Vaimaanga and Cook Islands Museum of Cultural Enterprise in Muri.

**Ph:** 21-750

**Bank of the South Pacific (BSP)** also has ATMs located around Rarotonga at main branch Avarua, Rarotonga International Airport, Oasis Service Station in Nikao (24-hour service station), TEM Store at Muri, Edgewater Resort & Spa, Wigmore's Superstore in Vaimaanga and Super Brown Store in Tupapa. BSP also has a portable ATM at the market on Saturday mornings.

**Ph:** 22-014

BSP Aitutaki also has an ATM, located in Arutanga.

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

BCI on Rarotonga has one ATM 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, the commercial centre of the Cook Islands 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 Monday to Friday 8am-4pm, Saturday 8am-12 noon. The main Punanga Nui Market is open Saturday 7.30am-11.30am.

## 2.10. BABY COTS/CRIBS + CAR SEAT HIRE

For a cot (crib) for your baby please contact The Rarotongan's Front Desk, dial 0.

**Travellers Tip! Cocotots** is a local baby equipment hire service. You can arrive at The Rarotongan and your infant's equipment requirements will be set up and ready to go. The wide range of equipment includes buggies ready to explore the beautiful bush and beaches or for a walk through town, baby backpacks, highchairs, and baby car seats. For those rainy days in, or while mum and dad are relaxing with a good book, Cocotots can provide toy baskets catering to different age groups. For a full range of available products or to make a booking contact Tamsyn Dearlove.

**Ph:** 56-968

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

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

## 2.11. BABYSITTING

To arrange babysitting please contact The Rarotongan's Front Desk, dial 0. 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\$15.00 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.

## **2.12. 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!** Because there are only limited cash point machines (ATMs) on Rarotonga, 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.

## **2.13. 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 8021 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.

**2.14. BATH TOWELS**

For additional bath towels please dial Housekeeping on 8023, or after-hours Front Desk on 0. Please take care with banana, 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.

**2.15. BEACH SOCCER**

Cook Islanders love soccer, as proven by the FIFA International Soccer School located on Rarotonga. If you want to get some friends together or feel like a game, contact our friendly Activities team at the Hut, dial 8061.

**2.16. 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 8061 for further enquires.

**2.17. 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 0.

**2.18. BICYCLES**

Bicycles are a great way to explore the island at your leisure – get fit and see the sights all in one go! Please contact the Tour Desk on 0 for where to hire.

**2.19. BLACK PEARLS**

There are several quality **black pearl boutiques** in Avarua town. Notable is the **Bergman 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 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.

**2.20. 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 The Rarotongan's Lobby:

The **clockwise** service:

- Monday to Saturday 7.30am-11.30pm
- Sunday 8.30am-12.30pm + 2.30pm-4.30pm (clockwise service only on Sundays)

The **anti-clockwise** service:

- Monday-Friday 8.50am-4.50pm
- Saturday 8.50am-12.50pm

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

- Monday to Thursday 6.30pm-11.30pm
- Friday 6.30pm-10.30pm + 12.30am-2.30am
- Saturday 6.30pm-11.30pm

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

- Adult fares, NZ\$5 one-way, NZ\$8 return
- Children to 11 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 Front Desk, 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.busaboutraro.com](http://www.busaboutraro.com)

**Email:** [info@busaboutraro.com](mailto:info@busaboutraro.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 Front Desk on extension 0.

For **general internet usage** please contact the Front Desk to enquire about The Rarotongan's Lobby Internet Booth or resort-wide Wi-Fi voucher plans and pricing.

#### **2.22. CHECK-IN TIME**

**Check-in time is 3pm.** When you check-in, please ensure that all your **departure details** have been confirmed with the Front Desk. Depending on room availability, it may be possible for you to enjoy an Early Check-in.

Early Check-in applies from 6am or any time thereafter until 2pm. This service is subject to availability and requires advance booking, however you are welcome to enquire at Front Desk upon arrival should a last-minute opening have arisen.

**If your flight arrives during the small hours** you are best to reserve your room from the previous day (called Pre-registration) to ensure it is ready and comfortable for your arrival so you can begin relaxing from day one of your vacation. 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.

#### **2.23. CHECK-OUT TIME**

**Check out time is 10am.** We appreciate your courtesy and co-operation in observing the check-out time so that we may prepare the room for our next guests. 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.

Rarotonga is one day behind Australia and New Zealand. Therefore, when travelling 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.

To arrange late check-out or other special requirements please contact Front Desk by dialling 0. Please ensure your guestroom key or card is handed in at Front Desk at time of check-out and all payments outstanding are paid in full to ensure a smooth departure.

#### **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 a number of 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 island fruits and light refreshments in the nearby meeting hall with the congregation. For further information please contact the Front Desk, dial 0.

#### **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 Verandah 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 300/400 Village walkway to the upper levels and similarly between the 500A and 500B Villages. In the Sanctuary, the washing machine and dryer are beside the Beachside Suites at Village 700C.

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 Front Desk for NZ\$8 each. One token will do a load of washing or drying. A washing powder sachet is NZ\$1. A standard drying/washing cycle takes approximately 45 minutes. Please retrieve your laundry shortly after completion of the washing or drying cycle as a courtesy to others.

Please contact Front Desk by dialling 0 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 8023, or after hours contact Front Desk, dial 0. 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. All feedback is read to the Management team daily and we use this information to improve our guest's experience. Any specific compliments for specific staff members are noted on our staff employment files.

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

New Zealand, 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)

### **DIPLOMATIC REPRESENTATIVES & HONORARY CONSULATES**

New Zealand	High Commissioner E: <a href="mailto:nzhcraro@oyster.net.ck">nzhcraro@oyster.net.ck</a>	Ph: 22-201
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Germany	German Consulate in Rarotonga, Parekura Pl, Avarua	<b>Ph:</b> 24-567
France	Honorary Consul <b>E:</b> <a href="mailto:avaiki@mac.com">avaiki@mac.com</a>	<b>P:</b> 28-242
Cook Islands	Ministry of Foreign Affairs & Immigration	<b>Ph:</b> 29-347

### **2.32. 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)

### **2.33. CREDIT CARDS**

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

### **2.34. CURRENCY EXCHANGE**

International currency exchange services are available at the Front Desk, dial 0. 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.

### **2.35. 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 guests who 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 Front Desk for further information.

### **2.36. DÉCOR & AESTHETIC**

As Rarotonga's most Rarotongan resort, **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 heliconias.

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 Verandah 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.

### **2.37. DENTISTS**

If you require dental attention, our Front Desk staff can provide assistance 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)

### **2.38. DEPARTURE TAX**

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

### **2.39. 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 8021.

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** 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.



