



Guest Compendium

TABLE OF CONTENTS

1.	INTRODUCTION	1
1.1.	THE COOK ISLANDS – THE HEART OF THE SOUTH PACIFIC 1	
1.2.	RAROTONGA	1
1.3.	SANCTUARY RAROTONGA-ON THE BEACH.....	2
1.4.	RESORT LOCATION	2
2.	GUEST INFORMATION.....	2
2.1.	ACTIVITIES.....	2
2.2.	AIR CONDITIONING	8
2.3.	AIRLINES & INBOUND TOUR OPERATORS.....	9
2.4.	AIRPORT TRANSFERS.....	9
2.5.	AITUTAKI LAGOON RESORT & SPA	9
2.6.	ANIMAL WELFARE	10
2.7.	ART GALLERIES	11
2.8.	ATM SERVICES.....	12
2.9.	AVARUA TOWNSHIP	12
2.10.	BANKS & ATM SERVICES	13
2.11.	BAR	14
2.12.	BATH TOWELS.....	14
2.13.	BEACH SOCCER	14
2.14.	BEACH TOWELS.....	14
2.15.	BEACH VOLLEYBALL.....	15
2.16.	BICYCLES.....	15
2.17.	BLACK PEARLS	15
2.18.	BUS	15
2.19.	BUSINESS CENTRE.....	16
2.20.	CHECK-IN TIME	17
2.21.	CHECK-OUT TIME.....	17
2.22.	CHURCH SERVICES	17
2.23.	CIGARETTES	18
2.24.	CLOTHES DRYING.....	18
2.25.	COCKTAILS & DREAMS OF THE SOUTH SEAS.....	19
2.26.	COFFEE & TEA MAKING FACILITIES.....	19
2.27.	COMPLAINTS.....	19
2.28.	COMPLIMENTS.....	19
2.29.	CONSULATES & EMBASSIES.....	19
2.30.	COOK ISLANDS BEER.....	20
2.31.	CREDIT CARDS	20
2.32.	CURRENCY EXCHANGE.....	21
2.33.	DAY ROOM.....	21
2.34.	DÉCOR & AESTHETIC	21
2.35.	DELI AND WINE SPECIALITY STORE	22
2.36.	DENTISTS	23
2.37.	DEPARTURES	23
2.38.	DEPARTURE TAX.....	23

2.39.	DINING	23
2.40.	DIPLOMATIC REPRESENTATIVES	26
2.41.	DIVING.....	26
2.42.	DOCTORS.....	26
2.43.	DRESS CODE	27
2.44.	DRIVERS LICENCE	27
2.45.	DUTY MANAGER.....	27
2.46.	DVD HIRE.....	28
2.47.	ELECTRICITY.....	28
2.48.	EMAIL	28
2.49.	EMERGENCY SERVICES	29
2.50.	ENERGY & WATER CONSERVATION	29
2.51.	FACSIMILE & PHOTOCOPYING SERVICES.....	29
2.52.	FILM DEVELOPING & PRINTING.....	29
2.53.	FIRE SAFETY PROCEDURES.....	30
2.54.	FIRST AID	30
2.55.	FISH FEEDING.....	30
2.56.	FISHING	31
2.57.	FOOD PRICES	32
2.58.	GAZEBOS	32
2.59.	GIFT SHOPS	32
2.60.	GLASS BOTTOM BOAT TOURS.....	32
2.61.	GOLF	32
2.62.	GYM.....	33
2.63.	GYM FACILITIES AROUND RAROTONGA.....	34
2.64.	HAIR DRESSING @ SALON VIVO'S.....	34
2.65.	HAIRDRYERS.....	34
2.66.	HAPPY HOUR.....	34
2.67.	HONEYMOON BUNGALOW @ THE RAROTONGAN	35
2.68.	HONEYMOON HYDROTHERAPY SPA SUITE @ THE SANCTUARY	35
2.69.	HOUSEKEEPING.....	35
2.70.	ICE.....	35
2.71.	ICE CREAM	35
2.72.	IN-HOUSE MOVIES.....	36
2.73.	INSECTS.....	36
2.74.	INTERCONNECTING ROOMS	37
2.75.	INTERNET & EMAIL FACILITIES.....	37
2.76.	IRONS & IRONING BOARDS.....	37
2.77.	ISLAND FASHIONS	37
2.78.	ISLAND NIGHT	38
2.79.	ISLAND TIME	38
2.80.	KAYAKING.....	39
2.81.	KEYS	39
2.82.	LAUNDROMAT.....	39
2.83.	LAUNDRY.....	40

2.84.	LIBRARY.....	40
2.85.	LOST PROPERTY	40
2.86.	LUGGAGE	40
2.87.	MAIL.....	41
2.88.	MAINTENANCE	41
2.89.	MARINE SANCTUARY – RA'UI	41
2.90.	MARKET	42
2.91.	MESSAGES, VOICEMAIL	42
2.92.	MICROWAVES.....	42
2.93.	MINI BAR (ON DEMAND).....	42
2.94.	MOSQUITOES/MALARIA/DENGUE FEVER.....	42
2.95.	NIGHT SNORKELLING.....	44
2.96.	NITELIFE TOUR.....	44
2.97.	ORIENTATION.....	44
2.98.	PARKING	45
2.99.	PHARMACIES	45
2.100.	PHOTOCOPYING	46
2.101.	POSTCARDS & POSTAGE STAMPS	46
2.102.	PRIVATE FUNCTIONS /INCENTIVE GROUPS	46
2.103.	PUBLIC HOLIDAY SURCHARGE	47
2.104.	RARO MOUNTAIN SAFARI TOURS.....	47
2.105.	REAL ESTATE INVESTMENT.....	47
2.106.	RECEPTION.....	47
2.107.	REEF WALKING	47
2.108.	RENTAL CARS.....	48
2.109.	RESORT SITE INSPECTION.....	49
2.110.	RESTAURANTS, CAFÉ, BAR & ENTERTAINMENT	49
2.111.	RESTAURANTS & CAFÉS AROUND RAROTONGA	51
2.112.	ROOM CATEGORIES AT THE RAROTONGAN.....	51
2.113.	SAFES.....	52
2.114.	SAILING.....	53
2.115.	SALON VIVO HAIR DRESSING.....	53
2.116.	SANCTUARY RAROTONGA-ON THE BEACH ACCESS	54
2.117.	SCENIC FLIGHTS.....	54
2.118.	SECURITY.....	54
2.119.	SHOPPING.....	54
2.120.	SMOKING	55
2.121.	SNORKELLING	55
2.122.	SPA BATHS	58
2.123.	SPAPOLYNESIA	58
2.124.	STAFF	59
2.125.	SWIMMING	59
2.126.	SUNDAY ROAST NIGHT @ THE RAROTONGAN	60
2.127.	SUNSETS.....	60
2.128.	SURFING	60
2.129.	TAKITUMU CONSERVATION AREA	61

2.130.	TAX.....	61
2.131.	TAXIS	61
2.132.	TELEPHONE SERVICES.....	62
2.133.	TELEVISION	63
2.134.	TENNIS	63
2.135.	THE GAMES ROOM & BOARD GAMES @ THE RAROTONGAN 63	
2.136.	TIME ZONES	63
2.137.	TIPPING	64
2.138.	TOUR DESK "BEST OF THE ISLANDS"	64
2.139.	VILLA ONEMARU (Soothing Sands Villa)	65
2.140.	WAKE-UP CALLS	65
2.141.	WALKING & HIKING	66
2.142.	WATER	67
2.143.	WEATHER	67
2.144.	WEDDINGS	68
2.145.	VISITOR INFORMATION CENTRE	69

WELCOME TO THE SANCTUARY RAROTONGA ON THE BEACH!

Kia Orana!

We would like to extend a very warm welcome to you from everyone here at **The Sanctuary Rarotonga on the beach!** You have arrived at a truly unique and very special slice of paradise right here in the very heart of the South Seas. We wish you a wonderful stay here with us, and look forward to welcoming you back to your 'second home' again and again! If at any time I or my team can do anything more to help you get the most out of your stay, please don't hesitate to contact the Front Desk and ask for myself or for the Duty Manager. Enjoy!

Kia Manuia!

Adi Narayan
Resort Manager
Sanctuary Rarotonga on the beach

1. INTRODUCTION

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

The Cook Islands is a natural pearl necklace of 15 islands with a total population of approximately 20,000, scattered over some two million square kilometres of the Pacific Ocean.

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

1.2. RAROTONGA

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

In the heart of the Cook Islands natural pearl necklace is the perfect pearl, the passionate, the precious and the peaceful island of Rarotonga. Rarotonga is the capital island; with a centre of high mountains clothed in rainforest and encircled by white sandy beaches and shimmering turquoise lagoons. Rarotonga has so much to offer with its combination of natural beauty, mouth-watering local cuisine, exciting tropical cocktails, lively culture, captivating traditional songs and dances, and spectacular wildlife. The pace here is supremely relaxed, the mood carefree, the culture vibrant, and the people the friendliest you'll meet anywhere. Sample all Rarotonga has to offer and remember you are on holiday relax, unwind and enjoy!

The local people are Polynesian of the Maori race with close ethnic affinity to the indigenous people of Tahiti (Maohi), New Zealand (Maori), and Hawaii (Kamaina). Most Cook Islanders are bilingual - speaking both Cook Islands Maori and English. The people of the island of Pukapuka also speak their own distinctive language. The northern islands were most probably settled around 800AD by migrants from the west - Samoa and Tonga. The southern group inhabitants are largely descended from voyagers from the Society Islands and the Marquesas. The total population of the Cook Islands is approximately 20,000, of whom around 10,000 live on Rarotonga - the business and economic hub, with 100,000 visitors coming each year.

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

There are two main roads on Rarotonga - you can circle the island on the Ara Tapu sealed road, through the villages and past the beaches or you can take the older inland road, Te Ara o Toi, which winds through fields of taro, pawpaw, bananas and village farm plots. Discover the Cook Islands just as Captain Cook did...unspoilt, unhurried, unique.

1.3. **SANCTUARY RAROTONGA-ON THE BEACH**

The Sanctuary Rarotonga on the beach is the Cook Islands' iconic adults only beach resort. Here, modern comforts blend with the charm of traditional Polynesia to add up to perfect relaxation on the sun-soaked beach. The Sanctuary Rarotonga is renowned for its warm and friendly staff with open hearts and smiles.

1.4. **RESORT LOCATION**

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

Set out amidst lush tropical gardens featuring hibiscus, banana and coconut palms. All of the Sanctuary's forty eight rooms are no higher than two storeys and are set on absolute beachfront, and feature an authentic Pacific aesthetic combined with the charm of Polynesian-style architecture.

2. **GUEST INFORMATION**

2.1. **ACTIVITIES**

The Sanctuary Rarotonga-on the beach is an adult's only boutique resort that mainly attracts romantic couples. The reception desk has available pool towels and can assist with making tour reservations at any one of our preferred tour operators around the island.

Sanctuary Rarotonga-on the beach guests have complimentary access to the extensive activities program at our sister resort (next door) at The Rarotongan Beach Resort & Spa where the **Activities Hut** is located poolside and is **open daily from 8.30am to 5:30pm**. There, the activities staff would be delighted to assist you with any equipment and information relating to the extensive resort activities programme including a wide range of exciting recreational, sporting and cultural activities, many focused on the lagoon itself which is a **marine sanctuary** (ra'ui), declared by traditional leaders on 1 March 2000 for the conservation of marine life within the zone. Consequently the **snorkelling in Aroa Lagoon, a fish breeding area, is exceptional with an amazing variety of fish**.

The Rarotongan Beach Resort & Spa activities staff are happy to assist with providing beach towels and equipment for Resort activities such as snorkelling masks and flippers, reef shoes (essential if you're exploring the magnificent marine reserve), kayak paddles, tennis balls & racquets, tennis court bookings, volleyballs, petanque and a wide variety of board games, plus extensive local knowledge. We kindly request that you do not take any resort equipment off the property, including beach towels and snorkelling gear. Please note all equipment borrowed is for a **maximum of 3**

hours' use and must be returned to the Activities Hut by 5.30pm on the same day. A fee of NZ\$20 per item will be charged to your room for later delivery, and cost price per item will be charged for the non-return of any Activities equipment. Other beach and lagoon activities include **beach volleyball, kayaking, outrigger canoeing, fish feeding, crab hunting & racing** and **night snorkelling**.

Additionally The Rarotongan Resort & Spa also has a fantastic games lounge which provides great facilities for entertaining all age groups. Features include a big screen TV, pool table, guest library, table tennis and giant size chess playing area. Due to the popularity of many activities, we recommend that you book in advance with the Activities Team, particularly the night snorkelling and Friday NiteLife Tour of Rarotonga's hottest bars and clubs. For further information **dial 8061 to reach activities and talk to one of our friendly activities staff members**.

ACTIVITIES SCHEDULE

The following is our current activities schedule. Please recognise that these schedules are indicative only and for today's information check the guest newsletter and activities schedule for the full list of today's activities.



Monday's Activities Marine Day

8.30am ~ Activities Centre Opens

All Activities Equipment, Board Games + Activities Programmes available @ Activities Centre

9.30am to 11.00am ~ Rutaki Beach & District Walk

Enjoy a leisurely walk along the beach and then turn inland onto the historical Ara Metua inland road through the Rutaki district stopping at historical and cultural points of interest in the local area. Meet at the Activities Hut.

10.00am ~ Resort Orientation Tour

Join us as we take you through the Resort and help you get the most out of your sojourn in Paradise! Meet at Activities Hut.

10.30am ~ Try Scuba Lessons

Learn how to scuba dive with a Dive Master from Pacific Divers. Meet at the poolside.



10.30am ~ Tennis

Need a partner for a game of tennis? Meet at the Activities Hut and join our local champions for a game of tennis.

11.30am ~ Polynesian Canoe "Vaka" Lesson

Learn how to paddle a traditional Polynesian canoe "Vaka". Makes for a great holiday photograph. Meet at the Activities Hut.

1.30pm ~ Fish Feeding

Join us feeding the tropical fish in the lagoon. Meet at Activities.

2.00pm ~ Resort Site Inspection

Have you ever wondered what some of our other room categories look like inside? Ever thought of upgrading to a beachfront suite? This is your chance to take a peek inside some of The Rarotongan's rooms, suites, bungalow and the three bedroom Onemaru pool villa depending on what is available. Meet at Reception.

3.30pm ~ Learn to play the Ukulele & Island Drums

Cook Islanders are among the finest drummers on Earth.

Take a tip or two from the masters in playing the patea (sa-pa-tay) log drums or that other quintessential sound of the South Seas – the ukulele! Meet us at the Activities Hut.



4.30pm ~ Beach Soccer

Come and join us in a Beach Soccer game between the Kiwis vs. The Rest of the World. Meet at the Activities Hut.

5.00pm to 6.00pm sharp ~ "The Cocktail Hour!"

Enjoy any of our mouth watering cocktails for only \$10.90 each and our Signature Cocktail at only \$19.90. See you @ the Tangaroa Bar poolside! (House guests only)

5.00pm to 6.00pm sharp ~ FAMILY DINE TIME!!

Free Ice Cream Cone with every Kid's Meal!

5.30pm to 6.30pm ~ Resort Manager's Sunset Cocktail

Party: Make new friends and mingle with our Resort Team and with other guests, and enjoy a glass of Raro punch and some island finger food. Meet at the Tangaroa Bar.

6.30pm to 8.30pm ~ Island BBQ & Fire

Dance Show

Enjoy a tasty Island BBQ along with our Fire Dance Show. Island BBQ + Show - Only \$49pp. For Show Only - \$35pp. Children 3-11 inclusive half price. To avoid disappointment please book by 12noon at the Restaurant on 8020. Minimum numbers apply.

8.30pm ~ Karaoke & Disco Nite:

No-one back home need ever know! Meet in the Tangaroa Bar.

8.30pm ~ Crab Hunting

Hunt your crab for tomorrow night's CRAB RACING! Meet at the Activities Hut



Tuesday's Activities Coconut Day

8.30am ~ Activities Centre Opens

10.00am ~ Resort Orientation Tour:

Join us as we take you through the Resort and help you get the most out of your sojourn in Paradise! Meet at Activities Hut.

10.30am ~ Dye Your Own Pareu!

Join us and learn how to make your own Paradise Pareu with our Activities Team. Meet at the Activities hut. \$25 per person and keep your own creation!

11.30am ~ Snorkelling Lesson in the Pool

Meet at the Activities Hut.



12.00pm to 2.00pm ~ LUNCH @ Captain Andy's

1.30pm ~ Aroa Lagoon Snorkelling & Fish Feeding:

Feed the tropical fish and explore the marine life of Aroa Lagoon. Find out the best places to snorkel in this lagoon, an important fish-breeding lagoon and Raii (marine reserve and no-fishing zone) on Rarotonga, making this undoubtedly the island's best snorkelling.

2.00pm ~ Resort Site Inspection

Have you ever wondered what some of our other room categories look like inside? Ever thought of upgrading to a beachfront suite? This is your chance to take a peek inside some of The Rarotongan's rooms, suites, bungalow and the three bedroom Onemaru pool villa depending on what is available. Meet at Reception.

2.00pm ~ Try Scuba Lessons: Learn how to scuba dive with a Dive Master from the Dive Centre. Meet at the poolside.

2.00pm ~ Coconut Frond Hat Weaving:

Step out in style! Learn how to weave yourself a dashing island hat from coconut palm leaves (kikau)! Meet at the Activities Hut.

3.30pm ~ The Coconut Show:

Come see our resident Coconut Master climb up a coconut tree and show you how to husk your own coconut. Learn about the Pacific's Tree of Life and its many uses. Meet at the Activities Hut

4.30pm ~ Beach Volleyball: Meet at the Activities Hut.

4.30pm ~ The Black Pearls of the Cook Islands

The vast pristine lagoons of the far Northern Cook Islands produce some of the world's most beautiful black pearls. Come along and learn all about how to determine the value and preciousness of a black pearl by its shape, lustre, colour, surface and size. Meet at the Sanctuary Reception.

5.00pm to 6.00pm sharp ~ FAMILY DINE TIME!!

Free Ice Cream Cone with every Kid's Meal!

5.00pm to 6.00pm sharp ~ "The Cocktail Hour!"

Enjoy any of our mouth watering cocktails for only \$10.90 each and our Signature Cocktail at only \$19.90.

See you @ the Sanctuary Bar!



6.00pm to 9.00pm ~ Spices of Asia + Crab

Races

Enjoy your evening with our selection of Spices of Asia Buffet, All Day Menu or Chef's Dinner Special and at 8.00pm place your bets on your pick in our hilarious Crab Races @ the Tangaroa Bar.

9.00pm ~ Aroa Lagoon Night Snorkelling, Hot

Chocolate and Cookies:

Explore the marine life after sundown when the "night shift" of the marine world comes out. It's a totally "different world" as they say. Different fish, different experience, not to be missed. Snorkelling masks, reef shoes, wet suits, hot chocolate and cookies provided.

