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1. RESORTS

1.1 Where are The Rarotongan and Sanctuary located?

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

1.2 How far away are the island’s attractions?

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

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

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

If travelling by car, the resort is.:

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

1.1 Where can I park my rental car or scooter?

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

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

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

1.4 How much is the Wi-Fi?

Due to being a small tropical island in the middle of the vast South Pacific Ocean with only one telecommunications company, Wi-Fi is considerably more expensive than in a large metropolitan country with a competitive telecommunications market. However, we do price match the local monopoly telecommunications company and offer the best Wi-Fi service available in the Cook Islands. To prevent unexpected draining of data, we advise guests to disable automatic app updates before logging on to the wi-fi, and that they log out properly when finished.

1.5 What Laundry facilities are there?

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

1.6 Do you have a Spa onsite?

SpaPolynesia onsite at The Rarotongan offers a wide range of services <https://www.therarotongan.com/en-gb/spa/spa-menu>. To book your spa experience, please contact Reception Team by dialing 5000 within the resort or info@rarotongan.co.ck or call 25-800.

1.7 What spa treatments does SpaPolynesia offer?

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

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

1.8 Is the water safe to drink?

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

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

1.9 What hours are the Duty Managers available?

The resort has a Duty Manager available from 8am-8pm who is available to assist or address any concerns during your stay. Alternatively, the Resort Manager is available 9am-5pm Monday to Friday to address any guest concerns. They can be contacted via Reception by dialing 5000.

1.10 Does the resort have a 24/7 Security service?

Rarotonga is a safe destination, but one should take some common-sense precautions that you would at home, both at the resort and around the island. Please ensure that your room and belongings are secure. There is a complimentary safe in each room and a security officer on duty 24/7. If you have any concerns for your safety and security, please ask for the Security Officer, Duty Manager or Resort Manager immediately via Reception by dialing 5000.

1.11 How do I give positive feedback or raise concerns about the Resort Staff?

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

If you have any concerns or feel that a particular staff member did not meet your expectations, please do not hesitate to contact the Duty Manager, Restaurant Manager or Resort Manager immediately via Reception by dialing 5000. As with hospitality staff anywhere in the world, common courtesy from guests is much appreciated.

1.12 Does the island have any poisonous or biting insects?

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

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

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

We recommend guests;

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

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

1.13 What is your smoking policy?

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

1.14 Can we feed visiting animals and birds?

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

1.15 Where can I get further information?

For further information, please contact the following;

Email: info@rarotongan.co.ck or info@therarotongan.com

Telephone: +(682) 25-800

Freephone:

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

Skype:

- ~ trbr.reservations

Web: www.therarotongan.com and www.sanctuaryrarotonga.com which also offer **Live Chat**.

Facebook:

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

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

When on-site, please contact Reception by dialing 5000.

2. RATES & RESERVATIONS

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

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

Email:

- ~ reservations@rarotongan.co.ck

Telephone:

- ~ + (682) 25-800

Call tollfree from your country of origin:

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

Skype:

- ~ trbr.reservations

Live Chat on our web site

2.2 What do the different rate plans include?

No Breakfast Rate

Room Only Rate

Breakfast Included Rate

Free Daily Tropical Island-Style Continental Breakfast Buffet includes ham, cheese, fresh island fruits, fresh fruit salad, home-stewed fruits, Bircher muesli, homemade yoghurt, fresh-baked breads, pastries, muffins & croissants, cereals, toast, spreads, fruit juices, tea & coffee.

Kids Eat Free Rate

11 years and under only available at The Rarotongan

Tropical Breakfast Buffet for the family

KIDS EAT FREE applies to children aged 11 and under dining off the Kids Gone Troppo Menu at Captain Andy's Beach Bar & Grill at The Rarotongan Beach Resort & Lagoonarium when parents dine with children.

- Breakfast 7am-10am
- Lunch (1 meal per child, per adult diner) 11am – 2pm
- Family Dine Time (1 meal per child + 1 kids dessert, per adult diner) 5 - 6pm
- Dinner (1 meal per child, per adult diner) 6pm – 9pm

VIP Rate – 16+ Years only

Tropical Breakfast Buffet

Access to VIP Lounge - 16+ years only.

Early Check In - subject to availability

Late Check Out - subject to availability

10% off Spa Polynesia Products & Services

10% off all Meals & Drinks

10% off WIFI

2.3 How do I join the Kia Orana Club – Guest Loyalty Programme

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

2.4 Do you offer special rates for returnee guests?

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

2.5 Should I purchase travel insurance?

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

2.6 How much are transfers to and from the airport to the resort?

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

firm reservation booked well in advance for their transfers to and from the airport whether travelling by coach, rental car, or taxi.

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

2.7 When can I expect to get an answer to my email inquiry?

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

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

Telephone:

- ~ + (682) 25-800

Tollfree from your country of origin:

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

Skype:

- ~ trbr.reservations

Live Chat on our web site

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

2.8 Is your payment system secure when I use my credit card or debit card?

We follow international best practice in terms of payment security.