A truly romantic **Private Candlelit Dinner** served by your personal waiter in our beach or garden gazebos is a “must do bucket list” experience. Your personal menu selection and reservation can be made at the Restaurant on 8021 or Front Desk, dial 0.

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**

A 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 served for your enjoyment from 7am-10am daily. You can also select a la carte cooked breakfast options from the Breakfast Menu.

### **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 8021 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 8021 from the menu provided in your room.

### **Takeaway Service**

For your added convenience and enjoyment **Takeaway Service** is available daily from 11am-9pm. To order Takeaway Service please dial 8021 from the menu provided in your room and collect your order from Captain Andy’s Beach Bar & Grill at The Rarotongan.

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

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

The Resort does not have internationally-certified disabled rooms; however, our 100 and 200 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.

## **2.41. 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.

Please call our Tour Desk on 0 to book, or contact the dive operators directly:

**Adventure Cook Islands** - just north between The Rarotongan and Rarotonga Backpackers.

**Ph:** 22-212

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

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

**Dive Centre** - just north of The Rarotongan Beach Resort & Lagoonarium.

**Ph:** 20-238

**E-mail:** [info@thedivecentre-rarotonga.com](mailto:info@thedivecentre-rarotonga.com)

**Website:** [www.thedivecentre-rarotonga.com](http://www.thedivecentre-rarotonga.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)

## **2.42. DOGS & CATS**

The volunteers of the Cook Islands Society for the Protection of Animals and the Are Manu Society do a fantastic job of providing care for animals on the island. 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 for re-homing. Please contact the Front Desk if you see a stray dog or cat on Resort property.

## **2.43. DOCTORS**

If you require medical attention, our Front Desk staff can help with information or transportation arrangements; please dial 0. There are a number of qualified private doctors' resident on Rarotonga whom you can contact directly on the following numbers. For after-hours emergencies you may be best to head to the hospital. Please note that all visitors have to 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 arranged for travel insurance before they travel.

**Dr. Teariki Noovao**

**Ph:** 20-835 (Nikao) or 55-814

**Tupapa Community Clinic** – Hours from 8am – 6pm Mon-Fri, 8am – 11am Sat

**Ph:** 20-066

**Dr Tereapii Uka** - Monday to Friday 8am-6pm, Saturday 8am-11am

**Ph:** 23-680

**Dr. Losacker Wolfgang**

**Ph:** 23-306

**Rarotonga Hospital** is open 24 hours, with a doctor on duty at all times in case of emergencies. There is a charge for consultations.

**Ph:** 22-664

**Website:** [www.health.gov.ck](http://www.health.gov.ck)

**2.44. 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 Beach Bar or Restaurants after 6pm. For your safety, we recommend that footwear be always 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.

**2.45. 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.

**2.46. 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 Front Desk with a NZ\$20 bond.

**2.47. EMERGENCY SERVICES**

**In the event of an emergency** dial 0 for the Front Desk 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**2.48. 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 Front Desk, dial 0.

**2.49. FIRE SAFETY PROCEDURES**

Each of our Resort guestrooms is fitted with a heat and smoke detector. In the event of a fire, please dial 0 from any phone and report the location of the fire to the Front Desk.

**2.50. FIRST AID**

To arrange first aid for minor cuts and scrapes, please contact the Duty Manager, Security Department or Front Desk by dialling 0. In more serious cases medical assistance should be sought. Panadol, insect repellent and basic first aid items may be purchased at the Raro Style Gift Shop and Treasure Chest for your convenience.

**Ph:** 22-664**Website:** <http://www.health.gov.ck/hospital/rarotonga-hospital-reception-department/>**2.51. 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 8061 for further details.

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

- 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 there has been a noticeable increase in the giant trevally population for example; and
- In terms of being disruptive to the natural population order, that the Rarotonga lagoon is severely over-fished and excess populations within the marine sanctuary tend to move to other parts of the 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 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 provides an opportunity for people, particularly children, to be personally engaged with the natural wild life in the marine sanctuary which will hopefully assist in generating more consciousness about the importance of human stewardship of the natural world; and

- The Rarotongan played the leadership role in generating and fostering community support for the marine sanctuary with visitors and locals alike enjoying personal contact with the fish.

## 2.52. **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 have the opportunity to 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 Tour Desk on 8070 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 Executive Chef for more information.

Rarotonga has a **Game Fishing Club** located in KiiKii which 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

## 2.53. **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.

## 2.54. **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 and are also ideal for a romantic **Private Candlelit Dinner**. 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.

To book one of the Gazebos for your romantic Private Candlelit Dinner, please contact the Wedding & Events Planner on 0 or the Restaurant Manager on 8021.

## 2.55. **GIFT SHOPS**

The Raro Style Gift Shop and Treasure Chest Gift Shop are open 7 days a week and stock some of life's little essentials such as toiletries, pharmaceuticals, confectionary, stamps, books

and magazines. The shops also offer a selection of gifts and souvenirs, including jewellery, resort wear, swimwear, polo & T-shirts, kids wear, Cook Islands handicrafts, books, postcards and speciality spa products such as Pure Fiji.

## **2.56.            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.

## **2.57.            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 also 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?

**Coco Putt** is a short walk away. It's an 18-hole mini-golf course and is fabulous fun for couples looking to add a little bit of excitement to the R&R program, as well as families.

Coco Putt is open 7 days a week from 10am till late. Games start at NZ\$10 per person and if you get the munchies while playing, don't worry, the Ale House located at Coco Putt has refreshing beverages and a selection of snacks to keep your energy levels up.

**Ph:** 27-181

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

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

**Aumata Mini Golf** is the other mini golf course can also be found in Arorangi. This also has 18 holes and features two ponds, two waterfalls and stepping stones. There is also a collection of sea creatures including sharks, fish and an octopus that were designed by Aumata himself. The area is surrounded by palm trees and the attractive landscaping was done by the family. They offer delicious meals and refreshments. Open 10am-9pm Monday to Saturday and from midday Sunday.

**Ph:** 27-441

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

## **2.58.            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 be worn at all times, 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.

### **2.59. GYM FACILITIES AROUND RAROTONGA**

#### **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:** 21-254

**Website:** [www.facebook.com/TopshapeHealthandFitness/?rf=194091731087996](https://www.facebook.com/TopshapeHealthandFitness/?rf=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:** 57-501

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

### **2.60. 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.



### 2.61. **HAPPY HOUR**

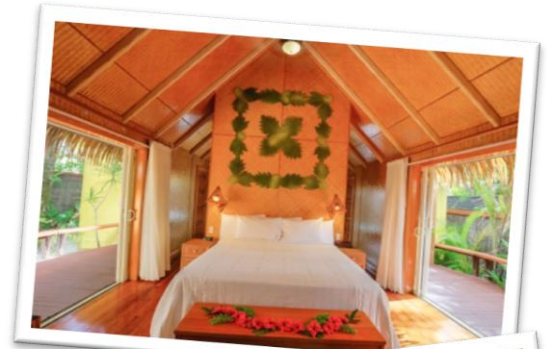
Enjoy our mouth-watering cocktails during **Cocktail Happy Hour** at Captain Andy's Beach Bar & Grill or Sanctuary Bar, daily from 5-6pm.