\$25 per adult and half price for children aged 9 - 11 years accompanied by one parent per child. Maximum and minimum numbers apply. Basic swimming and snorkelling skills necessary. A basic level of fitness required. Bookings essential at the Activities Hut, Tour Desk or at Reception.





Wednesday's Activities Island Culture Day

8.30am ~ **Activities Centre Opens**

All Activities Equipment + Board Games + Activities Programmes available through Activities Centre

10.00am ~ **Resort Orientation Tour:**

Join us as we take you through the Resort and help you get the most out of your sojourn in Paradise! Meet at the Activities Hut.

10.30am ~ **Tennis**

Please book @ Activities Hut for a game of tennis.

11.30am ~ **Aroa Lagoon Kayaking**

Rarotonga really comes into its own from the water. Grab your paddle and head out into the lagoon for a unique perspective on this enchanting island. Meet at the Activities Hut.

12.00pm to 2.00pm ~ **LUNCH @ Captain Andy's**

1.30pm ~ **Fish Feeding:**

Come join us feed the tropical fish in the lagoon. Meet at the Activities Hut.

2.00pm ~ **Resort Site Inspection**

Have you ever wondered what some of our other room categories look like inside? Ever thought of upgrading to a beachfront suite? This is your chance to take a peek inside some of The Rarotongan's rooms, suites, bungalow and the three bedroom Onemaru pool villa depending on what is available. Meet at Reception.

2.00pm ~ **"Ei" Flower Garland Making**

Make your own traditional flower garland for head or neck. Feel like a Polynesian maiden when you wear it tonight at 'Legends of Polynesia'! Meet us at the Activities Hut.

3.00pm ~ **Pareu Tying and Island Dancing**

This show you how to create a whole new wardrobe out of just one pareu, and show you the secrets to the rhythmic swing and sashay of Cook Islands dancing! Meet at the Activities Hut

4.30pm ~ **Beach Touch Rugby:**

Come and join us in a Beach Touch Rugby game between the Kiwis and The Rest of the World. Meet at the Activities Hut.

5.00pm to 6.00pm sharp ~ **"The Cocktail Hour!"**

Enjoy any of our mouth watering cocktails for only \$10.90 each and our Signature Cocktail at only \$19.90. See you @ the Tangaroa Bar poolside!

5:00pm to 6:00pm sharp ~ **FAMILY DINE TIME!!**

Free Ice Cream Cone with every Kid's Meal!

6.30pm ~ **'Legends of Polynesia'**

Island Night

AUTHENTIC UMU FEAST, DRUMMING & 'URA (HULA)

SHOW ~ **DON'T MISS THIS!!** ONLY \$49pp for Dinner & Show. Show Only \$20pp. Children 3-11 inclusive half price. To avoid disappointment please book by 12noon at the Restaurant on 8020. Minimum numbers apply.

8:30pm ~ **Karaoke & Disco Nite:**

No-one back home need ever know! Meet in the Tangaroa Bar.

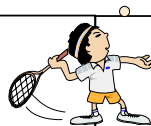
9.00pm ~ **Crab Hunting**

Catch your own zippy crustacean for tomorrow night's Crab Races! Meet at Activities Hut.

SMART HEALTH & SAFETY TIPS!!

WHEN IN THE LAGOON FOR SWIMMING, SNORKELLING, KAYAKING, FISH FEEDING, ALWAYS WEAR REEF SHOES / LIFE JACKETS!

Please see Activities Blackboard for Change in Weather Programme



Thursday's Activities Fun Sports Day!

8.30am ~ **Activities Centre Opens:**

9.30am to 11.00am ~ **Kavera Beach & District Walk**

Enjoy a leisurely walk along the beach and then turn inland onto the historical Ara Metua inland road through the Kavera district stopping at historical and cultural points of interest in the local area. Meet at the Activities Hut.

10.00am ~ **Resort Orientation Tour:**

Join us as we take you through the Resort and help you get the most out of your sojourn in Paradise! Meet at the Activities Hut.

10.30am ~ **Try Scuba Lessons:** Meet at the poolside.

12.00pm to 3.00pm ~ **LUNCH @ Captain Andy's**

1.30pm ~ **Aroa Lagoon Snorkelling & Fish Feeding:**

Meet @ the Activities Hut

2.00pm ~ **Resort Site Inspection**

Have you ever wondered what some of our other room categories look like inside? Ever thought of upgrading to a beachfront suite? This is your chance to take a peek inside some of The Rarotongan's rooms, suites, bungalow and the three bedroom Onemaru pool villa depending on what is available. Meet at Reception.

2.30pm ~ **Island Drumming Lesson & Maori Language**

Lesson: Cook Islanders are among the finest drummers on Earth. Take a tip or two from the masters in playing the pateri (say, pa-tay) log drums! Then take a lesson on how to speak Cook Islands Maori. Have a go at pronouncing some basic phrases. Meet us at the Activities Hut @ The Rarotongan.

3.30pm ~ **Cook Islands Maori Medicine Talk:**

Join our Activities team for a walk around the resort property to see the different traditional plants nature has to offer which are used for making Cook Islands Maori Medicine. Meet at the Activities Hut @ The Rarotongan.

4.00pm ~ **Polynesian Canoe "Vaka" Lesson**

Learn how to paddle a traditional Polynesian canoe "Vaka". Makes for a great holiday photograph. Meet at the Activities Hut.

4.30pm ~ **Table Tennis Competition:** Come and test your table tennis skills in a competition between the Kiwis and The Rest of the World. Meet at the Activities Hut.

5.30pm to 6.30pm ~ **Resort Manager's Sunset Cocktail Party:**

Make new friends and mingle with our Resort Team and with other guests, and enjoy a glass of Raro punch and some island finger food. Meet at the Tangaroa Bar.

5.00pm to 6.00pm sharp ~ **FAMILY DINE TIME!!**

Free Ice Cream Cone with every Kid's Meal!

6.30pm ~ **Island Reef & Beef Buffet**

Ensure you've booked your table for Island Reef & Beef, Chef's Dinner Special or A la Carte and enjoy your evening with the mellow musical accompaniment of Andre Tapena following @ 8.00pm by **CRAB RACING** at the Tangaroa Bar. Island Reef & Beef only \$45pp !! (Children 3-11 years inclusive half price). *Minimum numbers apply to Island Reef & Beef*

9.00pm ~ **Aroa Lagoon Night Snorkelling, Hot Chocolate and Cookies:** Explore the marine life after sundown when the "night shift" of the marine world comes out. It's a totally a "different world" as they say. Different fish, different experience, not to be missed.

Snorkelling masks, reef shoes, wet suits, hot chocolate and cookies provided. \$25 per adult and half price for children aged 9 - 11 years accompanied by one parent per child. Maximum and minimum numbers apply. Basic swimming and snorkelling skills necessary. A basic level of fitness required. Bookings essential at the Activities Hut, Tour Desk or at Reception.





Friday Activities Big Night Out!

8.30am ~ Activities Centre Opens

All Activities Equipment, Board Games + Activities Programmes available @ Activities Centre

10.00am ~ Resort Orientation Tour

Join us as we take you through the Resort and help you get the most out of your sojourn in Paradise! Meet at Activities Hut.

10.30am ~ Dye Your Own Pareu!

Join us and learn how to make your own Paradise Pareu with our Activities Team. Meet at the Activities Hut. \$25 per person and keep your own creation!

11.30am ~ Snorkelling Lesson in the Pool

Snorkelling is both easier and more fun than it looks. Our Activities Team will be delighted to take you through your paces. Meet us at the Activities Hut.

12.00pm to 2.00pm ~ Lunch @ Captain Andy's

1.30pm ~ Fish Feeding: Meet at Activities.

2.00pm ~ Resort Site Inspection

Have you ever wondered what some of our other room categories look like inside? Ever thought of upgrading to a beachfront suite? This is your chance to take a peek inside some of The Rarotongan's rooms, suites, bungalow and the three bedroom Onemaru pool villa depending on what is available. Meet at Reception.

2.00pm ~ Coconut Frond "Kikau" Weaving

Step out in style! Learn how to make crafts from the coconut palm leaves (kikau)! Meet at the Activities Hut.

3.30pm ~ The Coconut Show

Come see our resident Coconut Master climb up a coconut tree and show you how to husk your own coconut. Learn about the Pacific's Tree of Life and its many uses. Meet at the Activities Hut

4.30pm ~ The Black Pearls of the Cook Islands

The vast pristine lagoons of the far Northern Cook Islands produce some of the world's most beautiful black pearls. Come along and learn all about how to determine the value and preciousness of a black pearl by its shape, lustre, colour, surface and size. Meet at the Tangaroa Bar.

4.30pm ~ Beach Cricket: Meet @ Activities Hut

5.00pm to 6.00pm sharp ~ "The Cocktail Hour!"*

Enjoy any of our mouth watering cocktails for only \$10.90 each and our Signature Cocktail at only \$19.90. See you @ the Tangaroa Bar poolside!

5.00pm to 6.00pm sharp ~ FAMILY DINE TIME!!

Free Ice Cream Cone with every Kid's Meal!

6.30pm ~ Friday Evening

Ensure you've booked your table for **Flame-Grilled Steak Night**, **Chef's Dinner Special** or **A la Carte** and enjoy your evening. Dial 8020 to book. Flame-Grilled Steak Nite only \$36pp !!

Minimum numbers apply to Flame-Grilled Steak Night

8.00pm to 9.00pm ~ Bingo Night

Meet in the Tangaroa Bar.

9.00pm ~ The Rarotongan's Friday Nite Life Tour

Experience Rarotonga after dark! Only \$25pp. Minimum and maximum numbers apply. Bookings essential at the Activities Hut, Tour Desk or at Reception by 12noon.

SMART HEALTH & SAFETY TIPS!!

WHEN IN THE LAGOON FOR SWIMMING, SNORKELLING, KAYAKING, FISH FEEDING, ALWAYS WEAR REEF SHOES & LIFE JACKET!!

Please see Activities Blackboard for Change in Weather Programme



Saturday's Activities Market Day

7.00am to 12.00 noon ~ Punanga Nui Market, Avarua Town

Visit the Punanga Nui Market for a huge selection of local delicacies, island fruits, vegetables, flowers, T shirts, crafts, black pearls, CDs and entertainment. Catch the island bus from outside the Resort

Lobby. Normal bus fare applies.

8.30am ~ Activities Centre Opens

All Activities Equipment + Board Games +

Activities Programmes available through Activities Centre

10.00am ~ Resort Orientation Tour:

Join us as we take you through the Resort and help you get the most out of your sojourn in Paradise! Meet at Activities Hut.

12noon ~ Lunch @ Captain's Andy's Beach Bar & Grill

1.30pm ~ Lagoon Snorkelling & Fish Feeding

Feed the tropical fish and explore the marine life of Aroa Lagoon. Find out the best places to snorkel in our lagoon, an important Raui (no-fishing zone) on Rarotonga. Meet at the Activities Hut.

2.00pm ~ Try Scuba Lessons:

Meet at the poolside.

2.00pm ~ Learn to play the Ukulele & Island Drums!

Cook Islanders are among the finest drummers on Earth. Take a tip or two from the masters in playing the pate (say, pa-tay) log drums or that other quintessential sound of the South Seas – the ukulele! Meet us at the Activities Hut.

3.30pm ~ Pareu Tying & Dancing Lesson

Let us show you how to create a whole new wardrobe out of just one pareu. Meet us at the Activities Hut.

4.30pm ~ Beach Soccer & Beach Touch Rugby

Come and join us in a Beach Soccer & Beach Touch Rugby game between the Kiwis and The Rest of the World. Meet at the Activities Hut.

5.00pm to 6.00pm sharp ~ FAMILY DINE TIME!!

Free Ice Cream Cone with every Kid's Meal!

5.00pm to 6.00pm sharp ~ "The Cocktail Hour!"*

Enjoy any of our mouth watering cocktails for only \$10.90 each and our Signature Cocktail at only \$19.90.

See you @ the Tangaroa Bar poolside!

6.30pm ~ Island BBQ & Fire Dance Show

Enjoy a tasty Island BBQ along with our Fire Dance Show. Island BBQ + Show - Only \$49pp. For Show Only - \$35pp. Children 3-11 inclusive half price. To avoid disappointment please book by 12noon at the Restaurant on 8020.

Minimum numbers apply.

8:30pm ~ Karaoke & Disco Night

No-one back home need ever know! Meet in the Tangaroa Bar

SAFETY TIP:

**ALWAYS WEAR REEF SHOES / LIFE JACKETS
WHEN IN THE LAGOON FOR SWIMMING, SNORKELLING,
KAYAKING, FISH FEEDING etc**
Please see Activities Blackboard for Change in Weather Programme





Sunday's Activities Church Day

8.30am ~ **Activities Centre Opens**

All Activities Equipment + Board Games +

Activities Programmes available through Activities Centre

9.30am ~ **Church Service with the Arorangi Cook Islands**

Christian Church:

Join the welcoming congregation for an hour of hymns and traditional singing inside their beautiful, historic limestone and coral church. Bus departs from Resort Lobby. Normal bus fare applies.

10.30am ~ **Resort Orientation Tour:**

Join us as we take you through the Resort and help you get the most out of your sojourn in Paradise! Meet us @ the Activities Hut.

11.30am ~ **Aroa Lagoon Kayaking:**

Rarotonga really comes into its own from the water ~ grab your paddles and head out into the lagoon for a unique perspective on this enchanting island. Meet at the Activities Hut.



12pm to 3:00pm ~ **Sunday Lunch @ Captain Andy's**

Select from our All Day Menu and enjoy!

1.30pm ~ **Papua Waterfall Walk:**

Enjoy a walk to the only waterfall on the island. Meet at the Activities Hut.

2.00pm ~ **Fish Feeding:**

Meet at the Activities Hut.

3.00pm ~ **Table Pool Competition:**

Come and test your table pool skills in a competition between the Kiwis and The Rest of the World. Meet at the Activities Hut.

4.00pm ~ **Culture & Legends of the Cook Islands including a**

Maori Language Lesson

Join our Activities team for a lesson on how to speak Cook Islands Maori. Have a go at pronouncing some basic phrases. Marvel at the rich history of the Cook Islands learn about the arrival of the Polynesians several thousand years ago, the arrival of Christianity and its impact on the local culture. Hear about different tribes and chiefs on Rarotonga and the many tribal wars that occurred throughout history prior to the acceptance of Christianity. Meet at the Activities Hut



4.30pm ~ **Beach Petanque:**

Meet at Activities Hut.

5.00pm to 6.00pm sharp ~ **"The Cocktail Hour!"**

Enjoy any of our mouth watering cocktails for only \$10.90 each and our Signature Cocktail at only \$19.90. See you @ the Tangaroa Bar poolside!

5.00pm to 6.00pm sharp ~ **FAMILY DINE TIME!!**

Free Ice Cream Cone with every Kid's Meal!

6.30pm ~ **Sunday Dining**

Select from our Sunday Carvery Roast Night or All Day Menu and ease into the evening with mellow music by solo guitarist Tok.

Sunday Carvery Roast Night ~ Only \$36pp

Please book by 12noon, dial 8020. Minimum numbers apply to

Sunday Carvery Roast Night Buffet Booking

8.00pm to 9.00pm ~ **Trivia Night**

Test your general knowledge of the world against the world's finest guests staying at The Rarotongan! Meet in the Te Vaka Restaurant.

SAFETY TIP:

ALWAYS WEAR REEF SHOES / LIFE JACKETS

WHEN IN THE LAGOON FOR SWIMMING, SNORKELLING, KAYAKING, FISH FEEDING etc

Please see Activities Blackboard for Change in Weather Programme

Koka Lagoon Cruises
GLASS BOTTOM BOAT | MURI BEACH RAROTONGA

GLASS BOTTOM BOAT

Experience beautiful Muri Lagoon and our spectacular marine reserve area

3 hour lagoon tour with snorkeling, coconut show and fish bbq lunch

Snorkel gear and hotel transfers are included

Coconut Tours
and Rentals

Jungle Quad ADVENTURE!

Island Buggy EXPLORER!

The buggies and quads are very easy to learn how to ride. Tours start with pre-ride safety instructions and safety course program orientation.

Then the real adventure starts!

Finish off the tour, enjoy refreshments and fresh tropical fruit to cool you down and make new friends.

Weather does not affect the departure of our excursions as the quad bikes and buggies perform equally in wet or dry conditions.

Group and private tours can be organized and arranged upon advanced request.

Join us and have guaranteed

FUN!

RAINO OR SHINE ~ WE GO!!

RARO MOUNTAIN SAFARI TOURS!

- Professional, friendly, knowledgeable guides
- Rarotonga's most popular tour
- 10 years in operation
- Make this your FIRST Raro adventure!
- We take you where others can't!

MR T's TROPICAL TOURS

"You have my personal guarantee of satisfaction."

Coconut Island Tours - Everything you want to see!

Two tours daily - 9:30am & 12:30pm. Free pick up & drop off \$50 per person - discounts for groups of 10 or more

2.2. AIR CONDITIONING

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

1. To turn your air conditioning ON or OFF, **take the remote control out of its holder** on the wall, point it at the unit and press the top right button.
2. To ADJUST the TEMPERATURE, slide back the cover on your remote then press the BLACK arrow buttons down to lower the temperature, or up to increase the temperature. **To begin with we suggest you set it at about 22 degrees Celsius.** To maintain a comfortable temperature after the room has cooled down, please re-adjust it to about 25 degrees, and enjoy!
3. To ensure your air-conditioning unit works at its best please always **KEEP ALL WINDOWS & DOORS CLOSED** when operating the air conditioning. If windows and doors are left open with the air conditioning running the unit will most likely fail. **The first sign will be that the air conditioning unit begins to leak and if this continues it will eventually freeze up and fail.**
4. Do remember when leaving your room in the 100, 200, 300, 400 & 500 villages that the air conditioning unit might be situated just outside the door (i.e. if you're a tall person, please mind your head)
5. **PLEASE DO YOUR BIT!** To do your bit to prevent further global warming and reduce power consumption please remember to TURN OFF your air conditioning when you leave your room.
6. Please DO NOT REMOVE the remote control or any batteries from your room.

Rarotonga is a special slice of paradise, and we are sure you will want to do all that you can to keep it that way. Please bear in mind that on the island, power **is generated by imported, non-renewable diesel**, and costs about 80 cents per kilowatt-hour, as opposed to about 5 cents per kWh in your home. We encourage you to **please use the air conditioning only when necessary, and always turn it off** (and all lights and other electrical appliances) when you leave your room. Meitaki Maata (many thanks) for your assistance in keeping Rarotonga beautiful and Planet Earth healthy.