2.9 How do I make a special request for my room reservation?

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

2.10 Can I contact the resort if the online booking engine is showing is no availability?

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

2.11 Who do I contact for special group or long stay rates?

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

2.12 What age is considered a “child” for reservations purposes?

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

Teenagers 16 years and younger are entitled to stay in the same room as their parents or caregivers at no extra charge, subject to the room restrictions of a particular room type.

3. GUEST ROOMS

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

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

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

3.2 What room types would suit a family?

For families we have the following options:

- ~ Three-bedroom Pool Villa Onemaru with full kitchen (4 adults + 6 kids)
- ~ Three-bedroom Pool & Spa Villa Lime Blossom with full kitchen (4 adults + 4 kids)
- ~ Three-bedroom Beachfront Interconnecting Family Suite (6 adults + 6 kids)
- ~ Three-bedroom Beachside Interconnecting Family Suite (6 adults + 6 kids)
- ~ Two-bedroom Beachside Suite with full kitchen (2 adults + 4 kids)
- ~ Two-bedroom Interconnecting Family Beachside Suite with microwave (2 adults + 4 kids)
- ~ Two-bedroom Interconnecting Family Beachfront Suite with microwave (2 adults + 4 kids)
- ~ Two-bedroom Family Suite with kitchenette (2 adults + 2 kids)
- ~ Honeymoon Pool & Spa Bungalow with microwave (2 adults + 2 kids)
- ~ Grand Beachfront Suites with full kitchen (2 adults + 4 kids)
- ~ Deluxe Beachfront Suites with microwave (2 adults + 2 kids)
- ~ Deluxe Beachside Suites with microwave (2 adults + 2 kids)
- ~ Beachfront Room with microwave (2 adults + 2 kids)
- ~ Beachside Room with microwave (2 adults + 2 kids)

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

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

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

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

For a bit of extra space, we offer Two-Bedroom Interconnecting Family Suites which accommodate up to 4 adults and 4 children in two interconnecting rooms. Alternatively, we also offer Three-Bedroom Interconnecting Family Suites which can accommodate up to 6 adults and 6 children.

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

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

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

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

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

3.5 Which room types have a kitchen or kitchenette?

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

Full kitchen:

- ~ Three-bedroom Pool Villa Onemaru with oven
- ~ Three-bedroom Pool & Spa Villa Lime Blossom with oven
- ~ Grand Beachfront Suites
- ~ Two-Bedroom Beachside Suite

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

- ~ Two-Bedroom Family Suite

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

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

Please note that the Beachfront Suites, Beachside Suites and Honeymoon Spa Suite at the Sanctuary do not have any microwaves, kitchenettes, or kitchens. Microwaves are available on request subject to availability through the Sanctuary Reception.

3.6 Are there microwaves and fridges in all the rooms?

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

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

3.7 What room types would suit a large group or conference?

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

- ~ Three-bedroom Pool “Villa Onemaru” with full kitchen. 1 available. (6 adults or 4 adults + 6 kids)

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

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

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

3.8 Is there a hairdryer in my room?

Yes, all rooms have a hairdryer them.

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

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

3.10 What are the Voltage and Power Points?

We have standard New Zealand / Australia 3 pin plugs at 240V.

3.11 Are the rooms air-conditioned?

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

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

3.12 What is there to watch on TV?

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

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

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

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

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

3.14 What amenities are there in each room category?

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

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

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

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

3.16 How do I contact Housekeeping?

Housekeeping is at your service daily from 9am-4pm for additional pillows, blankets, towels, room supplies and valet laundry. If your "DO NOT DISTURB" sign on the door handle outside, your room will not be serviced. If you would like to request a specific room service time, please contact Reception, and our team will do our best to meet your requirements. For assistance, please dial 5000.

3.17 What does the daily housekeeping service entail?

Every three days a full housekeeping service will be provided including a change of all bed linen, making up of the bed, cleaning of the bathroom and kitchen etc. On the other two days we provide a light housekeeping service which only includes the replenishment of amenities, provision of fresh towels and removal of rubbish.

3.18 Is there Housekeeping service on Sundays and Public Holidays?

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

3.19 How do the Housekeeping Rebate Cards work?

There is an option for you to choose not to have your room serviced by our housekeepers and receive a \$10 per day rebate against your room account that can be spent in the bar, restaurants, spa, gift shops etc. at the Resort. For further information, please call Reception on 5000.

3.20 Does every room have a room safe?

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

3.21 What is your smoking policy?

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

4. CHECK-IN / CHECK-OUT

4.1 What time is check-in?

Check-in time is 3pm.

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

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

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

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

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

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

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

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

4.2 What time is check out?

Check-Out is at 10am.

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

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

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

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

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

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

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

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

4.3 What hours is Reception open?

Reception at The Rarotongan is open 24/7 and at Sanctuary from 7am to 9pm daily. Outside of these hours, Sanctuary guests can get assistance from Reception at The Rarotongan by dialing 5000.

4.4 We have a late flight, are there showers available?

Check-out is at 10am. A late check-out can be organized through Reception for an additional cost subject to availability. Guest showers are available near the Activities Hut.