### 2.62. **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 verandah 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 verandah, and the broad encircling deck means that sun-lovers can follow the sun all day in complete privacy.



### 2.63. **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 0 for Front Desk.

### 2.64. **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. If you would like to request a specific room service time, please contact Front Desk, and our team will do our best to accommodate you. For assistance, please dial 0.



### 2.65. **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 0.

### 2.66. **HOUSEKEEPING SERVICE ON SUNDAYS AND PUBLIC HOLIDAYS**

In order 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 0 to arrange.

## **2.67. HOUSEKEEPING SERVICING OF ROOMS TIME**

If you would like your room serviced at a specific time, this can be organised via Reception by dialing 0. Our room attendants will not enter a room with a Do Not Disturb on it.

## **2.68. ICE**

Your in-room ice bucket can be filled from the ice machines located in each Guest Laundry in the 300/400 village area and up the ramp in the 500 Village area of The Rarotongan, and in the Sanctuary on the entrance way ramp leading to the 700 village (beside the swimming pool).

## **2.69. 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 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 8023 9am-5pm, or dial 0 for the Front Desk 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 tidbits 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.

## **2.70. 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. 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 Front Desk, dial 0.



**2.71. INTERNET FACILITIES – Wi-Fi****Wi-Fi Wireless Internet**

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 are purchased from the Front Desk and can be charged to your room. Pricing plans are as follows:

450MB - NZ\$10

1500MB - NZ\$30

3000MB - NZ\$50

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.

**Internet Booth**

An Internet Booth is in The Rarotongan's Lobby.

Please note that Rarotonga is a very small island with a very small population in a very large ocean a long way from any metropolitan country and has only one telecommunications provider. We endeavour to provide the very best internet access at the most competitive prices available in the Cook Islands.

**2.72. 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 300/400 village area and up the ramp in the 500 Village area of The Rarotongan; and in the laundry area in the 700 village in the Sanctuary.

**2.73. 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.

**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.

**2.74. 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 these three well-known local designers who have their own stores:

**TAV**

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

### 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

### Turtles

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

**Ph:** 27-122

### 2.75. 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!"**

### 2.76. KAYAKING and STAND-UP PADDLEBOARDING

Kayaking and stand-up paddle-boarding are safe and enjoyable pastimes within **Aroa Lagoon 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 Lagoon 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 life guards on duty at Aroa Lagoon Marine Sanctuary or anywhere on Rarotonga. Therefore, we recommend the following water safety guidelines;

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

The passages from the lagoon to the open ocean can be very dangerous. The nearest passage, to The Rarotongan and Sanctuary is Rutaki Passage and is over a 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 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.**

## **2.77.        KEYS**

The Rarotongan 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 Front Desk 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 Front Desk, dial 0.

## **2.78.        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 Front Desk, dial 0.

## **2.79.        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-ons, 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 Maori 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 0 for the Front Desk.

Children staying in-house at The Rarotongan can use the Moko Kids Club and Teen Zone free of charge. A fee of NZ\$45 per child, per session, applies for the Banana Beach Playland for children aged 3 and under left in the care of our crèche team.

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 Banana Beach Playland, 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.

### **2.80. KIDS CRÈCHE – Banana Beach Playland**

**Banana Beach Playland** offers babies and toddlers aged to 3 years fun activities in a safe enclosed environment. Bookings are essential and must be made 24 hours in advance. Sessions are **Monday-Saturday 9am-12noon, 2pm-5pm and 7pm-9pm**. The Banana Beach Playland crèche provides babies and toddlers with a fantastic range of toys, baby cots and more. Let your little one be taken care of by our friendly crèche staff who will ensure your baby is kept happy with activities and naps all in a safe, caring environment. NZ\$45 per child, per session. Dial 0 for the Front Desk.

### **2.81. KID-FRIENDLY ACTIVITIES ON RAROTONGA**

Rarotonga is one of the best places in the world to take kids on holiday because there are so many 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 Tour Desk on 0 can organise kid-friendly activities on and around the island; most include pick-up from The Rarotongan's Lobby:

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



### **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 0 for Front Desk.

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

The **Little Dolphins Mini Waterpark** is located beside the **Banana Beach Playland** crèche and 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 Banana Beach Playland, Moko Kids Club or Teen Zone.



The mini waterpark is closed during the cooler months of July, August and September.

### 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 things 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 **anti-histamine 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 contact Cocotots to hire one [www.cocotots.com](http://www.cocotots.com)

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. Or make up your own **Rarotongan Activity Kit!** The Raro Style Gift Shop and Treasure Chest Gift Shop, both on-site at The Rarotongan, offer many exciting options to keep your children happy and entertained, including a selection of Rarotonga-style pens, board games, postcards, books, bouncy balls, colouring books, cards, torches, puzzles and rubber ocean animals. Let your children select their own activity pack; great for bus rides, a rainy day or just for a quiet sit down.

**2.85. KIDS-TEEN ZONE**

Located beside the 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 8061.

**2.86. LANGUAGE**

In the Cook Islands we speak Cook Island 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 thrilled 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		

**2.87. LAUNDROMAT**

Guest Laundry services are located as follows: up the ramp in the 300/400 village area and up the ramp in the 500 Village area of The Rarotongan; and in the laundry area of the Sanctuary's 700 village. Washing, drying and ironing facilities are provided.

The washing machines and dryers are token-operated. Tokens cost NZ\$8 each and laundry powder is NZ\$1 per sachet, both from Front Desk. 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 and freight to 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.

**2.88. 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 Front Desk by 10am, dial 0 to have it picked up. Your laundry will be returned by 5pm.

**2.89. LIBRARY**

There are new books for sale as well as a used-book exchange programme located in the Raro Style Gift Shop, and a guest library located in the Games Lounge at The Rarotongan. 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. Call into the Gift Shop or dial 8044.

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:** <http://cook-islands-library-museum.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.

## **2.90. LOST PROPERTY**

The Resort has a lost property log. For assistance with lost or found items, dial 0.

## **2.91. LUGGAGE**

To have your luggage collected or stored please dial Front Desk on 0. 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 manned 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.

## **2.92. MAIL**

Outgoing mail is posted daily, Monday to Friday. Please drop your mail at the Front Desk 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, Treasure Chest Gift Shop or the Front Desk.