In order to conserve energy, your Room Attendant will turn off your air conditioning if your room is not occupied. **If you require assistance with your air conditioning controls** please contact Front Desk or our Duty Manager by pressing the icon (i.e. pictorial feature) on your phone or dial "8050"

2.3. AIRLINES & INBOUND TOUR OPERATORS

Air New Zealand Rarotonga Airport, Nikao airnzcCookislands@airnz.co.nz	Reservations & Ticket Office Arrivals and departures	PH 26 300 PH 26 302
Pacific Blue sales@airraro.co.ck	Enquiries	PH 22 888
Air Rarotonga (also representing Air Tahiti) Rarotonga Airport, Nikao sales@airraro.co.ck	Reservations & Enquiries	PH 22 888
Island Hopper Vacations Ltd Head Office, Nikao info@islandhopper.co.ck	Reservations & Enquiries	PH 22 026 or 22 576
Jetsave Travel Head Office, Avarua jetsave@cooks.co.ck	Reservations & Enquiries	PH 27 707 a/h 20 710
Tipani Tours Head Office, Nikao tours@tipani.co.ck	Reservations & Enquiries	PH 25 266
Matina Travel Head Office, Avarua sale@matinatravel.co.ck	Reservations & Enquiries	PH 21 780

2.4. AIRPORT TRANSFERS

Transfers to the Airport can be booked through the Front desk and should be requested 24 hours prior to departure to ensure availability. Pick-ups are usually about 2 hours prior to departure, but have been known to be as much as 4 hours prior, due to increased security procedures, so please do check with Front Desk in advance. The bus picks you up from the Resort Lobby entrance, please ensure you have your transfer tickets, luggage and voucher ready prior to pick-up.

2.5. AITUTAKI LAGOON RESORT & SPA

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

As the only resort set directly on the world's most beautiful lagoon, the Aitutaki Lagoon Resort & Spa 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, just a 2 minute ferry ride from the main island of Aitutaki. Encircled by broad champagne sand beaches lapped by the turquoise

lagoon waters, and traced by swaying coconut palms, this is one of the South Seas' ultimate romantic retreats. Sister resort to the Cook Islands' iconic Rarotongan Beach Resort & Spa and Sanctuary Rarotonga-on the beach, Aitutaki Lagoon Resort & Spa is an intimate all-bungalow resort offering **the Cook Islands' only over water Bungalows** complete with direct access to the lagoon via a private landing, spellbinding lagoon views, two outdoor showers, his & hers vanities and a super king bed.

The resort also offers a new spa retreat, **Villa Te Arau ~ Grand Honeymoon Pool Villa**, which is enclosed in its own lush tropical garden and features a pool, daybed, open-air spa, private outdoor shower, romantic 4-poster bed, generous veranda with outdoor dining, and charming full kitchen with outdoor servery. This villa is unique to Aitutaki and provides a whole exciting new private romantic retreat experience for couples in love.

In addition Aitutaki Lagoon Resort & Spa also offers a range of other bungalow types to suit your style, including the very spacious **Deluxe Beachfront Bungalows** and **Premium Beachfront Bungalows** are set directly on the pearlescent sands with spectacular views of the blue lagoon and tiny motu (isles) dotted on the horizon while the **Beachfront Bungalows** overlook the aqua waters of the Full Moon Channel.

Resort features and facilities include **SpaPolynesia**, a fully-serviced tropical spa therapy centre with professionally-qualified therapists, spacious Jacuzzi whirlpool spa bath and couple's sauna, the **Flying Boat Beach Bar & Grill** which offers the best dining views in Aitutaki, the **Bounty Restaurant** named after the first European credited with discovering Aitutaki, Captain William Bligh and his HMS Bounty, **Private Candlelit Dining on the beach**, **conference room**, **swimming pool**, **gift boutique**, **tour & car hire service**, **guest library**, and **a complimentary Daily Activities Programme** including fish feeding, snorkelling, guided nature walks, crab hunting & crab racing, kayaks, windsurfing, giant chess, a range of cultural activities and bicycles (charge applies). For more information or images of The Aitutaki Lagoon Resort & Spa, please visit www.theaitutakilagoonresort.com or www.therarotongan.com , PH 31 203 or ask for one of our Sales Team at The Rarotongan's Front Desk, dial "8050".

2.6. ANIMAL WELFARE

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

The Cook Islands Society for the Prevention of Cruelty to Animals (CISPCA) is a non-profit organisation dedicated to animal welfare in the Cook Islands. Run by volunteers, it relies entirely on donations. CISPCA operates an animal shelter, and is located beside the children's playground across from the South Seas store in Avarua town. Anyone interested in learning more about CISPCA or its

projects in the Cook Islands, please stop by or PH 25 005 between 9am to 3pm, Monday to Friday. Visitors are welcome and assistance is most appreciated.

For any concerns regarding animal mistreatment or neglect, please contact CISPCA on PH 25 005.

The Esther Honey Foundation www.estherhoney.org (PH 22 336) is a veterinary clinic devoted to providing excellent animal welfare in the Cook Islands. Founded in 1995 by an American traveller, Cathy Sue Amunsen, the clinic is a non-profit organisation run entirely on donations. Manned by a group of volunteers mainly from North America and the United Kingdom, the clinic provides free veterinary care for all animals. They are based in Nikao by the Rarotonga Golf Club, or see them at the Punanga Nui Market on Saturdays. Opening hours for bookings are Monday to Friday, 9am to 5.00pm and Saturday 2pm to 5pm. All visitors, donations and offers of voluntary assistance are most welcome.

2.7. ART GALLERIES

The Rarotongan Beach Resort & Spa has a gallery of inspirational local art located within the restaurant area opposite the Hibiscus Hut including Loretta Reynolds, Tereapii Rongo, Dernice Rongo, Ian George, Tim Manavaroa Buchanan, Michael Tavioni and Joan Rolls-Gragg.

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

Each of her pieces contains a distinctly cultural theme, whether it is in the style, subject, or commentary. These works showcase the abundant artistic and creative talent alive and well in the Cooks.

For more information on local artists and their works, the following is a list of local galleries that are open to the general public:

Beachcomber Gallery - PH 21 939

Location: Main Road, Avarua.

Opening Hours: 8.30am to 4pm, Monday to Friday and Saturday 8.30am to 12 noon

Email: benb@oyster.net.ck or lukeb@oyster.net.ck

Website: www.artcookislands.co.ck fax: 22 939.

Gina Keenan-Williams, Hand Paints. PH 20194 or A/H 24011

Location: Punanga Nui Market

Moana Gems Pearl & Art Gallery - PH: 22 312

Jullian Sobiesky – PH 21 079

Location: Matavera.

Classical style painting, religious paintings and local scenery and flowers

The Art Studio - PH 27788

Location: Main Road Arorangi

Opening Hours: Monday to Friday 11am to 6pm, Saturday 11am to 2am
Contemporary Pacific Art by Ian and Kay George and artists of the Cook Islands.

Email: ikgeorge@oyster.net.ck

2.8. ATM SERVICES

ANZ Bank ATMs'

ANZ has all general banking facilities as well as foreign currency exchange. There is an ANZ Bank ATM in the lobby of The Rarotongan Beach Resort & Spa. ANZ has 6 ATM's located at other locations around the island at ANZ main branch Avarua, Cooks Corner Bus Stop in Avarua, Foodland Supermarket in Avarua, Vonnia's General Store in Arorangi, Wigmore's Superstore in Vaimaanga and Six Eleven Store in Muri.

ANZ Bank also has one ATM located in Amuri in front of Mango Trading Store, Aitutaki. For any further information PH 21750 to speak to ANZ Bank directly.

Bank of the Cook Islands (BCI) ATM

BCI has one ATM directly outside the bank in Avarua Township. For any further information PH 29341 to speak to BCI directly.

Westpac ATMs'

Westpac has 7 ATM's located around the island at Westpac Bank main branch in Avarua, Rarotonga International Airport, Oasis Service Station in Nikao (24-hour service station), JMC Store at Muri Beach, The Edgewater Resort & Spa and Super Brown Store in Tupapa. There also one ATM located in Arutanga in Aitutaki.

For any further information PH 22014 to speak to Westpac directly.

2.9. AVARUA TOWNSHIP

Rarotonga is the capital of the Cook Islands, and the main township on Rarotonga is Avarua. Avarua is the main town on the island and the commercial centre of the Cook Islands. During business hours, it has a friendly, bustling atmosphere together with shops, banks, cafes, bars, nightclubs and other visitor facilities. It is also the main port and host to cruise ships and many cruising yachts.

Avarua offers such essential services as the Post Office, banks (ANZ, Westpac, Western Union and the Bank of the Cook Islands (BCI)), pharmacies, the Police Station (for your Cook Islands Driver's License, supermarkets, Punanga Nui Market for local produce and crafts, a department store, shops, cafes, bars and restaurants.

On Rarotonga, **business hours** are Monday to Friday from 8am to 4pm, and Saturday from around 8am to 12 noon.

2.10. BANKS & ATM SERVICES

Full banking services are available at **ANZ, Westpac and Bank of the Cook Islands** in Avarua town, and your **Departure Tax** can also be prepaid at the Westpac Bank main branch in Avarua to avoid airport delays.

ANZ Bank

ANZ has all general banking facilities as well as foreign currency exchange.

Opening Hours: Monday to Thursday 9am to 3pm and Friday 9am to 4pm

ANZ Bank ATMs'

There is an ANZ Bank ATM in the lobby of The Rarotongan Beach Resort & Spa. ANZ has 6 ATM's located at other locations around the island at ANZ main branch Avarua, Cooks Corner Bus Stop in Avarua, Foodland Supermarket in Avarua, Vonnia's General Store in Arorangi, Wigmore's Superstore in Vaimaanga and Six Eleven Store in Muri.

ANZ Bank also has one ATM located in Amuri in front of Mango Trading Store, Aitutaki.

For any further information PH 21750 to speak to ANZ Bank directly.

BANK OF THE COOK ISLANDS (BCI)

BCI has all general banking facilities as well as foreign currency exchange.

Opening Hours: Monday to Friday 9am to 3pm

Bank of the Cook Islands (BCI) ATM

BCI has one ATM directly outside the bank in Avarua Township.

For any further information PH 29341 to speak to BCI directly.

WESTPAC Bank

Westpac Bank has all general banking facilities available as well as foreign currency exchange and departure tax payments.

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

Airport Opening Hours: Opens for international flight arrivals and departures.

Westpac Bank ATMs'

Westpac Bank has 6 ATM's located around the island at Westpac Bank main branch in Avarua, Rarotonga International Airport, Oasis Service Station in Nikao (24-hour service station), JMC Store at Muri Beach, The Edgewater Resort & Spa and Super Brown Store in Tupapa. There also one ATM located in Arutanga in Aitutaki.

For any further information PH 22014 to speak to Westpac directly.

WESTERN UNION/ GLOBAL EX

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

Opening hours: Monday to Friday 8.30am to 4.30pm and Saturday 8.30am-12.30 pm.

For any further information PH 29907 to speak to Western Union/ Global Ex directly.

These bank details were current at time of print however banks from time to time change their hours so it is advisable to check with the banks directly.

Travellers Tip! Because there are only limited cash point (ATM) machines in Rarotonga, always make sure you've got enough ready cash for making purchases where credit cards aren't accepted, such as at the Punanga Nui Market stalls, small local stores, outer islands etc.

2.11. BAR

The Sanctuary Swim-up Pool Bar is open daily from 11am until late with daily Cocktail Happy Hour specials from 5pm to 6pm and offers an extensive selection of fine wines, local and international beers, liqueurs, spirits and a variety of teas and coffees. We are proud of our Cocktail and Mocktail Lists with a large selection of alcoholic and alcohol-free creations to tantalise your taste buds. So join our friendly bar staff and your fellow guests, and sit back and relax with a tropical cocktail or mocktail around the pool as the sun goes down – and the bar warms up!

Dial "8050" for more information.

2.12. BATH TOWELS

For additional bath towels please dial Housekeeping on 8023, or after hours Front desk on "8050". Please take care with cosmetics, banana and coconut oils, as these can leave permanent stains on the towels.

2.13. BEACH SOCCER

Feeling active? We offer Beach Soccer on our newly built Beach soccer pitch, located at the back of the 500 Garden Rooms at our sister resort, The Rarotongan. The Cook Islanders love soccer, as proven by the FIFA International Soccer School located on the Islands. If you want to get some friends together or feel like a game, contact our friendly Activities team at the Hut, dial 8061.

2.14. BEACH TOWELS

Beach towels are available poolside for your use around the Resort pool and beach (we ask that you please not take them off the property). Please do not use your bath towel at the beach. All beach towels borrowed are for a maximum of 3 hours use and must be returned by 5.30pm the same day. A fee of NZ\$20 will be charged for any lost beach towels.

2.15. **BEACH VOLLEYBALL**

Our sister resort, The Rarotongan offers players a beach volleyball court. The free Daily Activities Programme regularly offers fun, social beach volleyball games and pool volleyball for all-comers and all standards of fitness. It's a sport fast growing in popularity, and when you've had a go it's easy to see why! Contact the friendly Activities team at the Hut at The Rarotongan, dial "8061".

2.16. **BICYCLES**

Bicycles are a great way to see the Island at your own leisure – get fit and see the sights all in one go! Please contact the Tour Desk on 8070 for more details.

2.17. **BLACK PEARLS**

We stock a large range of **beautiful black pearls** in our **Raro Style Gift Shop** courtesy of **Island Craft**. Alternatively there are a number of quality black pearl boutiques in Avarua town. One notable such merchant is the **Beachcomber** gallery which is located in a beautiful and painstakingly-restored coral and limestone building originally erected by the London Missionary Society as their Sunday school. **Beachcomber** offers an extensive selection of jewellery, carved black pearls, shell carvings, wood carvings, delicate blown glass pieces, finely woven hats and bags from Tongareva (Penrhyn), works by local painters and tivaevae quilt makers. PH 21 939. Beachcomber is a founding member of the Cook Islands Pearl Guild.

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

Travellers Tip! If you can afford it (and you like pearls!) do buy an exotic Cook Islands black pearl while on your holiday here, it will always be a treasured reminder of your time on Rarotonga.

2.18. **BUS**

The Cook's Island Bus offers a convenient, inexpensive method of transport, operating regular schedules around the island (in both directions). It will pick you up and set you down anywhere on request. The bus stops in front of The Rarotongan.

Timetable as follows:

The **clockwise** service:

- Monday to Saturday from 7.30am to 4.30pm and 6.30pm to 11.30pm
- Sundays from 8.30am to 12.30pm and 2.30pm to 4.30pm (please note: clockwise service only on Sundays)

The **anti-clockwise** service:

- Monday to Friday between 8.50am and 4.50pm
- Saturday, from 8.50am to 12.50pm

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

- Monday to Thursday 6.30pm to 11.30pm
- Friday 6.30pm to 10.30pm and 12.30am to 2.30am and
- Saturdays from 6.30pm to 11.30pm

Bus Fares & Passes:

- Adult fares are NZ\$4 one-way, NZ\$7 return
- Children 11 years, one way ticket NZ\$3, return ticket NZ\$4
- **Day Pass**, NZ\$16 per person
- **10 Trip Pass**, NZ\$25 per adult, NZ\$17 for children
- **Family Day Pass** (2 adults & 2 children), NZ\$26 – this expires on the last bus departure at 11pm.

For your own copy of the Town'n'Around Bus Timetable, please see Front Desk, or you can pick up a copy when boarding the bus. For more information please phone Cooks Island Bus Passenger Transport on 25 512, or after hours phone Kevin & Frances Cook on 20 349 or call the Front desk (press the icon or dial "8050").

2.19. BUSINESS CENTRE

Our Business Centre located beside the Raro Style Gift Shop and Island Deli & Wine Box at The Rarotongan and can assist you with any typing and faxing services you may require during your stay. Costs vary, with the charge for receiving faxes being NZ\$1 for the first page and NZ 50¢ per page thereafter, the charge for sending faxes vary from country to country, and the charge for typing is dependant on the job required. For your convenience any costs can be charged to your room account.

We hope that all your business needs while staying at our resort will be catered for, if you require further information please do not hesitate to contact the business centre on extension 8001.

Photography services are also available at our Business Centre offering two portrait packages available for guests, subject to availability. These allow

you to take away memories that last forever and create the perfect scrapbook or photo album of your holiday, birthday, wedding or any special occasion.

DELUXE PHOTO PACKAGE

Includes a half-hour photo shoot, using approximately 2 to 3 locations within the Rarotongan's 6 acres and 5x 6x4 prints. The selected 5 images are supplied at high resolution on CD. This package includes an allowance for half an hour post production.

PREMIUM PHOTO PACKAGE

Includes a 2 hour photo shoot, using approximately 4 to 5 locations within the Rarotongan's 6 acres and allows time to change outfits if you wish. 10x 6x4 prints developed, these images are supplied at high resolution on CD. This package includes an allowance for an hour of post production work.

To enquire about your portrait package please phone the Business Centre, dial 8001 or Front Desk on '8050'.

2.20. CHECK-IN TIME

Check-in time is 2pm. When you check-in, please ensure that all your departure details have been confirmed with the Front Desk. Depending on room availability, it may be possible for you to enjoy an Early Check-in, and the fee for this service is NZ\$95. Early check-in applies from 6am or any time thereafter until 2pm. This service is subject to availability and requires advance booking, however you are welcome to enquire at Front desk upon arrival should a last-minute opening have arisen. Alternatively, if your flight arrives during the wee hours, you'd probably be best to reserve your room from the previous day (called Pre-registration) to ensure it is ready and comfortable for your arrival, ensuring you get straight into the groove of rest and relaxation from day one of your vacation. Please bear in mind that you may be travelling across the international dateline and if so this needs to be taken into account when making your reservation.

2.21. CHECK-OUT TIME

Check out time is 10am. We appreciate your courtesy and co-operation in observing the check-out time so that we may prepare the room for our next guests, maintenance, pest control and other activities that may be scheduled. Late check-out after 10am may be arranged with Front Desk for NZ\$95 until 2pm, and thereafter for NZ\$15 per hour until 12midnight. Late check-out is 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. To arrange late check-out or other special requirements please contact Front Desk (press the icon or dial "8050"). Please ensure your guestroom key or card is handed in at Front Desk at time of check-out and all payments outstanding are paid in full.

2.22. CHURCH SERVICES

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

Each Sunday Rarotonga's beautiful white coral and limestone churches fill with the soaring songs of worship of their congregations. Visitors are most welcome to attend Sunday services, but please observe appropriate **modest attire** of shirts and long trousers for men, and longer-length skirts or dresses for women, preferably with short or long sleeves. A bus from The Rarotongan Beach Resort & Spa leaves at 9.30am Sunday for **the Cook Islands Christian Church and St Mary's Catholic Church**, both in Arorangi. The bus fare is NZ \$7 return, or NZ \$4 one-way. A church donation will be much appreciated. At the conclusion of service you may well find yourself invited by the Pastor to enjoy island fruits and light refreshments in the nearby meeting hall with the congregation. For further information please contact the Activities Hut, dial 8061, or the Front Desk, dial "8050".

Travellers Tip! Sometimes there are recordings of the church singing available for sale at the door following the service. If you'd like to buy one as a memento they cost about NZ \$20.