4.5 Can we leave our luggage with reception until we head to the airport?

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

4.6 Can we stay at the hotel without a room until our late flight?

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

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

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

4.8 What is a pre-authorization of my credit card?

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

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

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

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

5. ACTIVITIES HUT

5.1 What are the opening hours of the Activities Hut?

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

5.2 What water sports equipment is available from the Activities Hut?

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

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

5.3 Are beach towels available from the Activities Hut?

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

5.4 Is there a daily Activities Programme?

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

6. MARINE SANCTUARY

6.1 What is the beach like?

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

6.2 What is the snorkeling like?

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

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

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

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

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

At 1.30pm daily Monday to Friday, join our friendly Activities Team for Fish Feeding. You can even hand-feed the fish down at the water's edge – an unforgettable experience! Call the Activities Hut on 5018 for further details.

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

- ~ 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 group in the community that had originally campaigned to be allowed to fish in the Marine Sanctuary. Without broad-based community support, the Marine Sanctuary would have been re-opened to fishing some time ago; and
- ~ The Fish Feeding activity provides an opportunity for people, particularly children, to be personally engaged with the natural wild life in the Marine Sanctuary which will hopefully assist in generating more consciousness about the importance of human stewardship of the natural world.

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

6.4 When is the best time to see the whales?

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

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

6.5 What can I do to protect the marine life?

To preserve the living reef in the Aroa Lagoonarium Marine Sanctuary, walking on the reef or touching any coral is discouraged. The corals are beautiful and delicate living organisms which take decades to grow and one loose or heavy foot can destroy many years of growth. Further, coral cuts can become septic and take a long time to heal so it is best not to touch any living coral.

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

6.6 Do I need reef shoes?

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

6.7 Is the lagoon safe to swim in?

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

6.8 What sensible water safety guidelines should I follow?

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

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

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

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

7. KIDS

7.1 Which rooms are most suitable for kids and families?

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

The Rarotongan is uniquely able to accommodate families and offers the following room types;

- ~ Three-bedroom Pool Villa Onemaru with full kitchen (4 adults + 6 kids)
- ~ Three-bedroom Pool & Spa Villa Lime Blossom with full kitchen (4 adults + 4 kids)
- ~ Three-bedroom Beachfront Interconnecting Family Suite (6 adults + 6 kids)
- ~ Three-bedroom Beachside Interconnecting Family Suite (6 adults + 6 kids)
- ~ Two-bedroom Beachside Suite with full kitchen (2 adults + 4 kids)
- ~ Two-bedroom Interconnecting Family Beachside Suite with microwave (2 adults + 4 kids)
- ~ Two-bedroom Interconnecting Family Beachfront Suite with microwave (2 adults + 4 kids)
- ~ Two-bedroom Family Suite with kitchenette (2 adults + 2 kids)
- ~ Honeymoon Pool & Spa Bungalow with microwave (2 adults + 2 kids)
- ~ Grand Beachfront Suites with full kitchen (2 adults + 4 kids)
- ~ Deluxe Beachfront Suites with microwave (2 adults + 2 kids)
- ~ Deluxe Beachside Suites with microwave (2 adults + 2 kids)
- ~ Beachfront Room with microwave (2 adults + 2 kids)
- ~ Beachside Room with microwave (2 adults + 2 kids)

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

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

7.2 Kids & Teens Stay and Play Free!

Kids & Teens Stay & Play FREE!

Kids & Teens Stay FREE! Kids to 16 years inclusive Stay Free when sharing with parents as per maximum room occupancy.

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

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

Teens Play FREE! (12-16 years inclusive) Play Free at the Teen Zone.

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

7.3 What ages of children can attend the Kids Club?

For children 4-11 years we have the complimentary Moko Kids Club, with three sessions daily supervised by our Activities team; 9am to 12 noon, 2pm to 5pm and 7pm to 9pm. The Kids Club is closed on Sundays and Public Holidays.

Teens 12-16 years have their own Teen Zone.

For our youngest guests aged 3 years and under, there is a \$NZ 45 fee per child, per session for supervised care or complimentary if supervised by a parent or care giver.

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

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

7.5 What does the Little Dolphins Waterpark offer?

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

7.6 What does the Teen Zone (12-16 years old inclusive) offer?

Teen Zone: (12-16 years old inclusive) has a variety of teen activities and games just for teens. Entry to the Teen Zone is FREE to in-house guests and \$NZ 45 per child per session for guests staying elsewhere.

7.7 What facilities are there for infants (3 years old and under inclusive)?

There is a \$NZ 45 fee per child, per session for supervised care subject to availability, or complimentary if supervised by a parent or care giver. This service is only available to in-house guests of The Rarotongan at Moko Kids Club.

7.8 When is the Kids Club open?

There are three sessions for the Moko Kids Club. These are Monday to Saturday from 9am-12 noon, 2pm-5pm, 7pm-9pm and closed on Sundays and Public Holidays.

7.9 Is there a charge for the Kids Club?

The Kids Club (4-11 years old) and Teen Zone (12-16 years old) is complimentary for in-house guests. We welcome kids visiting from other resorts at a charge of \$NZ 45 per child, per session.