## **2.93. MAINTENANCE**

If any maintenance is required to your room, please complete the **Maintenance Request Form** and hand in to Front Desk or dial 0 for the Front Desk.

## **2.94. 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 (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.



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 Lagoon 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 Lagoon 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 8061.

## 2.95. **MARKET**

**Saturday** is market day at the **Punanga Nui Market** (beside Rarotonga Wharf, Avarua) open approx. 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)

## 2.96. **MESSAGES**

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

The Rarotongan Beach Resort & Lagoonarium  
Aroa Beach & Lagoon Marine Sanctuary  
PO Box 103 I Rarotonga I Cook Islands I South Pacific  
Web: [www.TheRarotongan.com](http://www.TheRarotongan.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
Toll Free Phone Numbers:-	
New Zealand Toll Free Phone	0800-727-686
Australia Toll Free Phone	1800 272 768
US + Canada Toll Free Phone	(883) 801 3162
UK Toll Free Phone	0800 710 1505

### **Facebook:**

The Rarotongan:

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

Sanctuary Rarotonga:

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

**Email:** The Rarotongan: [info@rarotongan.co.ck](mailto:info@rarotongan.co.ck) or [info@therarotongan.com](mailto:info@therarotongan.com)  
Sanctuary Rarotonga: [info@sanctuaryrarotonga.com](mailto:info@sanctuaryrarotonga.com)

**Website:** The Rarotongan: [www.therarotongan.com](http://www.therarotongan.com)  
Sanctuary Rarotonga: [www.sanctuaryrarotonga.com](http://www.sanctuaryrarotonga.com)

## 2.97. **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**. Dial 0 for the Front Desk.



## **2.98. MOSQUITOES/MALARIA/DENGUE FEVER**

There is **no malaria** anywhere in the Cook Islands.

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 Rarotongan's 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 similar to those of other diseases such as influenza. It is caused by a virus carried by a particular (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.

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.

## **2.99. NIGHT SNORKELLING TOURS**

Explore the marine life of Aroa Lagoon 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 0 for Tour Desk or 8061 for Activities Hut.

**2.100.      NITELIFE TOURS****REHAB PARTY BUS**

Raro Pub Crawl aka Rehab's 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/)

**2.101.      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, Banana Beach Playland, Moko Kids Club, Banana Beach Playland, Little Dolphins Waterpark, Teen Zone, Gym, Games Lounge, Guest Library, Business Centre, Internet Booths, Wi-Fi, Gift Shops and any other things you want to know.

There is a separate **Orientation Tour** for guests of **Sanctuary Rarotonga**, daily at 11am from Sanctuary Front Desk. Sanctuary guests are able to 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 Front Desk 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've always been a little bit curious to peek inside some of the other room, suite, bungalow and villa categories at The Rarotongan.

**2.102. PARKING**

Free parking is available for guests in the Resort car park directly across the Main Circle 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.

**2.103. PHARMACIES**

There is a range of basic pharmacy items in the Raro Style Gift Shop 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), PHAB Pharmacy Health & Beauty (next to the 24-hour Oasis petrol station) and Cook Islands Pharmacy (behind the Empire Theatre), 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)**

**Open:** Monday to Friday 8.30am-4.30pm, Saturday 8.30am-1pm.  
**Ph:** 29-292

**PHAB Pharmacy Health & Beauty (Nikao)**

**Open:** Monday to Friday 9.30am-8.30pm, Saturday 9.30am-4pm, Sunday 10am-2pm.  
 Located next to the Oasis 24hr petrol station, Nikao (just outside Avarua).  
**Ph:** 24-072

**Cook Islands Pharmacy (Avarua & Muri)**

**Avarua:** Open: Monday to Friday, 8am-4pm, Saturday, 8.30am-12noon.  
**Ph:** 27-577 (Avarua)  
**Muri:** Open: Mon-Fri 10.30am-5pm, Saturday 10.30am-2pm, Sunday 1pm -5pm.  
**Ph:** 27-587 (Muri)

**2.104. 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 at the Raro Style Gift Shop, Treasure Chest Gift Shop and Front Desk.

**2.105. PRINTING SERVICES**

Printing can be organized at the Front Desk 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 Front Desk please dial 0.

**2.106. 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 Blue Lagoon Marquee, Sanctuary Marquee, 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 0 for the Front Desk, 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 8056 or [weddings@therarotongan.com](mailto:weddings@therarotongan.com)

#### **2.107. PUBLIC HOLIDAY SURCHARGE**

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

#### **2.108. 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 up 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. Dial 8070, Tour Desk.

Being exciting, informative, fun and funny has made it Rarotonga's most popular tour, an absolute must-do, don't miss it!

Ph: **73-444**

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

#### **2.109. REAL ESTATE INVESTMENT**

If you would enjoy your own piece of paradise, please enquire at the Front Desk 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. Ph: Front Desk on 0.

#### **2.110. RECEPTION / FRONT DESK**

For your convenience we provide a **24-hour Reception** service, dial 0. For any assistance or information, you require during your stay, please contact our team at Front Desk. We are pleased to help in any way we can. If you require further assistance, please ask at the Front Desk for the **Duty Manager** or **Resort Manager**.

#### **2.111. 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 remember at all times never to touch living coral, and to respect the **Aroa Lagoon 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** on the back of the Resort Map found at Front Desk is very helpful. For further information dial 8061 for the Activities Hut.

### **2.112. 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, motorcycles and fully automatic scooters, please ask at the Tour Desk, dial 0.

#### **CAR HIRE**

In order to rent a car, guests must be 21 years or older and hold a full car driver licence from their own country.

#### **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, 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. Visitors (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, 8am-4pm, and Saturday 8am-1pm.

**Ph:** 22 499

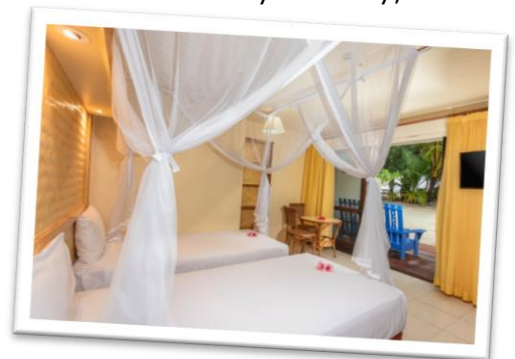
The Resort has a signposted **Motorcycle Parking Area** for motorbikes, scooters and bicycles, located between The Rarotongan and Sanctuary resorts, and a **Car Park** across the Main Circle Road from The Rarotongan. Do not drive or park on or around Resort grounds or next to your room, or park in the driveway in front of the Lobby.