2.23. CIGARETTES

Cigarettes can be purchased at the Raro Style Gift Shop at The Rarotongan. All Resort guestrooms, restaurants, and any semi-enclosed areas such as the Gazebos and Treetops Veranda are NON-SMOKING. If you wish to smoke, please **step outside these areas to do so**. Please dispose of your cigarette butts thoughtfully in the many coconut carved wooden ashtrays (not in the gardens, walkways, decks or on the beach please!).

Comment [M1]: ...do so away from dining areas i.e. sundeck and blue marquee (not the Blue Lagoon.

2.24. CLOTHES DRYING

There are clothes dryers in the Guest Laundries located near the 700C accommodation village. Please DO NOT place any clothing over the light shades in your guestroom for drying. This damages the shades and is also a fire hazard. Please do not hang clothes outside of the rooms.

Dryers are token-operated and can be purchased from Front Desk for NZ\$7 each. A standard drying/washing cycle takes approximately 45 minutes. As a courtesy to other guests please retrieve your laundry shortly after completion of the washing or drying cycle.

Please contact Front Desk, dial "8050" should you require further assistance.

2.25. COCKTAILS & DREAMS OF THE SOUTH SEAS

Our bar staff have a reputation of making the best cocktails on the Island. From Ultimate Toblerone to Classic Pina Colada, there is sure to be something for everyone. Why not enjoy our signature cocktail 'Island Girl' for 2 served in the biggest glass you've seen!

2.26. COFFEE & TEA MAKING FACILITIES

Your Sanctuary Rarotonga beachfront suite is provided with coffee and tea making facilities. For additional supplies, please contact Housekeeping, dial 8023, or after hours contact Front desk on "8050". A range of espresso coffees, hot chocolate and teas are also available at the bar or at The Rarotongan's Captain Andy's Beach Bar & Grill and from the Hibiscus Hut next to the Games Lounge and Activities Hut.

Comment [M2]: Coffee and tea not available at the Hibiscus Hut at this time, but I would keep this in anyway if we get our machines.

2.27. COMPLAINTS

From time to time there may be an area in the resort where we may not have fully met your expectations. If this is the case please, we request you to contact us at the time so we can address the issue and come to a resolution as soon as possible. We have a Duty Manager available from 8am to 10pm daily and our Resort Manager who is also available to assist.

Suggestions for improvement are also noted daily and we are constantly developing and fine tuning the resort in response to your feedback. Of course, you can always contact the Resort Manager with any suggestions you may have.

2.28. COMPLIMENTS

We definitely prefer these! If you have a compliment or praise for a particular staff member or we exceeded your expectations in general, please let us know by filling in one of our 'How do we Rate' Forms. All feedback is read to the management team daily and we use this information to improve and to note on our staff employment files.

2.29. CONSULATES & EMBASSIES

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

The following countries also have formal diplomatic relations with the Cook Islands: Australia, Bosnia/Herzegovina, China, Fiji, Iran, Malaysia, Nauru, Norway, Papua New Guinea, Portugal, South Africa, Spain, Republic of

Italy, India, Kingdom of Belgium, The Holy See - Vatican City, Thailand, Democratic Republic of Timor, Jamaica and Cuba.

2.30. COOK ISLANDS BEER

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

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

Matutu Beer

Here on Rarotonga, Matutu is a new boutique brewing company located in Tikioki, and crafts a number of enjoyable beers including 'Mai', a fresh-tasting, crowd-pleasing lager, 'Kiva', an adventurous pale ale as well as Matutu draught beer. Matutu beers are handcrafted in small batches by passionate brewers to enhance your Cook Islands experience, and we are proud to make these available for your enjoyment at our Captain Andy's Beach Bar & Grill right here at The Rarotongan. Such a shame Matutu beers weren't around in Captain Andy's day; one can well imagine a cool brew would have brought welcome relief to an ole sea dog with a mean thirst on a hot 'gone troppo' kinda day.

Rekareka Brewery (Cooks Lager)

Making beer for the first time, having a real love for 'its' making' and while contributing to the local economy is what Managing Director, Teariki Pennycook and Co-Directors, Stuart Davies and Edward (Tuki) Nee Nee from Rekareka Breweries are doing.

Located on St. Joseph Road in the heart of our township, Avarua, the Rekareka Brewery offers customers a NEW selection of locally produced beer. They have 3 options available for the "beer connoisseur":

- Cooks Lager
- Cooks Blonde
- Cooks Darkie

2.31. CREDIT CARDS

Major credit cards including MasterCard, VISA, Bankcard, Diners Club and American Express are accepted at The Rarotongan. Cash advances on VISA or MasterCard only of up to NZ \$100 are also available to our-in-house guests from the Foreign Exchange Cashier at the Front Desk, with a service fee of 7.5%.

Please note that only local Cook Islands ANZ eftpos cards are accepted through the Resort's eftpos machines (international cards are not accepted). Please press the Front Desk icon on your phone or dial "8050" for further information.

Please also note that a Credit Card administration fee of 4% applies to all Credit Card payments.

2.32. CURRENCY EXCHANGE

International currency exchange and travellers cheque services are available at the Front desk; press the icon on your phone or dial "8050" for information. Alternatively you can exchange foreign currency at ANZ Bank (ph 21 750) and Westpac Bank (PH 22 014) Bank of the Cook Islands (PH 29 341) or Western Union (PH 29 907) in Avarua.

2.33. DAY ROOM

For your convenience the Sanctuary Rarotonga offers Day Rooms from 6am to 6pm, or any time in between, subject to availability. A Day Room may be the ideal solution for travellers on their way to or from Aitutaki or another outer island, and guests who have booked a Day Room enjoy the full use of their room (for example, free in-room movies) and the Resort's facilities and services including extensive Activities Programme, use of swimming pool, tennis courts, kids club, gym, kayaks, beach towels, snorkelling gear, reef shoes, sunloungers and more. The minimum Day Room charge is NZ \$95 per room for the first 4 hours. Thereafter each additional hour is charged at NZ \$15 per hour until 6pm. After 6pm a full night's accommodation charge is incurred. Please contact the Front Desk (dial "8050) for further information.

2.34. DÉCOR & AESTHETIC

As a unique, character resort, the Sanctuary Rarotonga on the beach is proud to showcase the skills and talents of local Cook Islands artists and craftspeople so that guests may feel immersed in a seamless blend of traditional and contemporary expressions of a true, yet original, South Pacific aesthetic.

One major project was the design and production of the stunning brightly coloured panels and **tivaevae** - traditional Cook Islands quilts - that you will find hanging in Te Vaka during our Island Night. The works were co-designed by fabric artist Andrea Eimke and the Resort's Liz Raizis and Tata Crocombe, and produced by Andrea with the assistance of her seamstresses at her outer island studio, the Atiu Fibre Arts Studio (phone 33031), over several months.

Flowers are a central part of Cook Islands life and are used daily for personal adornment and to grace homes and buildings, especially during Tiare Week each November.

The Tiare Maori or single-petalled gardenia (*Gardenia taitensis*), the white and pink tipani or frangipani (*Plumeria obtusa* and *Plumeria rubra* cultivar), the kaute or red hibiscus (*Hibiscus rosa-sinesis* cultivar), the bright orange and purple tiare parataito or bird of paradise (*Strelitzia reginae*), the bold red and yellow tiare parataito or hanging heliconia (*Helicon rostrate*), the purple taria or bougainvillea (*Bougainvillea spectabilis*), the bright red anthurium (*Anthurium andraeanum*), the Riri Iotepa or Christmas Lily (*Lilium loniflorum* cultivar), the patai or flamboyant (*Delonix regia*), the oketi or pink moth orchid (*Phalaenopsis* cultivar), and the fragrant Pua (*Fagraea berteriana*) introduced (like the Tiare

Maori) by the early Polynesians into the Cook Islands from the Western Pacific many centuries ago.

Quilting was introduced to the women of the Cook Islands about 200 years ago by English missionaries. Since then it has evolved into a unique art form using patterns, motifs, emblems, icons and techniques specific to the Cook Islands. Tivaevae are generally produced by a group of women who cut and sew together in a circle, and the pieces become treasured heirlooms that are presented as gifts at times of celebration such as haircutting ceremonies, 21st birthdays and weddings, and are then carefully stored in glory boxes. The lady of the house will often use a tivaevae to drape across a bed or sofa intended for special guests, and tivaevae bedspreads and cushions are still seen in older homes. Sometimes treasured tivaevae are also buried with a close family member as a tribute to the deep love and high esteem in which they were held. There are several distinct styles of tivaevae embroidery and appliqué, and such treasures are rarely sold with few actually finding their way onto the market. **The Cook Islands Tivaevae Society** holds annual exhibitions of tivaevae on Rarotonga around October. The Society's aim is to revive this time-intensive and skilled art that is not practised as widely among younger, more time-pressured Cook Islands women as among the patient mamas of old.

All the Resort's guestrooms and suites feature the distinctive, **brilliantly coloured artwork of Andi Merkens**. When Andi and her family moved to Rarotonga from New Zealand, she was inspired away from her 25 years in graphic design into painting canvasses bursting with the vibrancy and lushness of the island. The pieces in the rooms include a work showing Mama Vaine Taripo of Titikaveka standing with a beautiful heirloom tivaevae (Cook Islands hand-embroidered quilt), and works specially-commissioned by The Rarotongan including "Te Vaka O Aroa" which incorporates two distinctive icons of the island – the vaka (or outrigger canoe) and a bright pareu (island-print sarong); Aroa of course being the name of this area, including Aroa Beach and Aroa Lagoon (the Lagoon of Love). A second commissioned work is called "Contented Cat" and features a tiger-coloured cat resting on a bright, tivaevae-draped sofa bordered by a vase of striking yellow lobster-claw heliconias. Prints of both "Te Vaka" and "Contented Cat" are available through the Pacific Art gallery in Muri for \$100 each, PH Ella on 24 200 or 51 419.

Elsewhere around the Sanctuary Rarotonga and our sister resort The Rarotongan features another of the Cook Islands' renowned art forms, **carving**. Carved staff gods, ceremonial spears, clubs and outriggers feature in the Resort porte cochere, TE VAKA Restaurant, Captain Andy's Beach Bar & Grill, Reef Fish Café, Treetops Veranda Restaurant and in the Games Lounge. The pieces come from our own collections added to by more-recent commissions from **Island Craft** whose well-stocked shop showcasing the work of local carvers and craftspeople is located in midtown Avarua (PH 22 009), or purchased from the superb **Beachcomber** gallery on the outskirts of Avarua (PH 21939). Our own gallery of original paintings is located opposite the Hibiscus Hut at The Rarotongan and features works from some of the Cook Islands acclaimed artists.

2.35. DELI AND WINE SPECIALITY STORE

Feeling Peckish? A little thirsty? Come and choose from our large range of International Wine, Beers & Spirits at our Deli & Wine Speciality Store located within the Raro Style Gift Shop next to our Business Centre at The Rarotongan. Or if you wish to escape for the day with a picnic hamper or just after a snack, we have a selection of delicatessen items for you to select from.

2.36. DENTISTS

There are a number of qualified dentists in private practice on Rarotonga. If you require dental attention, our Front Desk staff can provide assistance with information or transportation arrangements; please dial "8050". Alternatively, you can contact the dentists directly on the following numbers:

Philip V Nicholas BDS (NZ)

Nikao PH 20 169
Opening Hours: Monday to Thursday 9am to 2.30pm
Email: phil@pvkdental.co.ck

Ministry of Health Dental Clinic

Aroiva Akama, Tupapa PH 29 312
Opening Hours: Monday to Friday, 8am to 12 noon and 1pm to 4pm

2.37. DEPARTURES

Check-out is at 10am, however Late check-out may be, able to be arranged until 2pm subject to availability; the charge for this service is NZ \$95. When travelling from Australia or New Zealand, you will cross the International Date Line, meaning that you will 'gain' one day when you arrive, and 'lose' one day when you return. For further information or to book an international or domestic transfer, please dial Front Desk on extension "8050".

2.38. DEPARTURE TAX

International Airport tax is **NZ\$55 per person, and NZ\$15** for children aged between 2 and 12 years. Children under 2 years are free of charge. Departure Tax may be **pre-paid** at the Westpac Bank any time prior to your departure, either in Avarua or at the Airport Branch. Departure tax rates do change from time to time, so please check with Westpac, the airport or reception for current rates.

2.39. DINING

The Sanctuary Rarotonga-on the beach, has three dining options available;

- **Bluewater Grill** featuring a wide range of fresh game fish and seafood as well as traditional favourites; and
- **Ginger Garden** featuring the international favourites from the cuisines of Asia including Teppanyaki, Wok, Steamboat and Mongolian BBQ
- **Poolside Pergola** casual dining

The Bluewater Grill and Ginger Garden are open for dinner from 6pm to 9pm. Reservations are recommended and can be made on "8050".

Breakfast

A Tropical Breakfast Buffet (Continental Breakfast) of a variety of seasonal island fruits, homemade yoghurt, fresh-baked muffins, Danish pastries, croissants, toast, spreads, tropical juices, tea & coffee, is served for your enjoyment in the **Bluewater Grill** from 7am to 10am daily. You can also select from a variety of cooked and light breakfast options from the Breakfast Menu.

Special Dietary Requirements

If you have special dietary requirements, please do not hesitate to speak to the Restaurant Manager or Duty Manager.

Room Service

For your added convenience and enjoyment **Room Service** is available daily from 11am to 9pm. A Mini Bar & Room Service Menu has been provided in your guest room. A charge of NZ \$9.00 per room delivery applies. You can order Room Service from;

- Poolside Pergola Casual Dining Menu (from 11am to 9pm)
- Bluewater Grill (from 6pm to 9pm)
- Ginger Garden (from 6pm to 9pm)

Our sister resort, The Rarotongan offers a variety of dining experiences with an extensive selection of a la carte dining and buffet dinner shows. The Resort restaurants are open daily 7am to 9pm. To save disappointment, as the Resort is a popular dining destination for many outside guests, we strongly recommend that you make dinner reservations in advance. Please call our friendly Restaurant & Bar team on 8020.

Sampling the delights of the tropics is a must during any holiday in the South Pacific. Whether it is fresh seafood, tropical fruits or deliciously prepared traditional dishes, guests of The Rarotongan Beach Resort & Spa can try a wide array of exciting cuisine. You can select to eat or drink in a variety of locations to match your mood.

The expansive veranda overlooking Aroa Lagoon (the Lagoon of Love) is perfect for a sunset cocktail or dinner under the stars.

The **TE VAKA Restaurant**, right on Aroa Lagoon, plays host to our tropical breakfast buffet and buffet dinner shows as;

- The electrifying 'Legends of Polynesia' Island Nights and underground oven Umu Feast with succulent chicken, pork, lamb and other island favourites
- The amazing Tamariki Rarotonga Fire Dancers and Island BBQ

Captain Andy's Beach Bar & Grill is just right for a café latte, flat white or drink anytime, for a casual lunch, snack or light meal, and for a relaxed a la carte dinner overlooking the pool. At least once during your stay, try our

famous **Seafood Platter** for two. Captain Andy's is open daily from 11am till late, with our daily Cocktail Happy Hour from 5pm to 6pm.

For the truly romantic a **Private Candlelit Dinner** with personal waiter in our beach or garden gazebos is a "must do bucket list" experience. Your personal menu selection and reservation can be made at the Restaurant on 8020 or Front Desk on "8050"

The **Hibiscus Hut**, open from 11am to 4pm, offers a selection of snacks, ice cream, refreshing beverages, coffees, freshly made sandwiches, salads, fruits etc. in a casual café setting by the pool.

Festive or Formal Gatherings

The Sanctuary Rarotonga offers a **comprehensive range of on-site facilities and services** that can be tailored to ensure the success of your festive or formal gathering, whether it is a cocktail party for 10, or a celebratory dinner for 100. Our Restaurant & Bar Manager would be delighted to help turn your plans into reality, please dial "8020".

Special Dietary Requirements

If you have special dietary requirements, please do not hesitate to speak to the Restaurant Manager on 8020 or Duty Manager on "8050"

The Rarotongan offers you a variety of theme nights throughout the week complete with such varied, quality live entertainment as the riveting Orama Dance Troupe, energetic Fire Dancers, solo guitarist Tok, or Andre Tapena's lounge sounds.

Monday

Tamariki Manuia Fire Dance Show & Island BBQ + Karaoke @ NZ\$49pp

Tuesday

Spices of Asia Mongolian BBQ + Crab Races @ NZ\$36pp

Wednesday

'Legends of Polynesia' Island Night REAL Umu Feast & Drum Dance Show with Orama + Karaoke @ NZ\$49pp

Thursday

Reef & Beef & Island Serenader + Crab Races @ NZ\$36pp

Friday

Flame Grilled Steak Night & Bingo @ NZ\$36pp + The Rarotongan's famous Friday NiteLife Tour @ NZ\$25pp

Saturday

Tamariki Manuia Fire Dance Show & Island BBQ + Karaoke @ NZ\$49pp

Sunday

Sunday Carvery Roast & Solo Guitarist + Trivia Night @ NZ\$36pp

Buffet dinners are served from 6.30pm except for the 'Legends of Polynesia' Island Night Buffets, which is served from 7pm. Please note the TE VAKA Restaurant and Captain Andy's Beach Bar & Grill are non-smoking. To reserve your table please dial the TE VAKA on 8020 / 8075.

2.40. DIPLOMATIC REPRESENTATIVES

France	Cassey Eggelton, Honorary Consul	PH 22 424
Germany	Tina Browne, Honorary Consul	PH 24 567
New Zealand	New Zealand, High Commission, Avarua	PH 22 201
Cook Islands	Ministry of Foreign Affairs & Immigration, Avarua	PH 29 347

2.41. DIVING

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

Please call our "Best of the Islands" Tour Desk to book dial 8070.

2.42. DOCTORS

There are a number of qualified private doctors resident on Rarotonga. If you require medical attention, our Front Desk staff can provide assistance with information or transportation arrangements; please dial "8050". Alternatively, you can contact the doctors directly on the following numbers:

Dr. T. Noovao	PH 20 835
Dr Tereapii Uka's Medical Surgery	PH 23 680
Monday to Friday 8am -1pm	
After Hours: Doctor	PH 55 588
Nurse Clemency	PH 54 067
Dr. Tamarua Herman	PH 27 727
	M 50 551
	AH 23 427

Dr. Oxana Makhno PH 29 691

Dr. Losacker Wolfgang PH 23 304

Dr Kamen Boyadjiev - Community Health Clinic Tupapa
Monday to Friday, 8am -12noon, and 1pm to 4pm.
PH 20 066

Rarotonga Hospital is open 24 hours and there is a doctor on duty at all times in case of emergencies. There is a charge of NZ\$40 for Visitor Consultations (extra charges apply for medication). The phone number at Rarotonga Hospital is PH 22 664, or email aremaki@oyster.net.ck.

2.43. DRESS CODE

Comfortable and casual resort wear is an acceptable standard of dress at the Sanctuary Rarotonga on the beach. Swimsuits or bare chests are not appropriate in the Bar or Restaurants after 6pm. For your safety, we recommend that footwear be worn at all times in and around the Resort.