For infants 3 and under there is a fee of \$NZ 45 per child, per session for supervised care subject to availability, or complimentary if supervised by a parent or care giver and is only available to in-house guests of The Rarotongan.

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

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

Popular Family activities right here at The Rarotongan include;

- ~ **Snorkelling** in the Aroa Lagoon Marine Sanctuary is amazing and safe for all ages. Even kids as young as 4 can learn to snorkel, so make sure you choose a good mask, snorkel and flippers that fit your child to ensure maximum enjoyment of this awesome activity. Also ensure you bring well-fitting reef shoes for your child for swimming here at Aroa Beach and around the island to avoid coral cuts etc.
- ~ **Stand-up paddleboards and kayaks** are popular and enjoyable pastimes in the Aroa Lagoonarium Marine Sanctuary and we offer a fleet of one or two seater kayaks and our Daily Activities Programme features guided tours and introductory lessons from members of the Activities Team
- ~ **Local Drumming and Dance Lessons.** Cook Islanders are world renowned for their love of drumming and dancing. Learn how to perform the famous "hula" or beat the island drums. Check the Activities board for scheduled times.
- ~ **Flower Garland "Ei" making.** Flowers are a central part of the Cook Islands life and are used daily for personal adornment. Learn to make your own ei with the assistance of the Activities Team. Check the Activities board for scheduled times.
- ~ **Coconut Frond Weaving.** Learn to weave your own sun hat, fan or basket from coconut palm fronds "kikau". Check the Activities Board for scheduled times.
- ~ **Try Scuba lessons** are conducted by certified PADI Divers twice a week at The Rarotongan Resort Pool even young kids can try it (from 8 years). The Aroa Lagoonarium Marine Sanctuary is the perfect place to learn to dive. There are qualified instructors at several different dive operations around the island who can provide further expert tuition.
- ~ **Crab Hunting & Racing** events are a great way to spend an hour with the kids, guaranteed to produce squeals of delight, fright and fun. Search for the hermit crabs along our sandy white beach with flashlight in hand, carefully hunting out winners for the race the following night. The next night eye up the contenders on our board of crab racers and pick a winner. Watch as the crabs scramble for victory and listen as the excitement – and volume! - builds. Pick the winner and you may even make a dollar or two. Check The Rarotongan's Activities Blackboard schedule for the next Crab Hunting or Crab Racing and join in the fun.

7.11 Can kids snorkel in the Lagoonarium?

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

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

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

- ~ The colourful **Saturday Punanga Nui Market** (8.30am-11.30am) is an enjoyable activity for the family to share. Taste the local cuisine, drink fresh coconuts, collect unique souvenirs and watch local performances.
- ~ The **Muri Night Markets** are open on Sunday, Tuesday, Wednesday and Thursday nights (5pm – 8pm). Try out the local foods from family run stalls who provide a fun and friendly environment for the whole family.

- ~ Our **Resort Walking Maps** offer a range of walks in the local area around the resort suitable for a gentle stroll around the local district right up to hikes to the peaks of Rarotonga's mountainous interior.
- ~ **Muri Beach** is in the heart of the hotel strip and is a popular day out for guests looking to try a different beach and lagoon. There are a range of beachfront cafes and restaurants as well as tour operators in the Muri Beach area.
- ~ Rarotonga has a full calendar of **local sporting events** as well as sports teams and competitors visiting from overseas. The most popular sports are rugby, rugby league, netball, golf, tennis, cricket, soccer, beach volleyball, triathlon, outrigger canoe racing, boxing, kick boxing etc. Generally there is a lot of information on local sports events available online, in the local Cook Islands News or from Reception.
- ~ **Sunday Church services.** Each Sunday Rarotonga's beautiful white coral and limestone churches fill with the soaring songs of worship of their congregation. Visitors are welcome to attend the services but please observe with the appropriate modest attire of shirts long trousers for men and longer length skirts or dresses for women. A bus from The Rarotongan Beach Resort & Lagoonarium Reception departs at 9.30am for the Cook Islands Christian Church and St Mary's Catholic Church in Arorangi. A church donation would be much appreciated and at the conclusion of the service you may be invited to join the Pastor and congregation for light refreshments and local fruits

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

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

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

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

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

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

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

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

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

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

times going down to Wigmore's water fall. Informative guides will share the history, flora and fauna of Rarotonga.

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

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

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

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

Turtle Tours are another popular eco-adventure for older children with a high degree of water competence. Qualified Surf Life Saver Josh Utanga provides a personalised tour to see the turtles in their natural habitat as well as eagle rays and a wide array of tropical fish. Charlotte Piho Photography will capture your family's memorable swimming with the turtles experience forever! Ariki Adventures provides underwater scooters on their turtle tour adventures. There is so much to choose from!

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

7.14 Do you offer a special Kids Menu?

Our extensive and ever popular KIDZ "GONE TROPPO" MENU Available to kids 11 years & under from 11am to 9pm and includes all-time favourites listed on our website -

<https://webbox-assets.siteminder.com/assets/gxehoakvqarcqrqrd/207ee199-5da1-4d7a-b747-0977aa836549.pdf>

All our Restaurant & Bar Menus are available on our website.