**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.

**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 often with serious injuries. But 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 (bring your own or contact Cocotots). Dial our Front Desk 0.

### **2.113. 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 Front Desk team members for a site inspection of our room categories (subject to room availability). For further information please dial 0 for Front Desk.

#### **2.114. 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 8021 for The Rarotongan, and 8050 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.

For romantic couples a **Private Candlelit Dinner** with personal waiter in our beach or garden gazebos is a "must do bucket list" experience. Your personal menu selection and reservation can be made at the Restaurant on 8021 or Front Desk on 0.

**Sanctuary Rarotonga** offers dining options for adult guests of The Rarotongan over the age of 16 years at the **Bluewater Grill & Bar**, 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 Bar & Grill.

A **Daily Tropical Breakfast Buffet** (Continental Breakfast) of a variety of fresh seasonal island fruits, fresh fruit salad, homemade yoghurt, ham, cheese, cereals, fresh-baked muffins, breads, Danish pastries, croissants, toast, spreads, tropical juices, milk, Milo, tea & coffee is served for your enjoyment from 7am-10am daily. For special dietary needs (gluten free, dairy free, allergies) please advise the Restaurant Manager. For cooked dishes, you are welcome to select from the a la carte Breakfast Menu for a small additional cost.

#### **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 8020 for the Restaurant & Bar Manager or 0 for our Events Planner.

#### **Special Dietary Requirements**

If you have special dietary needs (gluten free, dairy free, vegan, vegetarian, allergies) contact the Restaurant Manager, 8021, Executive Chef, 8046, or Duty Manager on 0.

#### **Room Service**

For your convenience and enjoyment **Room Service** is available from 11am-9pm daily. A charge of NZ\$9 per room delivery applies. You can order Room Service by calling 8021.



### Takeaway Service

For your added convenience and enjoyment **Takeaway Service** is available daily from 11am-9pm. To order Takeaway Service please dial 8021 from the menu provided in your room and collect your order from Captain Andy's Beach Bar & Grill at The Rarotongan.

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

### 2.115. 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 small family groups. At The Rarotongan the Beachside Rooms and Beachfront Rooms can be **interconnected**, with 2 or more in a row. 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, accepts up to 6 adults or 4 adults + 6 children/teens)
- **Two-Bedroom Beachfront Interconnecting Family Suite** (accepts up to 2 adults + 4 children/teens, or 6 adults)
- **Two-Bedroom Beachside Interconnecting Family Suite** (accepts up to 2 adults + 4 children/teens, or 6 adults)
- **Two-Bedroom Beachside Suite** (self-contained, accepts up to 4 adults or 2 adults + 4 children/teens)
- **Honeymoon Pool & Spa Bungalow** (accepts up to 2 adults + 2 children/teens)
- **Grand Beachfront Suite** (self-contained, accepts up to 3 adults or 2 adults + 4 children)
- **Deluxe Beachfront Suite** (accepts up to 3 adults or 2 adults + 2 children/teens)
- **Deluxe Beachside Suite** (accepts up to 3 adults or 2 adults + 2 children/teens)
- **Beachfront Room** (accepts up to 3 adults or 2 adults + 2 children/teens); can be interconnected with 2 or more in a row
- **Two-Bedroom Family Suite** (kitchenette, accepts up to 3 adults or 2 adults + 2 children)
- **Beachside Room** (accepts up to 3 adults or 2 adults + 2 children/teens); can be interconnected with 2 or more in a row.



**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 all also offer a spa bath and an open-air shower. The Two-Bedroom Beachside Suite has the second bedroom, a spa bath 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 this room type 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** (accept up to **three** adults)
- **Beachside Suites** (accept up to **three** adults); includes one pair of interconnecting Beachside Suites; request at time of booking
- **Honeymoon Spa Suite** (accepts up to **three** adults)



**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 0 for the Front Desk or our friendly Reservations team for further information.

#### **2.116. 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 Front Desk, dial 0, for assistance.

#### **2.117. 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 Front Desk on 0 for further assistance.

#### **2.118. 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, and drop-off your room key at Front Desk when leaving the Resort. 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 Front Desk and ask for the Duty Manager, dial 0.

#### **2.119. SHOPPING**

Need sun screen, sunburn cream, Pure Fiji products, soft drinks, snacks and more? **The Rarotongan Beach Resort & Lagoonarium** has two handy **gift shops** - Raro Style and

Treasure Chest Gift Shops - offering those small but important necessities of life, plus Cook Islands souvenirs, key rings, magnets T-shirts, children's clothing, sundresses, swimwear, postcards, locally-made soaps & lotions, hand-made crafts, wood carvings and wines. Great for a uniquely Rarotongan gift to surprise family or friends back home.

There are two main **supermarkets** and several mini-marts on Rarotonga. The majority of food is imported from New Zealand (by ship or airfreight) and is often more expensive than would be typical in New Zealand. The range is not as large as in New Zealand or Australia but has all the basic varieties. There is however a good variety of local fresh fruit, vegetables, fish and eggs. For fresh local produce visit the busy **Punanga Nui Market** on a Saturday morning. Locally-grown produce sold direct from the grower is often cheaper than what you would find in the supermarkets.

The main shops in Avarua town are generally open 8am-4pm, Monday to Friday, and 8am-12 noon Saturday. CITC Supermarket is open 8am-6pm Monday to Friday and 8am-4pm on Saturday. Wigmore's Superstore in Vaimaanga is open 24hours. The smaller village convenience stores tend to be open longer hours including Sundays before and after church (i.e. the village shops are generally closed between 10am-12 noon on Sundays) but have a more limited range and generally higher prices. There are three petrol stations / grocery stores that are open 24 hours a day;

- Wigmore's Superstore, Vaimaanga
- Oasis Energy Centre, Nikao and Matavera
- Super Brown, Tupapa & Nikao

Other outlets are closed on Sundays for religious observance, or operate on restricted hours; however, the Treasure Chest and Raro Style Gift Shops at The Rarotongan are open throughout the weekend.

## **2.120. 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.

Guests of **Sanctuary Rarotonga** must be 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 are able to **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 Front Desk on 0.

## **2.121. 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.

## 2.122. 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. The Raro Style Gift Shop stocks a range of packaged snacks and drinks, open 9am-5pm Sunday to Friday and 2pm-5pm Saturday. A range of snacks are also available after hours from the Front Desk.

## 2.123. 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 Lagoon 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. If you've never snorkelled before, you'll be amazed at how easy and rewarding it is. Aroa Lagoon offers Rarotonga's best snorkelling because it is a fish breeding area and a **traditional marine sanctuary** (a ra'ui). In Aroa Lagoon you can **swim or snorkel at any tide**, not so in most parts of the island. Resort guests get free 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 on the flipside of the Resort Map to plan your self-guided snorkelling adventure. Dial 8061 for Activities Hut.