Here are some suggestions for attire when attending:

Church: modest, tidy dress. For men, shirt sleeves and dress trousers/shorts; for women, longer-length skirt and blouse, or a dress, preferably not sleeveless.

Town: informal, casual and comfortable.

Villages: informal, casual. Brief attire such as bikinis or swimsuits should not be worn.

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

2.44. DRIVERS LICENCE

All drivers are required to have a current Cook Islands Drivers Licence. This is available from the Cook Islands Central Police Station in Avarua upon presentation of your own current licence, and costs NZ \$20 (makes a great souvenir!). If you need to take a test for a Motorbike Licence there is an additional fee payable of NZ \$5. Temporary Drivers Licences are available when renting one of our resort vehicles for \$2 to get you to the Police Station legally.

Police Station opening hours for Drivers Licence applications:

Monday to Saturday, 8am to 3pm PH 22 499

2.45. DUTY MANAGER

A Duty Manager is available from 8am-10pm seven days a week, to assist you with any issues or matters of concern which you may have during your stay with us. For the assistance or services of a Duty Manager, please dial "8050".

2.46. DVD HIRE

You are able to hire DVDs to play in the comfort of your room from the Front Desk at The Rarotongan. The selection includes over one hundred titles and they cost NZ \$9 each for a hire period of 24 hours. Some of the most popular DVDs available include Gosford Park, Bringing Down the House, 28 Days Later, Home Alone 3, Hardball, Naked Weapon, Brother Bear, In Enemy Hands, Jackass-The Movie and Crossroads. There is something for everyone to enjoy and relax with after a day in the sun, or when a short tropical rain shower falls.

2.47. ELECTRICITY

Voltage in the Cook Islands is 240Volt 50HzAC. Three-pin plugs are used, the same as for New Zealand and Australia. Your room has been fitted with a dual voltage outlet for a 110-volt shaver. For any other 110-volt appliances (such as curling tongs or hairdryers) you will require a 2-pin adapter (also called a converter) and a transformer. Adapters can be purchased from the Gift Shop or hired from the Front Desk with a \$20 bond.

2.48. EMAIL

The Sanctuary Rarotonga-on the beach Beachfront Suites have in-room cabled connection. Cables can be hired from the Front Desk with a NZ\$20 bond.

Wireless Internet

The Resort offers high-speed wireless Internet access at various Hot Spots throughout the resort. You can purchase pre-paid wireless Internet access from the Front Desk.

Wireless Hot Spot Locations at the:

Sanctuary Rarotonga-on the beach:

- Reception area
- Beachfront Suites
- Poolside
- Lobby
- Dining areas

Rarotongan Beach Resort & Spa:

- Capt Andy's, Fish Cafe and Poolside
- Resort Lobby
- Banana Beach Water Park
- Te Vaka Restaurant
- Treetops Function Room

Internet Booths

Internet booths are located in the Rarotongan Beach & Spa lobby and opposite the Hibiscus Hut. Internet access can be purchased at the Front Desk.

2.49. EMERGENCY SERVICES

In the event of an emergency dial "8050" for the Front Desk for the Duty Manager or alternatively "9" for an outside line then dial "999" which will put you in contact with **emergency services: police, fire brigade, ambulance and hospital**. Please give your name, what the emergency is about, and where to send help. If the matter is less urgent please contact the police department directly, PH 22499 or the hospital, PH 22664.

2.50. ENERGY & WATER CONSERVATION

Energy and water are limited resources on our beautiful island. All electricity is generated using very expensive and non-renewable diesel, meaning our power bills can be more than 10 times what you will be used to (no exaggeration!). Please re-use your towel wherever possible (leave towels in the bathtub to indicate you would like your towel changed), and turn off taps, switch off lights, fans, and air conditioning when leaving your room. This will greatly assist Rarotonga to conserve its resources, and will be much appreciated. If you have any queries regarding energy or water please contact the Duty Manager through the Front Desk, dial "8050".

2.51. FACSIMILE & PHOTOCOPYING SERVICES

Facsimile services are available 24 hours a day. Faxes can be sent from the **Front Desk**. Please note that telecommunications charges in the Cook Islands are likely to be much higher than you are used to at home, as the Cooks is a small island nation a long way from anywhere else, and there is only one telephone company allowed to operate here. In addition, these charges also attract a hotel surcharge. The charge for receiving faxes is NZ\$1 for the first page and NZ50¢ per page thereafter. Costs of sending faxes differ from country to country.

Photocopying is also available at the Front Desk at a cost of NZ50¢ for the first page and NZ20¢ per page thereafter. Fax and photocopying service charges can be posted to your room account for your convenience.

The Sanctuary Rarotonga-on the beach facsimile number is (+682) 25 988 or (+682) 25 799.

2.52. FILM DEVELOPING & PRINTING

Photography services are available at our Business Centre at The Rarotongan with has two portrait packages available for guests, subject to availability. These allow you to take away memories that last forever and create the perfect scrapbook or photo album of your holiday, birthday, wedding or any special occasion.

DELUXE PHOTO PACKAGE

Includes a half-hour photo shoot, using approximately two to three locations within the Rarotongan's 6 acres and 5x 6x4 prints. The selected 5 images are

supplied at high resolution on CD. This package includes an allowance for half an hour post production.

PREMIUM PHOTO PACKAGE

Includes a 2 hour photo shoot, using approximately four to five locations within the Rarotongan's 6 acres and allows time to change outfits if you wish. 10x 6x4 prints developed, these images are supplied at high resolution on CD. This package includes an allowance for an hour of post production work.

To enquire about your portrait package please phone the Business Centre on 8001 or Front Desk on "8050".

The **Fuji Image Centre** located in Avarua town near Cooks Corner provides a photo printing and film developing service, and they use the latest digital processing equipment. The Fuji Image Centre guarantees high-quality photographs, and you can call Colin Burn or his staff on PH 26 238 for further information.

2.53. FIRE SAFETY PROCEDURES

Each of our beachfront suites is fitted with a heat and smoke detector. In the event of a fire, please dial "8050" from any phone and report the location of the fire to the Front desk. Alternatively, outside of each village is a fire alarm call point. In an emergency, you can break the glass at the call point and pull the lever to set off the alarm. Please refer to your Emergency Map located on the back of your guestroom door to determine your location in proximity to the Resort Lobby, which is the evacuation point. This Map will show your evacuation route to the Lobby. Once in the Lobby, you will receive further instruction.

2.54. FIRST AID

To arrange first aid for minor emergencies, please contact the Duty Manager, Security Department or Front Desk by dialling "8050". In more serious cases medical assistance should be sought. Panadol, insect repellent and basic first aid items may be purchased at the Raro Style Gift Shop and Treasure Chest for your convenience.

Comment [M3]: Raro Style Gift Shop

2.55. FISH FEEDING

At 1.30pm any day Monday to Friday, join our friendly Activities staff at The Rarotongan for fish feeding. You will be amazed at the performance our lagoon fish will put on for you! You can even hand-feed the fish down at the water's edge – an unforgettable experience! Call The Rarotongan Activities Hut on 8061 for further details.

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

- Bread was not toxic to the fish; and
- Only certain species were interested in this food source which tend to be the schooling species; and

- The increase in the population of these species has provided an increased food source for larger species higher up the food chain and therefore there has been a noticeable increase in the giant trevally population for example; and
- In terms of being disruptive to the natural population order, that the Rarotonga lagoon is severely over-fished and excess populations within the marine reserve tend to move to other parts of the lagoon and re-populate those areas where they have a positive impact on the environment as well as provide a fresh food source for the local people; and
- The increase in available fish in the areas outside of the marine reserve has created goodwill amongst the small but vocal community group that had originally campaigned to be allowed to fish in the marine reserve. Without broad based community support, the marine reserve would have been re-opened to fishing some time ago; and
- The fish feeding provides an opportunity for people, particularly children to be personally engaged with the natural wild life in the marine reserve which will hopefully assist in generating more consciousness about the importance of human stewardship of the natural world; and
- The Rarotongan played the leadership role in generating and maintaining community support for the marine reserve and visitors and locals alike enjoy personal contact with the fish.

2.56. FISHING

Fishing is not allowed, nor the removal of any shellfish, shells, sea stars (starfish) or any other marine life within the Aroa Lagoon Marine Reserve directly in front of the Sanctuary Rarotonga on the beach. However Marlin, Wahoo, Mahimahi (Dolphin Fish), Barracuda, Sailfish, Shark and Tuna such as Yellowfin, Albacore, Dogtooth, Skipjack and Big Eye are just a few of the exciting game fish that you have the opportunity to catch while deep sea fishing outside the reef in the Cook Islands.

Due to the close proximity of the reef, there are no long journeys out to deep water, and lines are set once out of the harbour ensuring maximum fishing time. Most trips are half day on a boat share with 4 to 6 lines, and private charters can be arranged. Catches usually remain with the boat although some companies do share it out and provide enough for dinner if the catch is sufficient. Morning trips go out at about 8am and afternoon trips at about 1.30pm.

Seafari Charters provide a great game fishing experience for all skill levels. Take a trip out to the ocean, to deep sea fish and have a go at catching an amazing array of fish from Marlin to Wahoo. They even provide you with a fillet from the days catch for your dinner. Why not ring our "the best of the island" tour desk now on 8070 and spend an exciting day with your line in water.

Rarotonga has a Game Fishing Club located in KiiKii, PH 21 419, where visitors are made very welcome. The Club is affiliated to the International Game Fishing Association, and for a small fee you can join as a social member. This is the place to relax and share in a few stories about "the one that got away"!

2.57. FOOD PRICES

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

2.58. GAZEBOS

Two popular locations for wedding couples to say "I do" are The Rarotongan Beach Resort & Spa's Polynesian-style sand-floor **Gazebos** on **Aroa Beach** and within our lush **Tropical Gardens**. Within their cool, palm-thatched shade, the Gazebos provide the perfect setting for couples seeking privacy and intimacy to exchange or renew vows, and are also ideal for a romantic candlelit dinner. A beautiful white sandy aisle bordered by young palm trees and tropical gardens traces a path to each of the Gazebos and provides a picture-perfect backdrop. The Aroa Beach and Tropical Garden Gazebos have a relaxed yet stylish Pacific ambience, and subtle lighting helps couples look their very best on their big day.

2.59. GIFT SHOPS

The Raro Style Gift Shop and Treasure Chest Gift Shops located at The Rarotongan are open throughout the week and stock some of life's little essentials such as toiletries, pharmaceuticals, confectionary, stamps, books, magazines etc. The shops also offer a selection of gifts and souvenirs, including jewellery, resort wear, swimwear, polo & T-shirts, kids wear, Cook Islands handicrafts, books, cards, speciality spa products and postcards.

2.60. GLASS BOTTOM BOAT TOURS

Captain Tama's Lagoon Cruise and Koka Lagoon Cruises operate a glass-bottom boat tour of Muri and Tikioki Lagoons to view reef fish, fish feeding and off-boat snorkelling, and then it's onto Motu Koromiri (one of the islets in the lagoon) for a delicious BBQ lunch and fun show. The tours operate every day except Sunday, from 11am to 3.30pm. Cost for tour is NZ \$75 per person, half price for children, and includes beach BBQ lunch, return Resort transfers, and use of snorkelling gear. Pick-up time from the Resort is 10.30am.

Captain Tama's Lagoon Cruise and Koka Lagoon Cruises can be booked through our "Best of the Islands" Tour Desk, dial "8070".

2.61. GOLF

THE RAROTONGA GOLF CLUB

The Rarotonga Golf Club welcomes visitors to play on its 9-hole course. The green fee costs NZ\$20 and you can play the course twice. You can also hire a set

of clubs, balls and tees for a further NZ\$25. The golf course is open weekdays from 8am to 2pm and also features a 19th hole (the all important club bar!). The Rarotonga Golf Club is approximately 10 minutes from the Sanctuary Rarotonga on the beach by car. Call the Golf Club on 20621 for further information.

COCO PUTT

Looking for something different and fun? How about trying out the Cook Islands' only mini golf course?

Coco Putt is located a short walk from the Sanctuary Rarotonga on the beach! It's an 18-hole golf course and is fabulous fun for n couples looking to add a little bit of excitement to the R&R program!

Coco Putt is open 7 days a week from 10am till late. Games start at \$10 per person and if you get the munchies while playing...don't worry, the Country Club Café located at Coco Putt have refreshing beverages and selection of snacks to keep your energy levels up! Call them on 27 181 to book your Coco Putt Mini Golf game today!

2.62. GYM

Located adjacent to our Activities Centre, the air-conditioned Gym at The Rarotongan Beach Resort & Spa features a full array of free weights, as well as a variety of exercise machines. Exercise balls are also available. The use of the Gym is exclusively for The Rarotongan and Sanctuary Rarotonga guests and staff only. An ideal combination for a full workout in the Gym along with some exercise in our great outdoors – be it tennis, beach volleyball, kayaking, outrigger canoeing, jogging along the beach, our new fitness trail or a mountain bike ride.

GYM RULES

- The resort gym is open from 6am to 10pm daily.
- The resort gym is for the use of in-house guests and staff only.
- It is for guests aged 16 years and over. Children are not allowed inside.
- Do not leave your valuables unattended at any time. The resort management and staff are not liable for any loss or damage of your personal belongings.
- Observe proper attire for your own safety.
- Dry clothing only when using the gym.
- Only bottled water and/or sports drinks are allowed inside. No food should be consumed inside.
- As a courtesy to other guests, please wipe down the machines after use.

FITNESS TRAIL

There is a great Fitness Trail at The Rarotongan that lets you exercise outdoors, at your pace, and surrounded by our beautiful tropical gardens. This starts right beside the foyer deck and leads almost all the way to the Aroa Beach Gazebo. The fitness trail is a balanced program of total fitness conditioning for all ages and sizes. Its fun, costs nothing, and provides variety with exercise stations focusing on flexibility, cardiovascular conditioning, muscle strength and

endurance. Create your own pace, your own intensity, your own music or natural melody but still be assured you are getting a full workout!

2.63. GYM FACILITIES AROUND RAROTONGA

THE TOP SHAPE HEALTH & FITNESS CENTRE

PH 21 254

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

Opening hours: Monday to Friday 8am to 7pm, and Saturday 9am to 12noon.

FITNESS COOK ISLANDS

PH 25 022

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

Opening hours: Monday to Sunday, 4am to 11pm.

2.64. HAIR DRESSING @ SALON VIVO'S

Treat yourself to a great hairstyle at **Salon VIVO** at The Rarotongan Beach Resort & Spa. We are proud to present, by appointment only, our Resort Hair & Make-up Stylist, who is expert at making you look your best for a special dinner out, for a Portrait or Couple's Photo Shoot in Paradise with our Resort Photographer or for your dream island wedding. Appointments are essential and can be arranged through "Best of Islands" tour desk on "8070" or Front Desk dial "8050". Often we have our own favourite hairdresser back home, but for a fresh new look or for a 'tidy-up' it's great to know that Salon VIVO is here to help you look your best during your vacation in Paradise, ready for when you head back home to face the world!

Other hair dressers on the island include:

BELT Hair & Nails Panama	PH 26 122
Kadona located in Cooks Corner Complex	PH 24 122
Kia Orana Hair Salon Ltd Arorangi	PH 20 235
My Hair & Beauty Nikao	PH 23 933
Raro Touch of Magic next to Cooks Corner	PH 21 652
Salon de Hermie's Banana Court Avarua	PH 22 278
The Salon Tupapa	PH 22 811
Top Shape Hair & Beauty Salon Taputapuata	PH 21 254
V.I.P Hair Studio Takuvaine	PH 20 601

2.65. HAIRDRYERS

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

2.66. HAPPY HOUR

5:00 pm - 6:00 pm sharp – "The Cocktail Hour!"

Enjoy any of our mouth watering cocktails for only \$10.90 each!
(Except for Signature Cocktail at \$19.90)
See you @ Bar poolside!

2.67. HONEYMOON BUNGALOW @ THE RAROTONGAN

You don't have to be 'Just Married' to be able to book into the Honeymoon Bungalow – just yearning for some private time alone to relax into each other's company and rekindle the flames is enough!

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

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

2.68. HONEYMOON HYDROTHERAPY SPA SUITE @ THE SANCTUARY

The Sanctuary Rarotonga-on the beach has a unique Honeymoon Hydrotherapy Spa Suite with jacuzzi, steam bath, vichy shower, sauna, spa bath and private outdoor deck especially designed for couples in love. Two massage tables allow for couples to share the SpaPolynesia massage experience together. The Honeymoon Spa Suite can be booked by couples for spa treatments together or overnight for an unforgettable romantic experience. To make your booking, please contact the Front Desk "8050".

2.69. HOUSEKEEPING

Your beachfront suite is serviced daily, and housekeeping is also at your service from 9am to 5pm daily for additional pillows, blankets, towels, room supplies, and valet laundry. Please dial 8023. After 5pm, please contact Front Desk on "8050". If your DO NOT DISTURB sign is out, your room will not be serviced. If you would like to request a room service time, please contact Front Desk.

2.70. ICE

Your in-room ice bucket can be filled at the Bar or from the ice machines located near the 700 village areas on the walkway beside the pool.

2.71. ICE CREAM

When the balmy tropical temperatures soar, there is nothing as cooling or as delicious as a gourmet ice cream. The **Hibiscus Hut** is located beside the Activities Lounge at The Rarotongan and is open daily from 11am to 4pm. The Hibiscus Hut also offers a yummy range of snacks, milkshakes, cold drinks, just check out the menu for the current mouth-watering options!

2.72. IN-HOUSE MOVIES

For your enjoyment on a rainy day or even just a lazy afternoon watching flicks, check out our complimentary daily-changing in-house movies. We offer an extensive selection varying from Action Adventure, Action Comedy, Romantic Comedy, Drama, Sci-Fi to even good ole Classic Comedies and Musicals. If you would like to watch another movie you can hire DVDs from our extensive collection at The Rarotongan's Front Desk.

We also feature a Resort Information Channel on Channel 6, which provides you with additional information on resort facilities and services here at The Rarotongan Beach Resort & Spa, Sanctuary Rarotonga-on the beach and at our sister resort, The Aitutaki Lagoon Resort & Spa private island resort. This DVD makes a great memento for your holiday and is available for purchase at Front Desk. Please contact Front Desk on "8050" for further assistance.

2.73. INSECTS

Your beachfront suite is fitted with an insect screen for protection against life's little nuisances. Your room and surrounding outside area are also regularly sprayed for unwelcome pests. The Resort is however sensitive to concerns about the effects of sprays on human health, so there is therefore a limit to the amount of spraying that can be safely carried out. Please avoid storing food out in the open by using your mini bar fridge for food storage at all times, bearing in mind not to overstock and thus over-tax the fridge. Any sweet foods left outside of the fridge or dropped into bedding such as pieces of fruit, dried fruits, biscuits and so on would likely attract tiny sugar ants in no time. Should you have any unwelcome visitors please feel free to use the insecticide spray provided in your guest room. For any further assistance please contact Housekeeping, dial 8023 9am to 5pm, or after hours try the Front Desk, dial "8050".