7.15 Can you arrange a babysitter?

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

7.16 Can I organize a cot as part of my reservation?

For a complimentary cot (crib) for your baby please contact our friendly Reservations teams on info@rarotongan.co.ck or + 682 25-800 extension 5000.

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

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

8. RESORT RESTAURANTS

8.1 What dining options are there at the resort?

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

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

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

The Room Package Rate Plan you selected will be either:

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

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

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

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

Snacks and microwaveable meals are available from the 24/7 Raro Style Gift Shop beside Reception at The Rarotongan.

All our Restaurant & Bar Menus are available on our website.

8.2 What style of Cuisine does the Resort offer?

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

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

All our Restaurant & Bar Menus are available on our website.

8.3 What Breakfast options are there at the Resort?

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

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

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

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

All our menus are available on our website.

8.4 What are the Seafood dishes on the Menu?

Our menu has over twenty seafood items for seafood lovers including many all-time favourites. All our current menus are available on our website.

8.5 Can I get Fresh Marinated Game Fish “Ika Mata” at the Restaurant?

“Ika Mata” is an icon of Cook Islands cuisine and is freshly made by marinating locally caught Yellow Fin Tuna in lime, lemon, coconut cream, chili and mixed with tomato, onions, and chives. Your island experience is enhanced by the side of Island Fries made with seasonal taro, “maniota”, green bananas and sweet potato “kumara”. A long, cool glass of locally brewed Cooks Lager draught is the perfect accompaniment for this uniquely island experience.

All our Restaurant & Bar Menus are available on our website.

8.6 Can I get Room Service?

Room Service can be ordered from the Restaurant & Bar Menu in your room between 7am and 9pm daily by dialing 5017 from your room. You can also order via your mobile phone by scanning the QR code in your room. There is a \$9 charge for Room Service. Alternatively, Room Service orders can be picked up from the Restaurant.

8.7 Can you cater to my Special Dietary requirements?

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

8.8 What Gluten Free options do you offer in the Restaurant?

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

All our Restaurant & Bar Menus are available on our website.

8.9 What Vegetarian dishes do you offer in the Restaurant?

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

All our Restaurant & Bar Menus are available on our website.

8.10 What Vegan dishes do you offer in the restaurant?

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

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

All our Restaurant & Bar Menus are available on our website.

8.11 What Nighttime Entertainment is there?

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

8.12 How can I organize a special event such as a BBQ for my group?

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

8.13 Can I order a cake for a Birthday or other Celebration?

Our celebratory cake menu is available on our website and can be pre-ordered by e-mailing our Food & Beverage Manager or Restaurant Manager to discuss on fb.manager@rarotongan.co.ck or phone + 682 25-800.

8.14 How does your Menu pricing compare with other Restaurants on the island?

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

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

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

All our Restaurant & Bar Menus are available on our website.

8.15 Can I take my Kids over to the Sanctuary to dine?

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

8.16 Is the Water from the tap safe to drink?

On Rarotonga the government water supply is filtered but not treated. However, our onsite water filtration and UV treatment plant treats all water distributed throughout the resort, including the guest rooms. However, some guests do not react well to changes in their diet and / or water supply, therefore it is suggested that if a guest has

such a sensitivity, that they purchase bottled water from the bar or gift shop. Only bottled water is available for purchase in the restaurant. Alternatively, water can be boiled using the electric kettle jug in your room.

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

8.17 What are the Public Holiday surcharges?

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

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

9. RESORT BARS

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

Our location on the sunshine coast of the island means that we have a ring side view of the wonderful tropical sunsets, if you are lucky you will get to see an amazing array of different colours. If you watch carefully, you may even see the "green flash" at the very moment the sun dips below the horizon over the reef. Occasionally, you will also see whales passing by just over the reef with the sun setting in the background! A memorable experience for our guests, particularly those with cameras!

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

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

9.3 What Cocktails are there on the Menu?

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

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

- PINA COLADA - Bacardi Rum, Malibu, Pineapple Juice, Coconut Cream blended with ice.

Our full Cocktail Menu is available on our website.

9.4 What is in your bestselling, Signature Cocktail for Two, the “Island Girl”?

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

9.5 What Mocktails and Smoothies are there on the Menu?

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

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

All our Restaurant & Bar Menus are available on our website.

9.6 What time is Happy Hour?

Between 5pm and 6pm our Happy Hour offers a range of tantalizing tropical cocktails and local draught beers at special Happy Hour prices. Watching the sun setting over the horizon just over the reef is a favourite activity of many of our guests. All our Restaurant & Bar Menus are available on our website.