**Night Snorkelling Tour.** Explore Aroa Lagoon 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, dial 8061, Activities Hut, or 0 for Front Desk.

### **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 Gift Shops 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 up 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. Hundreds of visitors enjoy Rarotonga's lagoons every day without any incident, but you don't want to be the exception.



Please note that the **Aroa Lagoon 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 Lagoon Marine Sanctuary!**

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

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

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

#### 2.124. 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;
- The **Grand Beachfront Suites (self-contained), Deluxe Beachfront Suites and Deluxe Beachside Suites** features a spa bath and Polynesian-style outdoor shower; and
- **Two-Bedroom Beachside Suite** features a spa bath

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 0 for Front Desk.

#### 2.125. SPAPOLYNESIA

Pamper yourself with a divine, Polynesian-inspired spa treatment at SpaPolynesia. **SpaPolynesia@TheRarotongan** is available to all guests of both resorts and **SpaPolynesia@Sanctuary** is available to guests aged 16+years.



Pamper yourself and truly unwind and relax with a heavenly treatment at **SpaPolynesia@TheRarotongan**. Using premium brands such as Rito Cook Islands, Te Tika Bio-active and Pure Fiji, you can indulge in a range of spa treatments like back and full body massages, body scrubs & wraps, facials, manicures, pedicures and waxing. **Open Sunday to Friday 9am-5pm.**

**SpaPolynesia@Sanctuary's** experienced therapists proudly use a beautiful range of products specially developed in the islands using our tropical plants to truly immerse you in Paradise.

**SpaPolynesia@Sanctuary** is located within Sanctuary Rarotonga, our adults-only sister resort for guests aged 16+. The spa offers a range of massages, **traditional Cook Islands massage**, reflexology and **couples' massages**. Massages for women are conducted by a female therapist, and massages for men are conducted by a male therapist. **Open Monday to Friday 11am-4pm.**

See Front Desk to view the **Spa Menu** or to book either SpaPolynesia.

*SpaPolynesia is copyright to Sanctuary Rarotonga-on the beach and The Rarotongan Beach Resort & Lagoonarium.*

#### 2.126. SWIMMING

Between the Activities Hut and the beach at **The Rarotongan Beach Resort & Lagoonarium** 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 cool drink from Captain Andy's Bar.

Opposite the Activities Hut at The Rarotongan is a dedicated pool for the teaching of snorkelling and diving.



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 Lagoon 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 Lagoon Marine Sanctuary which has been set aside for protection 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.

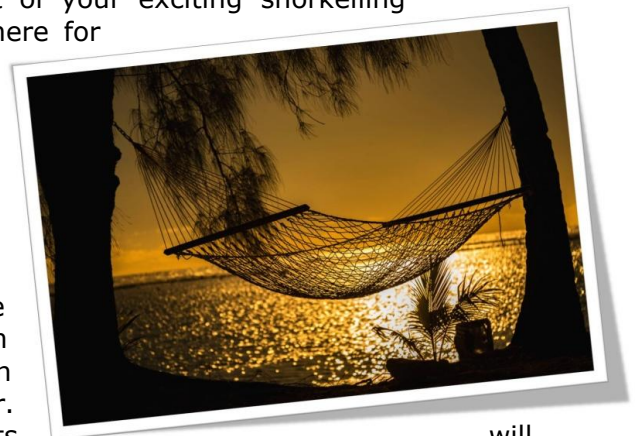
Please note that the **Aroa Lagoon Marine Sanctuary** is a strict **NO TOUCH ZONE**, and **fishing is strictly forbidden**. The **Golden Rule of the Marine Sanctuary Ra'ui is DO NOT TOUCH**, disturb, remove or kill any marine life, which includes reef fish, octopus, clams, corals, shells, shellfish, 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 Lagoon Marine Sanctuary!**

## **2.127. 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 colour. 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 your Facebook page.



***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.

**2.128. 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 in the reef which surfers use; otherwise the surf breaks on the reef.

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.

**2.129. 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. A delightful tour into this area gets you in amongst lush tropical forest, including 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 guides swear by their homemade recipe of half Dettol antiseptic solution, half coconut oil). To book a guided tour, dial the Tour Desk on 8070.

**2.130. 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.

**2.131. TAXIS**

Taxis are available 24 hours. Our Front Desk staff will gladly assist you to book your taxi and can also advise you of likely charges and waiting times. Please dial 0. Local taxi services around the island include:

1AAA Taxis	<b>Ph:</b> 28-862 / 73-549
Price Taxi Service	<b>Ph:</b> 50-908
AJ Taxi Service	<b>Ph:</b> 52-800
TNHT	<b>Ph:</b> 51-522
Mama Ru's	<b>Ph:</b> 72-192
Pecel Taxis	<b>Ph:</b> 72-888 / 75/874

***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.

**2.132. 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 8061 for Activities team.

### **2.133. 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 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, Bluesky 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 Cook Islands Telephone Directory, call an operator or dial 0 for the Front Desk.

**Travellers Tip!** Telecommunications charges in the Cook Islands are much higher than you would be used to at home due to our remote location, small size and because there is only one telephone company allowed to operate here. Special "capped call" rates as advertised on local television for local consumers do not apply to Resort telephones. For further information on call charges, please dial 0 for Front Desk.

### **2.134. TELEVISION**

The Resort offers multiple TV channels including CNN, BBC, ESPN, Discovery, Discovery Kids, Nickelodeon, Disney, Cook Islands Television, as well as live coverage of many international sport events, particularly those popular in New Zealand and Australia such as rugby, rugby league, netball, soccer, etc. 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's also a big screen satellite TV/DVD in the poolside Games Room. 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 Games Lounge screens a wider range of major sports events live that are not on Cook Islands Television.

### **2.135. TENNIS**

Complimentary tennis rackets and balls available from the Activities Hut. To book a court, dial 8061.

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

The Games Room is equipped with table tennis, pool table, table football and giant chess for your enjoyment. A selection of board games is also available for your enjoyment from the Activities Hut. 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 8061.

### **2.137. 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.

### 2.138. **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 0, or alternatively ask to see the Resort Manager.

### 2.139. **TOURS AND 'BEST OF THE ISLAND' TOUR DESK**

Rarotonga tours can be **booked through our Best of the Island Tour Desk** at the Front Lobby or dial 0. 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/CaptainTamasLagoonCruises](https://www.facebook.com/CaptainTamasLagoonCruises)

- **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)

- **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)

- **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.

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

- **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)

- **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:** [www.pastreks.com](http://www.pastreks.com)

- **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)

- **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)

- **Progressive Dinner**-Visit with locals in their homes to experience true Cook Islands cuisine and home-style hospitality.