Travellers Tip! Please remember that in the tropics things grow to lush proportions, and while some pests may look bigger than at home, they are really more of a nuisance than anything else. Many insects are attracted to light, so it will help to turn off your lights when leaving your room at night. And as mentioned above, it is very important not to leave opened food sitting around anywhere inside your room – please store this in your mini fridge. Talking of visitors, sometimes a moko (a gecko) may find her way into your room in the early evening – she's after insects or little titbits of soft, sweet fruits like banana or pawpaw. Other than sometimes making a clicking sound ('her bark') and occasionally leaving her 'calling card' she is **completely harmless** to humans (insects though are in real danger!) She will mostly scurry about on the ceiling or upper walls near the light, and will go into hiding during the broad light of day (probably outside among the leafy bushes).

2.74. INTERCONNECTING ROOMS

The Sanctuary Rarotonga-on the beach has one set of interconnecting Beachfront Suites available for guests needing that extra space. Please contact Front Desk for assistance, dial "8050".

2.75. INTERNET & EMAIL FACILITIES

The Sanctuary Rarotonga-on the beach Beachfront Suites have in-room cabled connection. Cables are available from the Front Desk with a NZ\$20 bond.

Wireless Internet

The Resort offers high-speed wireless Internet access at various Hot Spots throughout the resort. You can purchase pre-paid wireless Internet access from the Front Desk.

Wireless Hot Spot Locations at the:

Sanctuary Rarotonga-on the beach:

- Reception area
- Poolside
- Dining areas

Rarotongan Beach Resort & Spa:

- Capt Andy's, Fish Cafe and Poolside
- Resort Lobby
- Banana Beach Water Park
- Te Vaka Restaurant
- Treetops Function Room

Internet Booths

Internet booths are located in the Rarotongan Beach & Spa lobby and opposite the Hibiscus Hut. Internet access can be purchased at the Front Desk.

2.76. IRONS & IRONING BOARDS

Irons and boards are located in the Guest Laundry at the end of the 700C village. Your Beachfront Suite also comes equipped with an iron and ironing board. Should you require any assistance please call Housekeeping on 8023 or the Front Desk on 8050.

2.77. ISLAND FASHIONS

If you're on the lookout for designer resort-wear there are three well-known local designers whose fashions you may like to check out.

Ellena Tavioni sells her distinctive hand-printed and hand-painted apparel, including swimwear, at her shop and factory **TAV** on the back road (Vakatini Road) behind Avarua town (PH 23 202). She offers a wide range of colours, patterns (often based on traditional Cook Islands motifs) and styles including casual and formal wear, short sets with top, long and short skirts, long and short

dressess of varying styles, wedding dresses, men's island shirts and children's wear, and she also tailors to fit if necessary. TAV was a favourite when shown at the New Zealand Fashion Week parades, and statuesque Ellena has dressed many a Cook Islands beauty queen as well.

Tuki's Pareu, located on the main road in uptown Avarua, offers a wide range of local fashion. PH 25537

Island Craft Ltd, leaders in Cook Islands Arts & Crafts since 1943 Pearl, Shell, gold & silver fashion jewellery - Souvenir chocolates with an extensive range of wood and shell carvings made by our own local craftsmen. Visit Island Craft for all your Souvenir Shopping. Choose memorable Unique, Timeless gifts and get special discounts on Gold ~ Silver Jewellery, Elegant Black Pearls, Pendants, Pearl Shell gifts Personalized engraving on Wood, Glass, Bags, Shells and selected Gourmet Gift Baskets, Flowers & Delicious Chocolates, the Perfect gift to share any occasion. Island Craft Ltd is committed to providing quality products to our customers.

Turtles offer a wide range of contemporary beach and resort wear and proprietary t-shirts. PH 27122

2.78. ISLAND NIGHT

The Rarotongan Beach Resort & Spa's famed Island Nights - **'Legends of Polynesia'** - feature a mouth-watering traditional umukai feast and mesmerising drum dance performance every Wednesday. Meet at the Captain Andy's Beach Bar & Grill from 6pm for romantic sunset cocktails, then see the **authentic steaming earth oven (umu)** opened at 6.30pm, the feast of coconut-fed island pork, gamefish, lamb, beef, chicken, baked local vegetables and an array of salads and desserts is laid before you at 7pm, then it's on with the riveting dance show at 8pm. Cook Islands dancers and drummers are widely considered to be the best in the South Pacific, and these performances are an authentic expression of traditional Cook Islands culture. **Guests often tell us that 'Legends of Polynesia' Island Night was one of the highlights of their stay, so it's definitely a night not to be missed**, and even if you think you've seen island dancing elsewhere, you've never seen anything like this – right from the heart! The renowned Orama (The Vision) Troupe feature on Wednesday night **This is the only Island Night on Rarotonga featuring food cooked in the traditional way in an authentic underground oven** (earth oven), imparting a unique, smokey taste and succulent tenderness. Reservations are essential, dial 8020.

2.79. ISLAND TIME

The Cook Islands are renowned for our wonderfully friendly people and the relaxed pace of life. This is often known colloquially as "Island Time" and **tuning into island time is certainly the best way to completely relax and enjoy your holiday on Rarotonga**. To avoid any frustration please take into account that any timings you are given in the islands can sometimes be more of an approximation than a deadline. Remembering this will save you any

unnecessary stress. Slow service however is not acceptable within the Resort; please contact the Duty Manager on "8050" if you have any concerns.

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

2.80. KAYAKING

Kayaking is a safe and enjoyable pastime in Aroa Lagoon, and the Sanctuary Rarotonga offers guests a fleet of complimentary one-and two-seater kayaks, plus the Daily Activities Programme at The Rarotongan regularly features guided Kayak Tours with members of our Activities Team who enjoy sharing their extensive knowledge and old stories of this area.

Aroa Lagoon is encircled by a living coral reef which separates the lagoon from the open Pacific Ocean, and is safe for kayaking, swimming and snorkelling at all tides. However, in Vaimaanga about 1 kilometre or so east of Aroa Lagoon, in front of the proposed Hilton Rarotonga, are the Rutaki and Papua passages out through the reef into the open ocean. These passages are dangerous for swimming, snorkelling, fishing, kayaking and surfing, and a number of local fishermen and tourist snorkeller's have drowned there over the years. **Do not at any time paddle out through (or over) the reef into the open ocean.**

Travellers Tip! One day, not so long ago, a member of our Activities Team looked up and thought he saw a couple of kayaks disappearing over the horizon. He paddled out as quickly as he could to offer assistance. By the time he reached them, they were several hundred meters out to sea. What were they doing? They were each lying on their kayaks, eyes closed, sunbathing, and gently drifting out into the vast Pacific Ocean. Luckily for them, our Activities staffer was able to escort them back over the reef. There is no helicopter rescue service in the Cook Islands. What they were doing that day was sorely tempting fate!

2.81. KEYS

The resort has an electronic swipe key card locking system. For your convenience and safety, please leave your suite key card at Front Desk when leaving the Resort, and ensure the door to your suite is properly closed and locked. If your Room Attendant finds your door unlocked and your suite unoccupied when servicing it, the attendant will lock the door upon leaving in order to ensure the security of your belongings. Replacement charge for a lost or misplaced suite key card is NZ \$25. For assistance on operating the suite key card system, please contact Front Desk, dial "8050".

2.82. LAUNDROMAT

For your convenience Guest Laundry is located beside village 700C. A washing machine, dryer and ironing facilities are provided for your use. The washing machine and dryer are token-operated, and tokens can be obtained from Front Desk for NZ \$7 each. Laundry powder is also available for NZ \$1 a sachet.

A standard washing cycle takes approximately 45 minutes. We ask that as a courtesy to other guests that you please retrieve your laundry upon completion of the washing or drying cycle. Please DO NOT place any clothing over the light shades in your guestroom for drying. This damages the shades and is also a fire hazard. Your guestroom also comes equipped with an iron and ironing board. Please contact Front Desk on "8050" should you require further assistance.

2.83. LAUNDRY

For same-day laundry service Monday to Friday, please place your laundry in the special plastic bag provided in your room, complete the laundry docket and advise Front Desk by 10am, dial "8050" to have it picked up. Your laundry will be returned by 6pm.

2.84. LIBRARY

There is a **Guest Library** located in Raro Style Gift Shop at The Rarotongan. Please ask our Gift Shop staff to assist you select from our wide range of books. Please return library books after use. This is a complimentary service, however a charge of NZ\$35 will be made for each book not returned. Magazines and books are also available for sale. For more information on books please see the friendly Gift Shop, or dial 8044.

The **Library and Historical Society Museum** cookislandslibraryandmuseum.blogspot.com is located in Avarua Township, where you can browse for hours and books may be checked out by making arrangements with the Librarian. Visitors pay a deposit of NZ\$15 (refundable when you return the books before leaving the island) and a monthly fee of only NZ\$10. The Library is open Monday to Saturday, 9am to 1pm and Tuesday 4pm to 7pm. For more information, PH 26 468.

The National Cultural Centre is also located in Avarua and houses the National Library and Museum, open Monday to Friday 9am to 3pm and Saturday, 9am to 11am. There is a NZ\$2 charge per person to visit the museum. The Museum's collections are well worthwhile having a look at, and there are often special displays on as well such as the annual Tivaevae (Cook Islands Quilts) Exhibition.

2.85. LOST PROPERTY

The resort has a lost property log for assistance with items that have been lost or found please contact Front Desk, dial "8050".

2.86. LUGGAGE

To have your luggage collected or stored please dial Front desk on "8050". If you intend to visit Aitutaki or any of the other outer islands during your stay you can store luggage in the storeroom free of charge until your return stay at The Rarotongan. The Luggage Room is located in the Lobby which is manned 24 hours a day. The Resort takes every care to ensure the safekeeping of your

luggage, but cannot accept any liability for your belongings whilst they are in storage.

2.87. MAIL

Outgoing mail is posted daily from Monday to Friday. Please drop your mail at the Front desk for posting. The Cook Islands Post Office in Avarua is also open Monday to Friday, 8am to 4pm. You can buy postcards and postage stamps at the Raro Style Gift Shop, Treasure Chest Gift Shop or the Front Desk.

2.88. MAINTENANCE

Your guestroom compendium folder includes a maintenance request Form. If any maintenance is required to your room please don't hesitate to complete this form and hand in to Front Desk, or you can contact the Front Desk, dial "8050".

2.89. MARINE SANCTUARY – RA'UI

1 March 2000 was an historic day for the Sanctuary Rarotonga on the beach and our sister resort The Rarotongan Beach Resort & Spa with the placing of a ra'ui upon Aroa Lagoon by the elders of the local community, with whom we had worked closely. A ra'ui is a traditional taboo, in this case a traditional marine sanctuary, which bans fishing or the taking or disturbing of any shellfish, reef life, shells or coral from the lagoon and for 100m beyond the reef. On the 1st of March 2000 local Cook Islands Maori elders gathered for a formal traditional ceremony on Aroa Beach in front of the Resort to mark the ra'ui. Just as the ra'ui was being declared following speeches, prayers, and the laying of rauti upon the waters, two kakaia (pure-white love terns) flew overhead, and this was seen by those gathered as an extra special blessing and endorsement from above of this important event. The ra'ui provides valuable protection for the marine life in Aroa Lagoon, which is especially beneficial because Aroa – being a dynamic, sparkling clean lagoon - is an important breeding area for fish.

Consequently, it is of utmost importance that this marine sanctuary is protected by all visitors and locals alike. No fishing is allowed, nor the removal of any shellfish, shells, sea stars (starfish) or any other marine life.

Not only has this protection of the natural habitat been a big environmental boost for the lagoon life in Aroa, and hopefully a source of much enjoyment for generations to come but it has also meant that all of The Rarotongan's guests who love to snorkel have been able to witness an ever growing kaleidoscope of teeming, friendly tropical fish! For more information on Aroa Lagoon's marine life and to see a reef fish spotting chart, please contact the Activities Hut at The Rarotongan on 8061.

Travellers Tip! Buy an instant underwater camera right here, from our in-house gift shops and capture your snorkelling adventure for posterity. Then sit back at home with a hot toddy and a winter fire blazing and pore over the amazing things you saw just a few metres from your Resort room! Hard to believe, but true

2.90. MARKET

Saturday is market day at the **Punanga Nui Market** (beside Rarotonga Wharf) which is open from 6am to about 11.30am or so (but usually starts to wind down around 11am - we recommend you get there early!). The bus drops you right there and the first bus leaves at 7.30am from just out front. The market offers a wide range of fresh local produce, cooked food and treats, drinking coconuts, arts, jewellery, carvings, handicrafts, T-shirts and pareus, and traditional dancers and bands often perform live.

2.91. MESSAGES, VOICEMAIL

All messages, faxes and emails are delivered to your guest room.

Our address is:

Sanctuary Rarotonga-on the beach

Aroa Beach

PO Box 103

Rarotonga

COOK ISLANDS

South Pacific

Phone (+682) 25 800

Fax (+682) 25 799

Email: info@sanctuary.co.ck

Website: www.SanctuaryRarotonga.com

If a voicemail has **been left on your room phone the indicator light will be bright red**. It does not flash. To access this voicemail, dial 61. If asked for a password, enter your room number. If you experience difficulty accessing your message please call Front Desk for assistance, dial "8050".

2.92. MICROWAVES

Microwaves are available for hire for NZ\$10 per day. Please contact Front Desk for further information, dial "8050".

2.93. MINI BAR (ON DEMAND)

You are able to order a personalised selection of wine, beer, soft drinks and fruit juice for your in-room Mini Bar. Your Beachfront Suite comes equipped with a Mini Bar refrigerator for your convenience, and a Mini Bar & Room Service Menu is included in your Guest Compendium folder. Simply phone your order through the Front Desk on "8050".

Alternatively you can drop off your completed and signed card at the bar or Front Desk. Your requested selection will be in your Beachfront Suite within the hour. Room service charge of NZ\$9 applies.

2.94. MOSQUITOES/MALARIA/DENGUE FEVER

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

Dengue fever is a flu-like illness spread by the Aedes mosquito, which tends to bite around daybreak and dusk. **Dengue is endemic (ever-present) in Fiji, Tahiti and on Australia's East Coast (Queensland).** **Most of the time the Cook Islands is completely free of this disease** as the virus is not permanently present here, but from time to time it has been brought in by people travelling here from other countries. On those occasions our Ministry of Health has instituted island-wide eradication campaigns and has always advised the public of any reported cases. There are four different strains of the virus. Young children under the age of sixteen and those with compromised immune systems tend to be most at risk. Note that even where there are outbreaks of dengue, by far the great majority of people affected are local residents, and rarely do tourists contract this flu-like illness. Also, not all mosquitoes on the island are carrying or are able to carry the virus, and mosquitoes generally have a very limited flying range.

For your comfort and safety your guestroom at the Resort has an insect screen to keep out mosquitoes which, due to the Resort's close proximity to the coast, are not common day or night. The resort also continuously makes special efforts to keep the entire resort grounds free from potential mosquito breeding areas thus greatly reducing the incidence of mosquitos.

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

House-proud islanders all around Rarotonga are regularly inspected by public health inspectors to ensure they are taking all possible measures to minimize mosquito-breeding sites.

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

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

The symptoms include:

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

If you experience any of the above symptoms or signs within the next two to three weeks you are advised to seek medical assistance – see a doctor. At the same time please inform the doctor (or nurse) about countries you have visited recently, and contact the Public Health Department of the Cook Islands Ministry of Health.

For further information please contact the Director of Public Health or the Chief Health Inspector on telephone number 29 110.

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

2.95. NIGHT SNORKELLING

Explore the marine life after sundown when the “night shift” of the marine world comes out. It's a totally “*different world*” as they say. Different fish, different experience, not to be missed. If you loved snorkelling during the daylight continue that experience into the night, and open your eyes to the underwater nightlife. Snorkelling masks, reef shoes, wet suits, hot chocolate and cookies provided. \$25 per adult and half price for children aged 9 - 11 years accompanied by one parent per child. Maximum and minimum numbers apply. Basic swimming and snorkelling skills necessary. A basic level of fitness required. Bookings essential at the “Best of The Islands” tour desk dial 8070 or Activities Hut at The Rarotongan on 8061 or the Front Desk of the Sanctuary Rarotonga on 8050.

2.96. NITELIFE TOUR

Friday is the **Big Night Out** on Rarotonga, so grab your ticket on the fun bus and head out on **NiteLife Tour** to check out the island's colourful bars and hot clubs with your entertaining guide. A great way to meet the locals over a drink or on the dance floor! Preceding your **NiteLife Tour**, meet at 8.45pm at the Front desk of The Rarotongan to begin your Friday night excitement! Bookings are essential (minimum numbers apply) and can be made through the Activities Hut, dial 8061 or the “Best of The Islands” tour desk, dial 8070 before 12pm. The tour costs NZ\$25pp. A great night out! You must have a paid docket at time of boarding as it is your passport on the bus.

2.97. ORIENTATION

THIS IS A MUST DO! Every day at 10am meet at the poolside Activities Hut for an **Orientation Tour of the Rarotongan Beach Resort & Spa**. This will really help you get the most out of your stay, whether short or long, as it will introduce you to all the Resort's facilities and services including the Activities Programme and the fantastic Activities staff, Captain Andy's Beach Bar & Grill, Hibiscus Hut, Treasure Chest and Raro Style Gift Shop, Banana Beach Playland, Moko's Kids

Club, Little Dolphins Waterpark, Teen Zone, Gym, Guest Library, Business Centre, Internet Booths, WiFi hot spot, and any other things you want to know.

Travellers Tip! You'll get a lot more out of your holiday if you **join in the Orientation** at the beginning of your stay as it will really help you to get your bearings and pick up a bit of handy local knowledge about Rarotonga. At 2pm daily there's also a **Resort Site Inspection** if you've always been a little bit curious to take a peek inside some of the other room, suite, bungalow and villa categories at The Rarotongan.

2.98. PARKING

Free parking is available for guests in the Resort car park, directly across the Circle Island Road from the Resort. Please do not park your rental vehicle (car, bike, bicycle) outside your room, on the lawns or beach, or in the driveway outside the Lobby. Designated motorbike, scooter and pushbike parking has been provided beside the Lobby; please use the Motorcycle Parking area for all scooter, motorbike and bicycle parking. Please do take the time to secure your vehicle upon leaving the car park.

2.99. PHARMACIES

There is a range of basic pharmacy items in the Raro Style Gift Shop at The Rarotongan including pain killers, throat lozenges, lip balm, tissues, Vicks vapour-rub, insect repellent, sunscreen, toiletries and lots more. However if you need further supplies or the advice of a friendly pharmacist then take a look below at the details and phone numbers of local pharmacies on the island.

CITC Pharmacy (within the CITC department store), Pharmacy Health & Beauty (next to the 24 hour Oasis petrol station) and Cook Islands Pharmacy (behind the Empire Theatre), supply a good range of toiletries and cosmetics, over-the-counter preparations, baby care essentials, health foods, vitamins and homeopathic remedies. A New Zealand-qualified pharmacist is on duty at the CITC Pharmacy.