9.7 What Nighttime Entertainment is there?

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

9.8 What major Sports Events can I watch live on TV in the Sports Bar?

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

9.9 Is the Water from the tap safe to drink?

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

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

9.10 Why have you removed Plastic Straws from the Bar?

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

9.11 What are the Public Holiday surcharges?

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

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

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

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

10. WEDDINGS

10.1 Do you organise Weddings? How many Guests can you cater for?

Absolutely we do weddings! Bridal couples love our absolute beachfront locations beside the lagoon to exchange their vows and wow their guests. We can cater for elopement weddings for two right up to groups of 100+. We offer all-inclusive through to stand-alone packages. Our Weddings team would be delighted to discuss your requirements with you.

Our onsite Personal Wedding Planner takes pride in putting bridal couples at ease. By having your Personal Wedding Planner take care of all the big and little things, you can focus on enjoying your guests' company and relaxing. Please contact our Weddings team to discuss on weddings@therarotongan.com or phone + 682 25-800.

10.2 When is the best time to get Married in the Cook Islands?

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

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

However, the warmer "Frangipani Season" from December to March is also popular, with temperatures ranging from 27°C to 30°C and longer summer days.

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

10.3 Can you help me organise something memorable for a Special Occasion?

Whether it be booking our secluded romantic Honeymoon Bungalow, arranging a special spa treatment, celebration cake, or champagne on arrival, we can help make your holiday special and romantic. Please contact our Weddings team to discuss on weddings@therarotongan.com or phone + 682 25-800.

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

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

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

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

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

10.5 What is the Honeymoon Spa Suite at Sanctuary Rarotonga?

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

The **Honeymoon Spa Suite** includes a private Jacuzzi, steam room, sauna, Vichy Shower, and spa bath. The Honeymoon Spa Suite is not located on the beach and does not have beach or lagoon views; it is very private and looks out onto the high mountain interior of Rarotonga. The Honeymoon Spa Suite accepts a max of 3 adults aged 16 years and older.

11. GENERAL INFORMATION

11.1 What currency is used in the Cook Islands?

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

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

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

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

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

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

11.2 What is the bus schedule on Rarotonga?

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

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

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

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

There are two bus routes with different schedules;

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

- Monday to Saturday - every 30 minutes past the hour from the resort lobby from 7.30 am to 11.30 pm; and
- Sunday - every 30 minutes past the hour from the resort lobby from 8.30 am to 12.30 pm and then 2.30 pm to 4.30pm. There is no Sunday Night Bus; and
- Public Holidays – as per the Sunday Day schedule. The Night Bus will operate as per the normal schedule. There are no buses running on Good Friday, Christmas Day, and New Year's Day.

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

- Monday to Friday - every 10 minutes to the hour from the bus stop across from Reception from 8.50 am to 4.50 pm; and
- Saturday - every 10 minutes to the hour from the bus stop across from Reception from 8.50 am to 1.50 pm. There is no Sunday Night Bus; and
- Sunday – there is no anti-clockwise bus on Sunday; and
- Public Holidays – there are no anti-clockwise buses running on Public Holidays. There are no buses running on Good Friday, Christmas Day, and New Year's Day.

11.3 How much does the Local Bus cost?

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

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

All fares are in New Zealand currency. United States dollars, Australian dollars and Euros are accepted currency but only at a dollar-for-dollar rate. The public bus service is not equipped to accept currency at any calculated exchange rate. You can exchange your currency;

1. The Rarotongan Reception 24/7
2. Banks in Avarua town;
 - a. ANZ
 - b. Bank of the South Pacific
 - c. Bank of the Cook Islands
3. Western Union in Avarua town.

11.4 Where can I hire a Rental Car or Motor Scooter?

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

CAR HIRE

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

SCOOTER AND MOTORBIKE HIRE

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

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

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

Ph: 22 499

Email: enquiries@police.gov.ck

Facebook: <https://www.facebook.com/CookIslandsPolice/>

Web: <http://www.police.gov.ck>

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

Travellers Tip! If you are unused to driving motorcycles, we strongly recommend you travel in the greater safety of a car. Our island roads present unpredictable hazards without discrimination to locals and visitors alike, whether wandering jungle chickens, dogs, cats, pigs, cows, bulls, goats or horses, loose gravel, potholes, narrow roads with no footpaths, pedestrians, joggers, wandering toddlers, slow moving tractors, or earth-moving equipment, speeding trucks, sharp bends, and distracted motorists. Motorcyclists are at risk of grazes and scrapes from motorbike mishaps, called the "Honda Rash" by locals. Someone who has a "Rarotonga tattoo" on their calf has had a hot and painful encounter with a motorbike exhaust pipe. Rarotonga Hospital receives motorbike accident victims virtually daily, often with serious injuries.

If you feel that the freedom and romance of a ride around the island on a motorcycle is a must, wear your safety helmet as required by law. When hiring a car, use a child's safety car seat. As there are limited supplies during high season, please book any additional requirements at the time of booking your car or motorbike. For Reception press the Reception icon on your guest room phone or dial 5000 for 24/7 assistance.

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

11.5 Where can I buy groceries?

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

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

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

The main supermarkets are;

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

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

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

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

- **Wigmore's Superstore**, located in Vaimaanga.
- **Oasis Energy Centre**, located near the Airport in Nikao.