**Website:** [www.cookislandstours.co.ck/experiences/progressive-dinner/](http://www.cookislandstours.co.ck/experiences/progressive-dinner/)

- **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)

- **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)

- **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:** [www.islandhoppervacations.com/cook-islands/rarotonga/tours-activities/x,1,6021238/atiu-tumunu-experience.html](http://www.islandhoppervacations.com/cook-islands/rarotonga/tours-activities/x,1,6021238/atiu-tumunu-experience.html)

- **Ariki Paddle-boarding**-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:** [www.arikiadventures.rezdy.com](http://www.arikiadventures.rezdy.com)

- **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.

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.

## 2.140. VILLAS

### THREE-BEDROOM PRIVATE POOL VILLA ONEMARU

**Onemaru** (meaning "Soothing Sands") is located 400 metres west along the Main Circle 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 and PlayStation, 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 of 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 Front Desk on 0 to view or book the Villa.

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

This private luxury 250 square metre, three-Bedroom Private Pool & Spa Villa Lime Blossom is located directly across the Main Circle 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 Tiare Taporo 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 Front desk on 0.

#### **2.141. VISITOR INFORMATION CENTRE**

The Cook Islands Tourism Corporation's Visitor Information Centre is located 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)

#### **2.142. 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.

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

Your room is fitted with a Radio Alarm Clock which you are able to program with your alarm. For assistance in setting your alarm clock, please dial 0 FOR THE Front Desk. Alternatively, you can also book your wake-up call with the Front Desk.

#### **2.144. 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 a number of local walking maps for your enjoyment which can all be started at The Rarotongan Beach Resort/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 splash in the Wigmore's (Papua) Waterfall give the Cross Island Trek a go. You'll learn about local legends, fauna, flora and medicinal plants. Transport is provided along with a light lunch and fruit in season. Wear good walking shoes and take plenty of water to ensure you have the best walk possible. Pa's Mountain Walks can be booked through our Best of the Island Tour Desk at 8070.

**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. Recently the Cook Islands Police were called out to rescue lost hikers who had to spend the night out in the jungle. Going with an experienced guide enriches your walk with deep local insights and colourful yarns.

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

## 2.145. **WATERPARK**

**Little Dolphins Mini Waterpark** located beside the Banana Beach Playland 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.

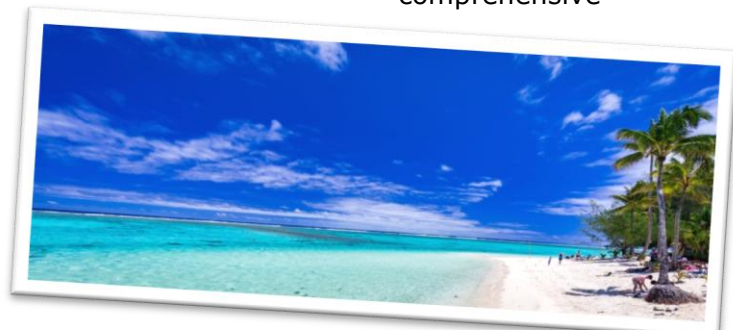
Children staying in-house at The Rarotongan can use the waterpark free of charge. For guests staying elsewhere on the island admission into the waterpark is included in the NZ\$45 per child, per session admission into the Banana Beach Playland, Moko Kids Club or Teen Zone.

The mini waterpark is closed during the cooler months of July, August and September.



## 2.146. **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 Front Desk between 9pm-7am.



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.

## **2.146. WATER SAFETY**

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

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

The passages from the lagoon to the open ocean can be very dangerous. The nearest passage, to The Rarotongan and Sanctuary is Rutaki Passage and is over a 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. A number of 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.

## **2.147. 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
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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 flamboyant (flame) trees in full flower lining the Main Circle Road (also known as Rarotonga's Christmas Tree), and the haunting beauty and aroma of the yellow or pink tipani (frangipani). Which is why we call it our Frangipani Season. Definitely not to be missed.

## 2.148.

### **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 Bluewaters 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 8054 or [weddings@rarotongan.co.ck](mailto:weddings@rarotongan.co.ck).



## 2.149.

### **WIFI**

Resort-wide WIFI is available including in your guest

room, poolside, at Captain Andy's and BlueWater Grill, and both Lobby's. Please see Front Desk to purchase your preferred plan (prices include 15% Government VAT):-

450MB - NZ\$10 (expires after 7 days)

1500MB - NZ\$30 (expires after 10 days)

3000MB - NZ\$50 (expires after 14 days)