LOCAL PHARMACY DETAILS:

CITC Pharmacy (AVARUA)

Opening hours: Monday to Friday, 8.30am to 4.30pm, and Saturday 8.30am to 1pm.

PH 29 292 OR A/H 29 294

Pharmacy Health & Beauty (NIKAO)

Opening hours: Monday to Friday 9.30am to 8.30pm, Saturday 9.30am to 4pm, and Sunday 10am to 2pm.

Nikao PH 24 072

Cook Islands Pharmacy (AVARUA AND MURI)

Avarua: Opening hours: Monday to Friday, 8am to 4pm, and Saturday 8.30am to 12noon

PH 27 577

Muri: *Opening hours:* Monday to Friday 10.30am to 5pm, Saturday 10.30am to 2pm, and Sunday 1pm to 5pm.
PH 27 587

2.100. PHOTOCOPYING

Photocopying services are available from the Front Desk at a cost of NZ 50¢ **for the first page and NZ20¢ per page thereafter. Fax and photocopying service charges can be posted to your room account for your convenience.** Please contact Front desk on "8050" for further enquires.

2.101. POSTCARDS & POSTAGE STAMPS

A range of vibrant postcards showcasing the many elements that have made up your Rarotongan holiday (so far) are available; from colourful tropical fish, to the resorts Aroa Lagoon, to island dancers. It's a great way to tell family and friends about your travels, it is often said 'that a picture is worth a thousand words'; with a postcard this is more than true. Postcards and stamps are available at the Raro Style Gift Shop, Treasure Chest Gift Shop and Front Desk.

2.102. PRIVATE FUNCTIONS /INCENTIVE GROUPS

At the Sanctuary Rarotonga and our sister resort The Rarotongan Beach Resort & Spa we can offer your group a uniquely memorable experience combining international-standard function catering and facilities along with the magical charm of a top beach and lagoon destination located in the heart of the South Seas. We would be delighted to quote a tailored programme to suit your requirements. Whether it be a small workshop for 12 or a conference for 100, the Resort's Treetops Veranda Function Room has a capacity of 175 theatre-style or 150 classroom-style, the TE VAKA Restaurant can host lectures for up to 250 people, our **NEWLY Built Conference room, the Arataki Room with private Chef's Table dining facilities and Garden Gazebo for up to 14 people, Latitude 21 30 our new multi purpose sound proof function room which is ideal for parties, weddings, conferences, dances etc** or one of our exclusive Suites makes the ideal location for a small meeting of up to about a dozen people.

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

The Sanctuary Rarotonga and Rarotongan has proudly hosted a wide range of meetings, conferences, incentives, government and special interest groups in the Cook Islands. Please contact our Groups & Functions Team, dial 8058 or via the Front Desk or groups@rarotongan.co.ck for your tailored group quote or further information.

As well the Sanctuary Rarotonga and The Rarotongan offers an extensive range of 'Elope to Paradise' Wedding Packages to choose from, or create your own tailored ceremony using 'Taputou ~ The Promise' as your foundation wedding

package and adding your personal selection of customized additional options. For help planning your dream island wedding contact your Personal Wedding Planner, dial 8054 or weddings@rarotongan.co.ck.

2.103. PUBLIC HOLIDAY SURCHARGE

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

2.104. RARO MOUNTAIN SAFARI TOURS

Rarotonga's flat, fertile coastal strip, where most of the people live, makes up only about one-fifth of the island. The rest is mostly rugged mountainous interior. On this 4-wheel drive safari tour, local guides and well-known characters including **"Uncle" Sam** Crocombe take you **off-the beaten-track** along the island's back roads, up inland valleys and up steep mountain tracks to gain incredible vistas out into the blue Pacific. The pace is gentle enough to spend time on learning about traditional sacred sites, local myths and legends, and native plants used for traditional medicine, for food, as building materials, for weapons, for costumes, and as sources of light in the days before electricity. Morning and afternoon half-day tours operate Monday to Friday, and Sunday departing at 12noon. The **4WD Raro Mountain Safari** takes about 3 ½ hours and includes a **delicious fresh fish Beach BBQ Lunch**. The tour costs NZ\$75 per person, NZ \$30 per child aged 6-12 years, children under 6 years are free. Cost includes BBQ Lunch and return Resort transfers. ***Being exciting, informative and funny has made it Rarotonga's most popular tour, an absolute must-do, don't miss it!***

The **4WD Raro Mountain Safari Tour** can be booked through the "Best of the Islands" tour desk, dial 8070.

2.105. REAL ESTATE INVESTMENT

If you would enjoy your own piece of paradise, please enquire at the Business Centre for a wide range of investment opportunities in the Cook Islands tourism industry whether as a resort suite, apartment or your own private pool villa. PH 8001 or the Front Desk on "8050".

2.106. RECEPTION

For your convenience we provide a **24 hour Reception** service, dial "8050". For any assistance or information you require during your stay, please do not hesitate to contact our team at Front Desk. We are pleased to help in any way we can. If you require further assistance, please ask at the Front Desk for the **Duty Manager** or **Resort Manager**.

2.107. REEF WALKING

To preserve the living reef, walking on the reef is discouraged. In addition, the reef is made up of coral that can be very sharp and coral cuts are notorious for getting infected. It is possible to snorkel in the shallows between the coral heads on the reef. Among the things you may see are the yellowish or greenish Slate-Spined Sea Urchins, so-called because today's island grandmothers and grandfathers used to write their school lessons on slates using the spines of these sea urchins as 'chalk'! Also Octopus often burrow into their lairs along the reef. Please remember at all times never to touch living coral, and to respect the Aroa Lagoon Marine Reserve by not touching, disturbing or catching any living or dead marine life, corals, shells, reef fish, etc. The Ra'ui Golden Rule is 'Look but Don't Touch'. Please call the Activities Hut at The Rarotongan on 8061 for further information.

2.108. RENTAL CARS

Having your own transport can be a great way to see Rarotonga you can stop and see anything you like from galleries, to restaurants, to beautiful beach spots ideal for a picnic. Rental Cars are priced from NZ\$50 a day and Minivan (7seats) from NZ\$60 a day. For information and bookings for rental cars, motorcycles and full automatic scooters, please ask at the "Best of the Islands" tour desk at The Rarotongan on 8070.

Guests must be 21 years or over and hold a current Cook Islands Drivers Licence in order to rent a car. To obtain your Cook Islands Drivers Licence for a car or motorbike, please present your current Drivers Licence plus your NZ\$20 fee at the Police Station in central Avarua. If you need to sit a test for your motorbike licence, there is an additional fee of NZ\$5. Temporary Drivers Licences are available when renting one of our resort vehicles for \$2 to get you to the Police Station legally. The Police Station Drivers Licensing desk is open from Monday to Friday, 8.30am to 3pm, and Saturday, 8.30am to 2.30pm phone 22 499.

Please note that the Resort has designated parking areas for your convenience, including a sign posted Motorcycle Parking area for motorbikes and bicycles, and car parking across the Circle Island Road from the Resort. Vehicles are prohibited to be driven on and around the resort grounds and rooms, or parked in or beside the porte cochere in front of the Lobby.

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

Travellers Tip! If you are unfamiliar with our roads, or are unused to driving motorcycles, we strongly recommend you travel in the greater safety of a car, convertible or sporty 4WD instead. Our island roads present unpredictable hazards without discrimination to locals and visitors alike – hazards such as chickens, dogs, pigs, cows, bulls, goats, horses, sharp corners, gravel, potholes, narrow roads with no footpaths, pedestrians, joggers, wandering toddlers, slow moving tractors or earth-moving equipment, and distracted motorists. Inexperienced motorcyclists are at special risk of grazes and scrapes from motorcycle mishaps – often called the "Honda Rash" by locals - and someone who is seen to have a "Rarotonga tattoo" on their calf, has in fact had a hot and painful encounter with a motorcycle exhaust pipe. However if you feel that the

freedom and romance of a ride around the island on a motorcycle is for you, we strongly advise that you also hire a helmet. For further information on vehicle hire please dial our "Best of the Islands" tour desk on 8070 or the Front Desk, dial "8050".

2.109. RESORT SITE INSPECTION

Planning your return stay at the Sanctuary Rarotonga or The Rarotongan? Wanting to recommend accommodation options at The Rarotongan to family or friends? Or just curious? The Rarotongan offers regular Resort Site Inspections at 2pm Monday to Friday which you are welcome to join. Feel free to meet one of our friendly Sales or Front Office team members for a site inspection of our room categories (subject to room availability). Please call Front Desk on "8050" for further information.

2.110. RESTAURANTS, CAFÉ, BAR & ENTERTAINMENT

The Sanctuary Rarotonga-on the beach, has three dining options available;

- **Bluewater Grill** featuring a wide range of fresh game fish and seafood as well as traditional favourites; and
- **Ginger Garden** featuring the international favourites from the cuisines of Asia including Teppanyaki, Wok, Steamboat and Mongolian BBQ
- **Poolside Pergola** casual dining

The Bluewater Grill and Ginger Garden are open for dinner from 6pm to 9pm. Reservations are recommended and can be made on "8050".

Breakfast

A Tropical Breakfast Buffet (Continental Breakfast) of a variety of seasonal island fruits, homemade yoghurt, fresh-baked muffins, Danish pastries, croissants, toast, spreads, tropical juices, tea & coffee, is served for your enjoyment in the **Bluewater Grill** from 7am to 10am daily. You can also select from a variety of cooked and light breakfast options from the Breakfast Menu.

Special Dietary Requirements

If you have special dietary requirements, please do not hesitate to speak to the Restaurant Manager or Duty Manager.

Room Service

For your added convenience and enjoyment **Room Service** is available daily from 11am to 9pm. A Mini Bar & Room Service Menu has been provided in your guest room. A charge of NZ \$9.00 per room delivery applies. You can order Room Service from;

- Poolside Pergola Casual Dining Menu (from 11am to 9pm)
- Bluewater Grill (from 6pm to 9pm)
- Ginger Garden (from 6pm to 9pm)

Our sister resort, The Rarotongan offers a variety of dining experiences with an extensive selection of a la carte dining and buffet dinner shows. The Resort

restaurants are open daily 7am to 9pm. To save disappointment, as the Resort is a popular dining destination for many outside guests, we strongly recommend that you make dinner reservations in advance. Please call our friendly Restaurant & Bar team on 8020.

Sampling the delights of the tropics is a must during any holiday in the South Pacific. Whether it is fresh seafood, tropical fruits or deliciously prepared traditional dishes, guests of The Rarotongan Beach Resort & Spa can try a wide array of exciting cuisine. You can select to eat or drink in a variety of locations to match your mood.

The expansive veranda overlooking Aroa Lagoon (the Lagoon of Love) is perfect for a sunset cocktail or dinner under the stars.

The **TE VAKA Restaurant**, right on Aroa Lagoon, plays host to our tropical breakfast buffet and buffet dinner shows as;

- The electrifying 'Legends of Polynesia' Island Nights and underground oven Umu Feast with succulent chicken, pork, lamb and other island favourites
- The amazing Tamariki Rarotonga Fire Dancers and Island BBQ

Captain Andy's Beach Bar & Grill is just right for a café latte, flat white or drink anytime, for a casual lunch, snack or light meal, and for a relaxed a la carte dinner overlooking the pool. At least once during your stay, try our famous **Seafood Platter** for two. Captain Andy's is open daily from 11am till late, with our daily Cocktail Happy Hour from 5pm to 6pm.

For the truly romantic a **Private Candlelit Dinner** with personal waiter in our beach or garden gazebos is a "must do bucket list" experience. Your personal menu selection and reservation can be made at the Restaurant on 8020 or Front Desk on "8050"

The **Hibiscus Hut**, open from 11am to 4pm, offers a selection of snacks, ice cream, refreshing beverages, coffees, freshly made sandwiches, salads, fruits etc. in a casual café setting by the pool.

Festive or Formal Gatherings

The Sanctuary Rarotonga offers a **comprehensive range of on-site facilities and services** that can be tailored to ensure the success of your festive or formal gathering, whether it is a cocktail party for 10, or a celebratory dinner for 100. Our Restaurant & Bar Manager would be delighted to help turn your plans into reality, please dial "8020".

Special Dietary Requirements

If you have special dietary requirements, please do not hesitate to speak to the Restaurant Manager on 8020 or Duty Manager on "8050"

The Rarotongan offers you a variety of theme nights throughout the week complete with such varied, quality live entertainment as the riveting Orama

Dance Troupe, energetic Fire Dancers, solo guitarist Tok, or Andre Tapena's lounge sounds.

Monday

Tamariki Manuia Fire Dance Show & Island BBQ + Karaoke @ NZ\$49pp

Tuesday

Spices of Asia Mongolian BBQ + Crab Races @ NZ\$36pp

Wednesday

'Legends of Polynesia' Island Night REAL Umu Feast & Drum Dance Show with Orama + Karaoke @ NZ\$49pp

Thursday

Reef & Beef & Island Serenader + Crab Races @ NZ\$36pp

Friday

Flame Grilled Steak Night & Bingo @ NZ\$36pp + The Rarotongan's famous Friday NiteLife Tour @ NZ\$25pp

Saturday

Tamariki Manuia Fire Dance Show & Island BBQ + Karaoke @ NZ\$49pp

Sunday

Sunday Carvery Roast & Solo Guitarist + Trivia Night @ NZ\$36pp

Buffet dinners are served from 6.30pm except for the 'Legends of Polynesia' Island Night Buffets, which is served from 7pm. Please note the TE VAKA Restaurant and Captain Andy's Beach Bar & Grill are non-smoking. To reserve your table please dial the TE VAKA on 8020 / 8075.

2.111. RESTAURANTS & CAFÉS AROUND RAROTONGA

Rarotonga is also host to an exciting array of restaurants located around the island. The range of cuisine varies from Italian, Indian to seafood and everything in between. Each restaurant offers its own individual ambience perfect for relaxing at the end of another day in Paradise.

2.112. ROOM CATEGORIES AT THE RAROTONGAN

At The Rarotongan Beach Resort & Spa, our guest room and suite categories are:

- Three Bedroom Private Pool Villa Onemaru (self contained, accepts up to 6 adults or 4 adults + 6 children)
- Two Bedroom Beachside Suite (self contained, accepts up to 4 adults or 2 adults + 4 children)
- Grand Beachfront Suite (self-contained, accepts up to 3 adults or 2 adults + 4 children)

- Honeymoon Bungalow (accepts up to 2 adults + 4 children)
- Deluxe Beachfront Suite (accepts up to 3 adults or 2 adults + 2 children)
- Beachfront Room (accepts up to 3 adults or 2 adults + 2 children)
- Deluxe Beachside Suite (accepts up to 3 adults or 2 adults + 2 children)
- Garden Room (accepts up to 3 adults or 2 adults + 2 children)

All our guest rooms and suites at The Rarotongan offer: private veranda, individual air-conditioning, California super king bed (or twin beds), cable TV, in-house movies, DVD player, alarm clock radio player, IDD phone, voicemail and auto wake-up, in-room safe, filtered & UV purified water on tap, mini fridge, coffee/tea making, shower, hairdryer, insect screen, fan, iron & board, daily housemaid service and room service. The Deluxe Beachside Suites, Deluxe Beachfront Suites and Grand Beachfront Suites all also offer a spa bath and an open-air shower. The Two-Bedroom Beachside Suite of course has the second bedroom, a spa bath and a separate full kitchen and lounge area, ideal for families or friends.

These can be viewed during the site inspection leaving The Rarotongan lobby at 2pm Monday to Friday.

Our sister resort, **The Aitutaki Lagoon Resort & Spa**, offers the opportunity to upgrade to experience one of the world's most beautiful islands.

Please contact the Front Desk on "8050" for further information.

2.113. SAFES

All Resort guestrooms and suites are installed with **in-room safes** for the safekeeping of your valuables. To operate please follow these simple instructions:

1. Press the re-set button before entering your nominated four digit pin number.
2. Choose a four digit pin number that you will remember easily.
3. To record this number, enter the four digit pin you have chosen onto the safe's keyboard and press 'close' for a white safe or 'lock' for a black safe. The safe will then close and the number will disappear off the screen.
4. To open the safe simply enter your pin number (from memory) and the safe will then automatically open.
5. Please note that if the wrong pin number is entered three times or more, the safe will go into a lockout procedure that will stop you entering the safe for approximately 30 minutes. If this occurs, please wait and try again in half an hour using the correct pin number. If you continue to experience further difficulties please contact Front desk, dial "8050" for assistance. Please ensure that your room safe is securely locked before leaving your room.

6. To lock the safe, enter your four digit pin number and press 'close' on a white safe or 'lock' on a black safe.
7. Please remember upon vacating your room to empty the contents of the safe and leave the safe open. *You may close the door, but please DO NOT enter your pin number as this will lock it and make it inaccessible for the next guests occupying the room.*

Please note that the Front Desk has available free **Security Storage** as an alternative to your in-room safe, ensuring you 24 hour access. If you have any further queries please contact Front Desk, dial "8050". This service is free of charge.

2.114. SAILING

Enjoy a fun cruise on your tropical holiday on the trimaran "Sail Tropicbird". No experience is required for this fun sailing excursion, which includes snorkelling outside the reef, snacks and refreshments, and whale watching in season. Cruises depart;

- 11:30am to 3:00pm \$90 per adult or \$55 per child; and
- 4:00pm to 6:30pm from April to November \$70 per adult and \$40 per child.

Cruises depart from Avatiu Harbour opposite the CITC Liquor Store in Avarua. For reservations call our "Best of the Islands" tour desk, dial 8070.

2.115. SALON VIVO HAIR DRESSING

Treat yourself to a great hairstyle at **Salon VIVO** at The Rarotongan Beach Resort & Spa. We are proud to present, by appointment only, our Resort Hair & Make-up Stylist, who is expert at making you look your best for a special dinner out, for a Portrait or Couple's Photo Shoot in Paradise with our Resort Photographer or for your dream island wedding. Appointments are essential and can be arranged through "Best of Islands" tour desk on "8070" or Front Desk dial "8050". Often we have our own favourite hairdresser back home, but for a fresh new look or for a 'tidy-up' it's great to know that Salon VIVO is here to help you look your best during your vacation in Paradise, ready for when you head back home to face the world!

Other hair dressers on the island include:

BELT Hair & Nails Panama	PH 26 122
Kadona located in Cooks Corner Complex	PH 24 122
Kia Orana Hair Salon Ltd Arorangi	PH 20 235
My Hair & Beauty Nikao	PH 23 933
Raro Touch of Magic next to Cooks Corner	PH 21 652
Salon de Hermie's Banana Court Avarua	PH 22 278
The Salon Tupapa	PH 22 811
Top Shape Hair & Beauty Salon Taputapuatea	PH 21 254
V.I.P Hair Studio Takuvaine	PH 20 601

2.116. SANCTUARY RAROTONGA-ON THE BEACH ACCESS

Sanctuary Rarotonga-on the beach along with Aitutaki Lagoon Resort & Spa are the sister resorts of The Rarotongan Beach Resort & Spa. The Sanctuary Rarotonga-on the beach is a full service boutique, adults only beach resort.