- **Super Brown**, has two locations, in Tupapa and Nikao.
- **TEM Store**, located in Muri, but please note they do not offer petrol.

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

For Reception press the Reception icon on your guest room phone or dial 5000 for 24/7 assistance.

11.6 When is the Best Time to Visit?

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

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

Travellers Tip! Don't get discouraged if you wake up and it looks like an overcast day; very likely it will have completely cleared by mid-morning. It's also wise though to 'make hay while the sun shines' as there are never any guarantees when it comes to the weather. In other words, don't wait until the last day of your trip to go on a special expedition, because Murphy's Law being what it is, it may well be raining on just that day. Tropical showers though are not uncommon but are usually warm and short-lived. Also, many people seem to think it's best to avoid the months from November through to April, yet these are by no means uncomfortably hot (after all, there's the air conditioning in your Resort room to retreat to if you feel the need for a refresher). By avoiding these months travellers miss out on some wonderful, seasonal aspects of life on Rarotonga such as fresh mangoes, pineapples, guavas, lychees and avocados, the vibrant spectacle of the red flamboyant (flame) trees in full flower lining the Main Circle Island Road (also known as Rarotonga's Christmas Tree), and the haunting beauty and fragrant aroma of the white, yellow, pink, maroon, and orange tipani (frangipani). Which is why we call it our **"Frangipani Season"**. Definitely not to be missed.

11.7 What are the Seasons?

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

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

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

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

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

11.8 Where can I go 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.

The Resort provides maps of the main walks for your enjoyment which can all be started at The Rarotongan Beach Resort or Sanctuary Resort. Please stop by Reception on your way out to collect your personal copy of our walking map.

Pa's Mountain Walk offers a guided 2.5-hour Nature Walk and a strenuous 3-hour Cross Island Trek. If you are looking to find out all about Rarotonga's amazing flora and fauna the Nature Walk is a must. Alternatively, if you are fit and keen for a challenging hike into the high mountains finishing with a dip in the surprisingly cool Papua (Wigmore's) Waterfall, then give the Cross Island Trek a go. You'll learn about local legends, fauna, flora, and medicinal plants from your knowledgeable guide. Transport is provided along with a light lunch and fruit in season. Wear good walking shoes and take plenty of water to ensure you have the best walk possible. Pa's Mountain Walks can be booked through Reception dial 5000.

Cross Island Trek: Please note for your own safety that the Cook Islands Tourism Corporation recommends that visitors not attempt the Cross-Island Trek without an experienced local guide, although many do! The path can quickly become overgrown, and soil erosion can also make parts of it particularly hazardous, plus if you take a wrong turn, you can become disorientated in the thick tropical jungle. From time to time, the Cook Islands Police are called out to rescue lost hikers who had to spend the night out in the jungle surrounded by swarms of hungry mosquitoes! Going with an experienced guide enriches your walk with deep local insights and colourful yarns.

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

12. AITUTAKI LAGOON PRIVATE ISLAND RESORT

12.1 How can I get to Aitutaki?

Aitutaki is heralded by many as having 'the world's most beautiful lagoon' and is situated only a 45-minute flight away. A visit to the Cook Islands is not complete without a visit to the jewel of the Cook Islands, Aitutaki. The vast, pristine lagoon sparkles in a myriad of shades of turquoise which will take your breath away.

If you'd like to stay at our adults-only sister resort Aitutaki Lagoon Private Island Resort, speak to our Reservations team about crediting your room reservation from here at The Rarotonga or Sanctuary Rarotonga towards a stay at Aitutaki Lagoon Private Island Resort, subject to availability. Please note airfares and any additional accommodation costs will apply. Please contact our Reservations team at info@therarotongan.com or phone +(682) 25-800 extension 5000.

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. With champagne sand beaches lapped by the turquoise lagoon waters, and traced by swaying coconut palms, this adults-only (age 16+) resort is one of the South Seas' ultimate romantic retreats. Sister resort to Sanctuary Rarotonga-on the beach (also for age 16+) and The Rarotongan Beach Resort & Lagoonarium, Aitutaki Lagoon Private Island Resort is an intimate all-bungalow resort offering the Cook Islands only Overwater Bungalows complete with direct access to the lagoon via a private landing, spellbinding lagoon views, Polynesian style outdoor showers under the stars, his & hers vanities and a super King Bed from where you can gaze at the jaw dropping lagoon views.

The Resort also offers an exclusive spa retreat, Royal Honeymoon Pool "Villa Princess Te Arau", enclosed in its own lush tropical garden with a pool, daybed, private outdoor shower, romantic four-poster bed, generous veranda with outdoor dining and charming full kitchen with outdoor servery. The Royal Honeymoon Pool "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 sparkling waters of the Full Moon Channel facing the main island.