**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!***  
***October 2019***





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**

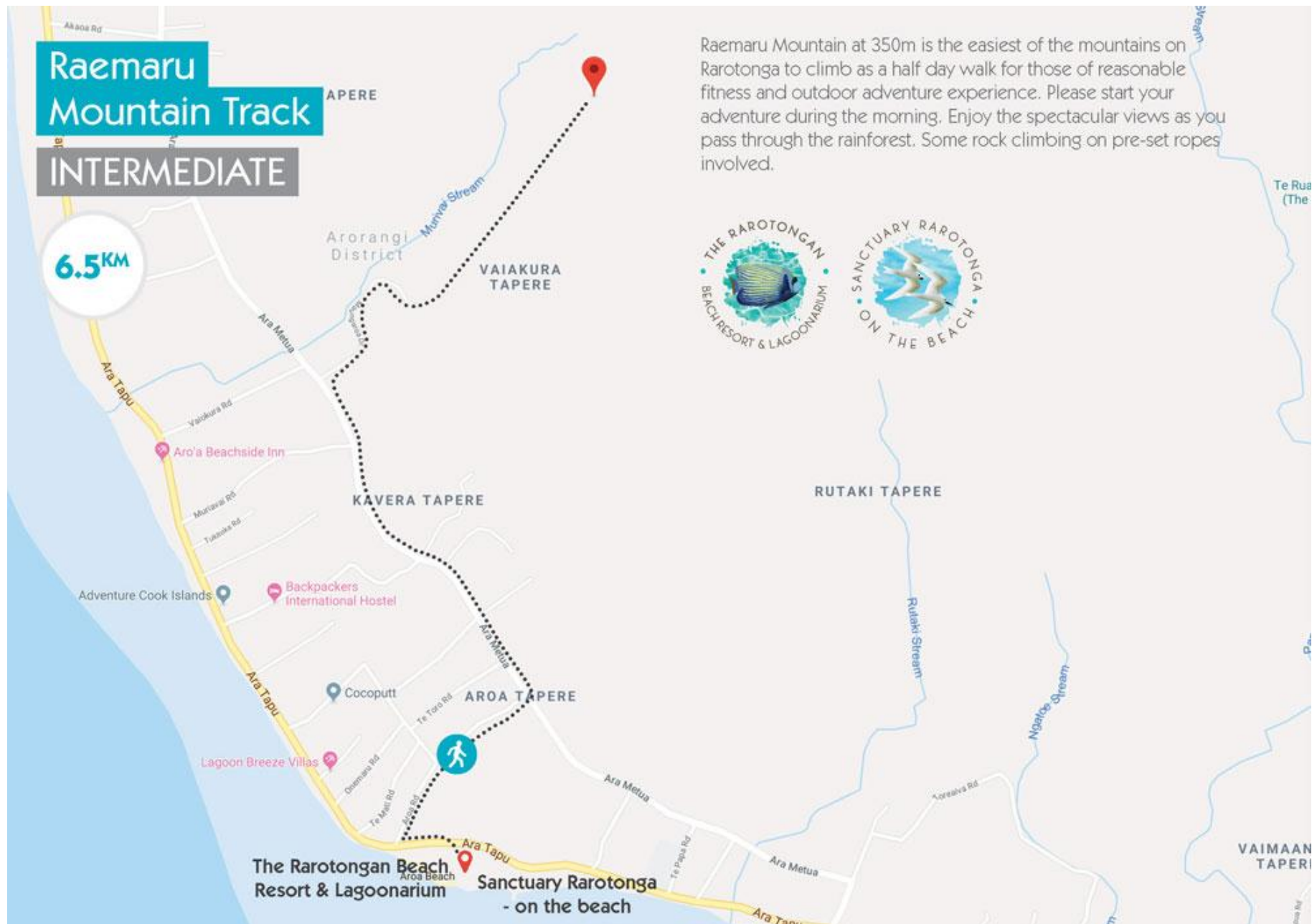
**1.5 KM**

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

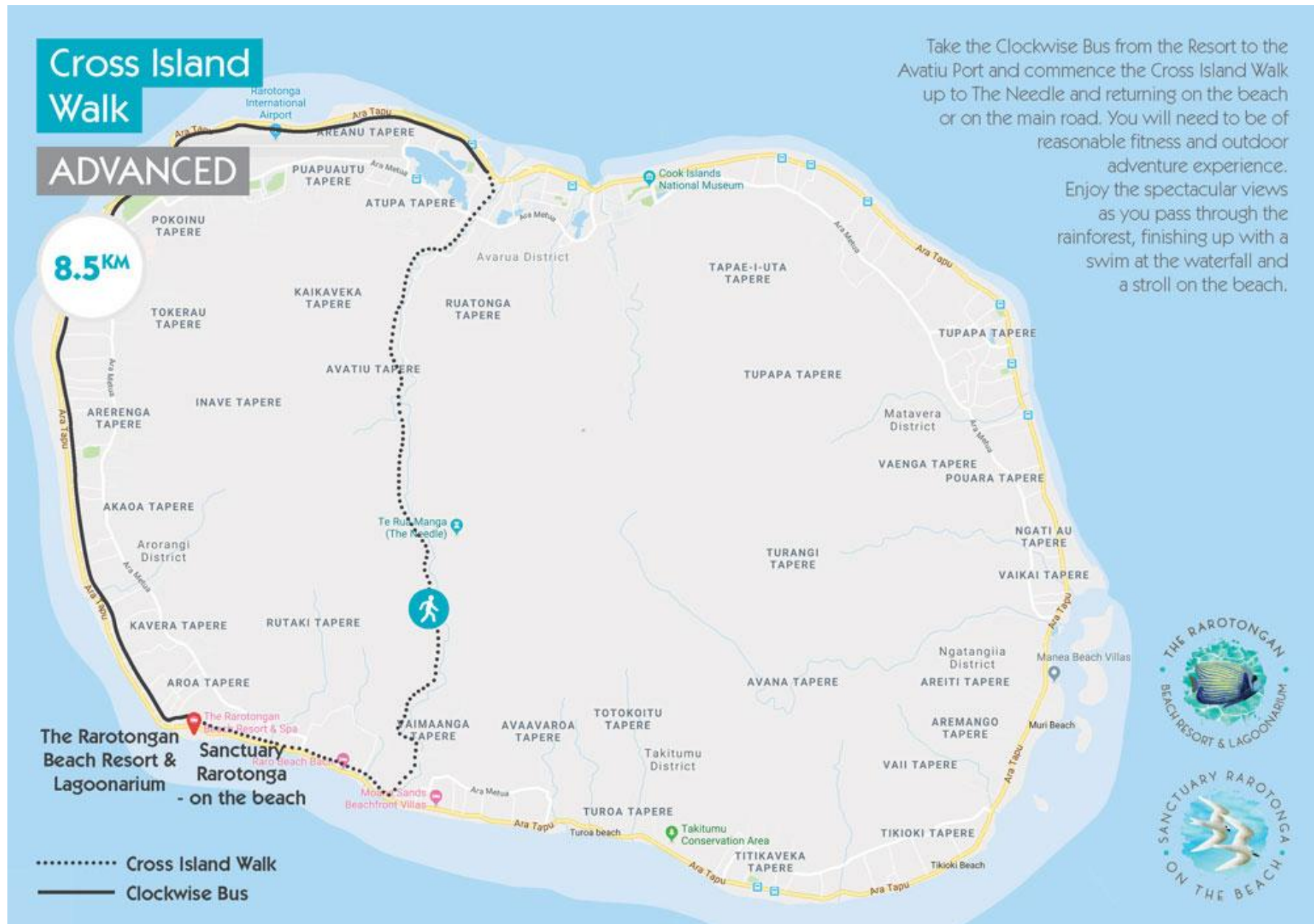














## RESORT COMPENDIUM







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

Beach Soccer Pitch

← to Avarua town

Guest Laundry & Ice Machine

500B Village Beachside Rooms

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

Latitude 21-30 Function Room

The Rarotongan Lobby

Motorbike Park

Arataki Conference Room

Business Centre

Treasure Chest Gift Shop

Raro Style Gift Shop

Sanctuary Rarotonga-on the beach

400 Village Beachside Rooms

Guest Laundry & Ice Machine

Two Bedroom Family Suite

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

Beachfront Gazebo

Love Tree

300A Village Beachfront Rooms

Two Bedroom Beachside Suite

Honeymoon Pool & Spa Bungalow

Deluxe Beachside Suites

Two Bedroom Beachside Suite

Beachside Gazebo

Deluxe Beachside Suites

Activities Hut & Gym



Waterfalls Pool

Little Dolphins Water Park + Banana Beach Playland Creche



Blue Lagoon Marquee

Lagoon Verandah

AROA BEACH

AROA LAGOON MARINE SANCTUARY



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 Rarotongan'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 Lagoon 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