Resort facilities include;

- **Flying Boat Beach Bar & Grill**, named in honour of the glamorous era of the "Coral Route" when TEAL Sunderland Flying Boats linked Aitutaki with Tahiti, Samoa, Fiji, and Auckland during the 1950s.
- **H.M.S. Bounty Restaurant & Bar**, named after the first European credited with discovering Aitutaki, Captain William Bligh and his H.M.S. Bounty. The swimming pool is conveniently located beside the bar for that pina colada in the sunshine by the pool.
- **Private Candlelit Dining** on the beach for the ultimate in tropical island romance.
- **SpaPolynesia**, our tropical spa therapy centre, offers a lovely spa menu and professionally qualified therapists.
- **Reception**, open 7am to 9pm daily, with an extensive range of services including;
 - **Resort Ferry** for our guests traveling from your private island resort to the main island.
 - **Gift Boutique** for day-to-day necessities and local souvenirs.
 - **Tour Desk** for all tours including the world famous Aitutaki Lagoon Cruise, Diving, Bone Fishing, or Big Game Fishing.
 - **Water Taxi, Cab, Car, and Motor Bike Hire Service.**
 - **Currency Exchange** or Cash Advances from your Credit Card.
 - **Guest Library.**
 - **Small conference room** which we can support with basic business services if you need to do some business while in Paradise.
- A complimentary Daily Activities Programme including;
 - **Water Activities** including Fish Feeding, Stand-Up Paddle Boarding, Kayaking, and Snorkelling for colourful tropical fish and occasional turtles or eagle rays.
 - **Exploring your private island resort**, marvelling at the sea birds, particularly the pure white Love Terns that mate for life. There are uninhabited islands to explore a few minutes away by Kayak or Stand-Up Paddle Board. Take your own complimentary Bicycles and explore your private island or even the main island.

- **Cultural Activities** including making your own Flower Garland “Ei”, tying an island wrap around “Pareu”, weaving a Coconut Frond Sun Hat, Island Drum Dancing, and much more!
- **Beach Games** including Beach Volleyball, Giant Chess, Beach Petanque, Crab Hunting & Crab Racing.
- **Star Gazing** is magical in Aitutaki because of its isolation from light pollution, the clarity of the night sky is unparalleled and especially during meteorite showers you can see dozens of shooting stars and comets.

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 or www.TheRarotongan.com the Aitutaki Resort on 31-203, or ask for one of our Sales Team at The Rarotongan’s Reception, dial 0.

13. SANCTUARY RAROTONGA – ON THE BEACH

Sanctuary Rarotonga – on the beach is a great alternative option for guests looking for a “child free” holiday experience as only guests aged 16 years+ are permitted to stay or utilize the facilities at the Sanctuary. Being right beside its sister resort The Rarotongan Beach Resort & Lagoonarium means that guests from the Sanctuary have access to a wide range of additional amenities and services including;

- **Captain Andy’s Beach Bar & Grill**, named in honour of the legendary Captain Andy Thomson of the famed island trading schooner “Tiare Taporo” that plied the waters of the Cook Islands and South Pacific during the 1950s and 1960s and who lived at this location before The Rarotongan was opened on 27 May 1977 by the Cook Islands Premier Albert Henry and the New Zealand Prime Minister Robert Muldoon.
- **Sports Bar**, to watch all the big games or to play pool.
- **Celebration and Meeting Rooms**;
 - **Treetops Verandah Room**, popular for wedding receptions and conferences for up to 100 people; and
 - **Latitude 21-30**, offering the only air-conditioned soundproof venue on the island ideal for wedding after parties for those needing to celebrate at full volume! and
 - **Arataki Boardroom**, for meetings and small conferences for up to 16 people.
- **SpaPolynesia**, our tropical spa therapy centre offering a lovely spa menu, professionally qualified therapists.
- A complimentary **Daily Activities Programme** including;
 - **Water Activities** including Fish Feeding, Stand-Up Paddle Boarding, Kayaking, and Snorkelling for colourful tropical fish and occasional turtles or eagle rays.
 - **Cultural Activities** including making your own Flower Garland “Ei”, tying an island wrap around “Pareu”, weaving a Coconut Frond Sun Hat, Island Drum Dancing, and much more!
 - **Beach Games** including Beach Volleyball, Beach Soccer, Giant Chess, Beach Petanque, Crab Hunting & Crab Racing.
 - **Games Room** with pool, table tennis, darts, board games and more!
 - **Keep Fit** on your holiday at the **Air-Conditioned Gym or Outdoor Fitness Trail**.
 - **Explore** Rarotonga by following our extensive self-guided **Rarotonga Walking Map**.
 - **Star Gazing** is magical on Rarotonga because of its isolation from light pollution, the clarity of the night sky is unparalleled and especially during meteorite showers you can see dozens of shooting stars and comets.
- **The Rarotongan Beach Resort Reception**, is open 24/7 with an extensive range of services including;

- **Gift Boutique** for day-to-day necessities and local souvenirs.
- **Currency Exchange or Cash Advances** using your Credit Card.
- **Tour Desk** for all tours such as the world famous Koka and Captain Tama's Lagoon Cruises, Raro Mountain Safari, Te Vara Nui Cultural Village, Highland Paradise, Diving, or Big Game Fishing.
- **Taxi, Car, and Motor Bike Hire Service**
- **Guest Library.**
- **Personal Wedding Planner** experienced in ensuring all the details are taken care of on your Big Day!