Guests of the Sanctuary Rarotonga must be 16 years and over. Adult guests of the Rarotongan Beach Resort & Spa are welcome at the Sanctuary Rarotonga-on the beach restaurants for dinner in the evenings. These include The Blue Water Grill with a wide selection of seafood and traditional favourites as well as The Ginger Garden Asian Restaurant offering Teppanyaki, Korean Steam Boat and Mongolian BBQ as well as a la carte menu with the favourites of Asia.

The Sanctuary Rarotonga-on the beach pool is restricted to registered Sanctuary Rarotonga-on the beach guests only.

2.117. SCENIC FLIGHTS

Scenic flights are a great opportunity to see Rarotonga's mountain trails and diving spots from the skies as well as a stunning view of the whole island and its majestic mountain peaks and verdant coastal plains. Flightsee scenic flights offer you a 30 minute flight from NZ\$90 per person. The minimum number of people required for the trip is two, and the maximum allowed is three. Flights operate daily between 9am and 2pm. Bookings are essential and can be made through the best of the island the "Best of the Islands" tour desk, dial 8070.

2.118. SECURITY

Rarotonga is one of the friendliest, safest places on Earth. However, crime exists even in Paradise, and you should be alert in particular to opportunistic petty thieving and take sensible steps to avoid becoming a target. The Rarotongan Beach Resort & Spa provides a 24-hour security guard service for our guests' added peace of mind. To assist with the safekeeping of your valuables please take advantage of your free **in-room safe**, and ensure you drop off your guestroom key at the Front Desk when leaving the Resort. Please ensure your guest room is locked whenever you go out, and do not leave any valuables lying about in your room nor leave your personal belongings out on your veranda or entrance door overnight. Also, do not leave your valuables in an unlocked vehicle, nor walk away from your bags at a shop, on the beach or at the Airport. Putting temptation in the way of even the most honest of people sorely tests them, and you would be wise to take these simple, standard precautions to ensure the security of your belongings. If you have any security concerns during your stay please call Front Desk and ask for the Duty Manager, dial "8050".

2.119. SHOPPING

Right next door at The Rarotongan there are a range of shopping outlets to suit your needs including the Hibiscus Hut for snacks and drinks, the Island Deli for fine wine, cheeses, crackers and anything you could want to create that perfect afternoon platter or sunset picnic. Need sun screen, lotions, sun burn cream,

soft drinks, snacks and more? The Rarotongan Beach Resort & Spa has two handy stores (Raro Style and Treasure Chest Gift Shops) with a wide range of goods including those small but important necessities of life, plus local Cook Islands souvenirs such as a great collection of t-shirts, sundresses, many postcards, locally produced soaps and lotions, hand-made crafts, wood carvings, and more. Looking for a uniquely Rarotongan gift? Consider purchasing a print of one of the artworks found around The Rarotongan. These shops are great for a quick shopping fix, a handy bite to eat or just to have a wander and explore local products.

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

The main shops in town are generally open from 8am till 4pm, Monday to Friday and 8am till 12 noon on Saturdays. Some supermarkets are open 8am till 6pm Monday to Friday and from 8am to 4pm on Saturday. The smaller village convenience stores tend to be open longer hours including Sundays before and after church (i.e. the village shops are generally closed between 10am – 12 noon on Sundays) but have a more limited range and generally higher prices. There are two petrol stations / grocery stores that are open 24 hours a day;

- Oasis Energy Centre, Nikao
- Super Brown, Tupapa

Almost all facilities are closed on Sundays for religious observance, or operate on restricted hours; however the Treasure Chest and Raro Style gift shops at The Rarotongan are open throughout the weekend.

2.120. SMOKING

All Resort Beachfront Suites, restaurants, and any semi-enclosed areas such as the Gazebos and Treetops Veranda are NON-SMOKING. If you wish to smoke, please **step outside these areas to do so**. Please dispose of your cigarette butts thoughtfully in the many coconut carved wooden ashtrays (not in the gardens, walkways, decks or on the beach please!). Cigarettes can be purchased on-site at the Raro Style Gift Shop at The Rarotongan.

Comment [M4]: ...do so away from dining areas i.e. sundeck and blue marquee (not the Blue Lagoon).

2.121. SNORKELLING

A few steps from your Beachfront Suite at The Sanctuary Rarotonga you can **snorkel straight off the white sands of Aroa Beach** in the **underwater wonderland of the Aroa Lagoon Marine Reserve**, protected by the encircling, natural coral reef. Swim with rainbow-coloured angel, parrot, butterfly, squirrel, goat, rabbit, unicorn, box and Picasso fish and a variety of beautiful wrasses such as sunset and bird, all in chest-deep, clear warm waters.

The snorkelling is so good here many of our guests have compared it to that of the Maldives or Australia's Great Barrier Reef (check out the Resort Guest Books for some of their comments). If you've never done it before, you'll be amazed at how **incredibly easy** and rewarding it is, especially so because Aroa Lagoon is both an important fish breeding area and a **traditional marine reserve** (a ra'ui). And you can **swim or snorkel at any tide** in Aroa Lagoon (not so in most parts of the island). Our Activities Team will be delighted to provide you with snorkelling masks and flippers or reef shoes along with invaluable local knowledge to ensure you get the most out of your snorkelling adventure. Reef shoes are highly recommended and are available for 3 hours free hire from the Activities Hut to all in-house guests. **Snorkelling safaris, snorkelling lessons and fish feeding activities** are part of The Rarotongan's Daily Activities Programme. Dial 8061 for any further enquires.

Night Snorkelling...explore the marine life after sundown when the "night shift" of the marine world comes out. It's a totally "*different world*" as they say. Different fish, different experience, not to be missed. If you loved snorkelling during the daylight continue that experience into the night, and open your eyes to the underwater nightlife. Snorkelling masks, reef shoes, wet suits, hot chocolate and cookies provided. NZ\$25 per adult and half price for children aged 9 - 11 years accompanied by one parent per child. Maximum and minimum numbers apply. Basic swimming and snorkelling skills necessary. A basic level of fitness required. For something quite special, talk to the Activities Team about our night snorkelling adventure, and see how different the reef life is after dark. Bookings essential at the Activities Hut (dial 8061) or our "Best of the Islands" tour desk (dial 8070).

Travellers Tips!

Bring or buy your own snorkelling gear and reef shoes as you then have the confidence of them fitting you perfectly. Do **go snorkelling soon after you arrive** – if you find yourself hooked (and many do) then you've still got plenty of time to do loads more. Invest in a **disposable underwater camera**, as that will add another dimension to your holiday snaps. It's also worthwhile buying a waterproof **Cook Islands Fish Identification Chart**. The Gift Shops and the Dive Shop in Avarua stock them and you can then attach one to your wrist (using the rubber band threaded through the hole in the corner of the chart) and wear it as you're snorkelling along, which means you then know what you're looking at! And reading up about the life and types of fish and other marine life can make snorkelling even more fascinating – things like the different colourations of juvenile and adult fish of certain species, the fact that wrasses have independently moving eyes (a little like chameleons!), the fact that parrot fishes make themselves a cocoon to sleep in at night, the way that one eye of a Peacock flounder migrates to join the other one while it's still a juvenile so that it can turn into a flatfish, the special coating which clown fish have to protect them from toxic anemones . . . ah, the mysteries of the lagoon!

Talking of protection though, always remember to **wear your reef shoes or flippers** when heading out for a **swim, snorkel or kayak** to **protect your feet** from coral cuts and also from the possibility of accidentally stepping on a spiny sea urchin or stonefish. The stonefish has stinging spines along a ridge on its back but can be difficult to spot as it is well camouflaged for survival, either

sitting on corals trying to look like a stone, or sitting slightly submerged on the sandy bottom of the lagoon. Locals who have been stung by a stonefish report that it's very painful, so although stonefish are rare, it's always wise to never swim, snorkel or kayak without sturdy protective footwear. Avoid walking or trampling through the water, it's best to swim or float or to glide your feet along; should there be a stonefish around, it will then have warning to avoid you (which is what it'd rather do). Remember though, hundreds of visitors enjoy Rarotonga's lagoons every day without any incident, and stonefish stinging are not common – generally the victim is a local who is out fishing or catching octopus along the reef, and often not wearing any protective footwear.

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

If you're snorkelling or swimming in the lagoon you may feel a slight nip on your calf or thigh, that is likely to be caused by the **Picasso trigger fish** which is trying to keep you away from its territory. This usually occurs during breeding times (not seasonal) and will not cause any harm other than a tiny nip. The best thing to do is to swim away to another fascinating part of the lagoon!

These handy hints will ensure you get the most out of your exciting snorkelling adventure, and that the marine environment is also there for everyone to enjoy in the future. **Happy snorkelling!**

At 1.30pm any day Monday to Friday, join our friendly Activities staff for fish feeding. You will be amazed at the performance our lagoon fish will put on for you! You can even hand-feed the fish down at the water's edge – an unforgettable experience! Call Activities on 8061 for further details.

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

- Bread was not toxic to the fish; and
- Only certain species were interested in this food source which tend to be the schooling species; and
- The increase in the population of these species has provided an increased food source for larger species higher up the food chain and therefore there has been a noticeable increase in the giant trevally population for example; and
- In terms of being disruptive to the natural population order, that the Rarotonga lagoon is severely over-fished and excess populations within the marine reserve tend to move to other parts of the lagoon and repopulate those areas where they have a positive impact on the environment as well as provide a fresh food source for the local people; and

- The increase in available fish in the areas outside of the marine reserve has created goodwill amongst the small but vocal community group that had originally campaigned to be allowed to fish in the marine reserve. Without broad based community support, the marine reserve would have been re-opened to fishing some time ago; and
- The fish feeding provides an opportunity for people, particularly children to be personally engaged with the natural wild life in the marine reserve which will hopefully assist in generating more consciousness about the importance of human stewardship of the natural world; and
- The Rarotongan played the leadership role in generating and maintaining community support for the marine reserve and visitors and locals alike enjoy personal contact with the fish.

2.122. SPA BATHS

A Spa Bath is located in Honeymoon Hydrotherapy Spa Suite. There is also a beautiful open-air spa in the Honeymoon Bungalow. Our Three Bedroom Private Pool Villa Onemaru has a large four person spa bath. These are simple to operate but **MUST BE FILLED WITH WATER** before the jets are turned on. Please ensure that the jets are covered with water prior to turning on the pump so your spa bath can operate correctly. For further assistance please dial "8050".

2.123. SPAPOLYNESIA

SpaPolynesia proudly uses the finest products from the house of Biodroga in Germany. Based since 1959 in the world-renowned thermal spa resort of Baden-Baden in the Black Forest, Biodroga has continually been developing treatments which balance the best of modern science with the best that nature has to offer, to bring to you a beauty care system of outstanding bioactive quality and effectiveness for your skin and body. We are also able to offer you the beautiful and luxurious Pure Fiji range specially developed in the South Sea Islands using our tropical plants to truly immerse you in Paradise. A selected range of Biodroga, Pure Fiji and other leading spa products for face and body are also available for purchase at SpaPolynesia and Raro Style Gift Shop.

SpaPolynesia Luxe@ Lime Blossom Villa ~ is located in a historical homestead located across the road from the Rarotongan Beach Resort and Spa & Sanctuary Rarotonga-on the beach incorporating our special SpaPolynesia Kids and Teen menu as well as Salon Vivo for your hair dressing requirements

Honeymoon Hydrotherapy Spa Suite @ Sanctuary Rarotonga ~ located in Suite 620 of Sanctuary Rarotonga-on the beach.

SpaPolynesia@ Sanctuary Rarotonga ~ located in Suite 600 offering a full range of spa treatments including massage, manicures and pedicures within the Sanctuary Rarotonga grounds.

Open Monday to Saturday 9am-7pm and Sunday 10am-4pm. For an appointment please telephone extension 8070.

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

2.124. STAFF

Our staff has a reputation of being some of the friendliest you will ever meet! All of our staff is carefully selected through rigorous screening. We pride ourselves on the development of our team, and all staff participates in ongoing staff development and training programs. We also operate a management development program where young hotel school graduates progress through every department in the Resort. The majority of our staff have completed formal studies in Hotel Management and if not are in the process of doing so!

2.125. SWIMMING

The Sanctuary Rarotonga is luckily located right on the sunshine southwest coast, this means there's sunshine all day on the freshwater pool, the beach, and the lagoon – right up until sunset that is (often a glorious, blazing island sunset).

Wherever you are at the Sanctuary you are mere steps away from the unspoiled waters of the Aroa Marine Reserve. This protected sanctuary is home to a healthy, diverse marine life, and is sheltered by the outlying reef. Swim, snorkel, sea kayak and explore the reserve at any time in complete safety, as fishing are not allowed in the Aroa Lagoon Marine Reserve, and this particular area of the lagoon is less affected by tides. The Aroa Lagoon Marine Reserve has been set aside for protection for future generations, and we ask that you experience it to its fullest, while respecting the beauty and uniqueness of one of nature's miracles.

Travellers Tips!

Always remember to wear your reef shoes or flippers when heading out for a swim to protect your feet from coral cuts and also from the possibility of accidentally stepping on a spiny sea urchin or stonefish. The stonefish has stinging spines along a ridge on its back but can be difficult to spot as it is well camouflaged for survival, either sitting on corals trying to look like a stone, or sitting slightly submerged on the sandy bottom of the lagoon. Locals, who have been stung by a stonefish report that it's very painful, so although stonefish are rare, it's always wise to never swim without sturdy protective footwear. Remember though, hundreds of visitors enjoy Rarotonga's lagoons every day without any incident, and stonefish stinging are not common – generally the victim is a local who is out fishing or catching octopus along the reef, and often not wearing any protective footwear.

Please note that the Aroa Lagoon Marine Reserve is a strict NO TOUCH ZONE, and fishing is strictly forbidden. The Golden Rule of the Ra'ui is DO NOT TOUCH, disturb, remove or kill any marine life, which includes reef fish, octopus, corals, shells, shellfish, urchins etc. Please also take special care not to knock or bump any living corals with your flippers, which can be easy to do accidentally. Please

DO NOT STAND ON THE CORALS when out in the lagoon. Corals are beautiful and delicate living animals which take decades to grow and one loose or heavy foot can destroy many years of growth.

If you're swimming in the lagoon you may feel a slight nip on your calf or thigh. That is likely to be caused by the Picasso trigger fish which is trying to keep you away from its territory. This usually occurs during breeding times (not seasonal) and will not cause any harm other than a tiny nip. The best thing to do is to swim away to another fascinating part of the lagoon!

These handy hints will ensure you get the most out of your exciting swimming adventure, and that the marine environment is also there for everyone to enjoy in the future. Happy swimming!

2.126. SUNDAY ROAST NIGHT @ THE RAROTONGAN

Popular and delicious! Succulent roast beef, lamb, chicken and pork with a side of roast potatoes and vegetables, topped off with an attractive array of desserts. Accompanied by the beautiful melodies of local artist, Tok, on his solo guitar. Minimum numbers apply. For reservations, dial 8020.

2.127. SUNSETS

The Sanctuary Rarotonga is set directly on Rarotonga's best beach, Aroa Beach (Lovers Beach), located on the island's sunshine southwest coast where the sun sets and the moon rises. At dusk, directly in front of the Sanctuary Rarotonga, the sky is often ablaze with a breathtaking show of colour. Experiencing one of these spectacular tropical sunsets will be a memorable part of your South Seas holiday, especially if you're kicking back on the lagoon deck with a long cool sunset cocktail. Alternatively take an evening stroll hand-in-hand with your beloved and gaze out at the shimmering waters of Aroa Lagoon (the Lagoon of Love) as the twilight glow settles across the horizon. Sunset times vary throughout the year but look out between 6.00pm to 6.50pm from March to October, and from 7.00pm to 7.30pm during the longer summer months of November to February. Be sure to take your camera to capture some dazzling sunset images to show your friends and family back home! ***Actually, being in the Cook Islands any time between November to February is especially rewarding because it means you get to enjoy longer days, gorgeous balmy tropical weather, frangipanis in bloom and ripe mangoes as well – perfect!***

2.128. SURFING

There is surfing here on Rarotonga but most of it is boogie boarding as there are no shore breaks, the island being almost completely surrounded by coral reef. There are a couple of passages in the reef which surfers use; otherwise the surf breaks very close to the reef.

Most of the locals paddle out, and only one of the surfing spots is far enough to warrant taking a boat out. If you're unfamiliar with the conditions (which can be

treacherous even to experienced locals), we would advise that we get you in touch with one of the local surfers to show you the best spots.

2.129. TAKITUMU CONSERVATION AREA

The Takitumu Conservation Area is on Rarotonga's south-eastern side and is managed by the traditional landowners of this district. A delightful amble into this area gets you in amongst lush tropical forest, including the Giant King Fern, giant taro, the Rarotonga orchid and rare ground orchid, wild guavas, wild hibiscus, and the prized sunset-coloured Pua Neinei (which grows only at the highest reaches of the Rarotonga interior and no where else in the world). You also have the chance to see such endemic native birds as the rare, chatty Rarotongan Flycatcher (or kakerori, which was successfully brought back from the brink of extinction), the Cook Islands Fruit Dove (kukupā), and the Rarotonga Starling (i'oi). At the top of your climb you are greeted by amazing panoramic views across the blue Pacific Ocean. The gentle walk requires only a moderate level of fitness. Do wear good walking shoes, and take sun protection, a drink and a mosquito repellent with you (the Takitumu guides swear by their homemade recipe of half Dettol antiseptic solution, half olive oil). Return transfers and Lunch are provided. Tours operate on Tuesday and Thursday and cost NZ\$45 per person, and NZ\$15 for children under 16 years. Other days by arrangement for groups of 6 people or more. Please contact Tour Desk on 8070.

2.130. TAX

A Government Value Added Tax of 12.5% is **included in all prices at the Resort**. This tax is required by Cook Islands Law, and law also requires the tax to be included in all pricing (however beware that some suppliers of goods and services may not include VAT in their pricing, and add this on to your account).

2.131. TAXIS

Taxis are available 24 hours. Our Front Desk staff will gladly assist you to book your taxi and can also advise you of likely charges and any waiting times. Please dial "8050". Local taxi services around the island include:

Areiti Taxis & Tours	PH 23 012 / 55 752 (cellular)
Kia Orana Taxis	PH 20 203
Jason's Taxi	PH 74 706
JP Taxis	PH 26 572/ 55 107 (cellular)
MLT Taxis	PH 21 397
Muri Beach Taxis	PH 21 625
Pecel Taxis	PH 72 888
Raro Getaway Taxi Ltd	PH 25 599 / 56 521 (cellular)

Travellers Tip! Taxi companies have been known to be unreliable on occasion and it may be wise to give yourself plenty of time in case of delays. Ensure you ask the driver what the charge will be before you board to avoid any unpleasant surprises. If you're going out for dinner you may find the cab charge actually

costs you more than your meals, thus the bus provides a great alternative option.

2.132. TELEPHONE SERVICES

Your Beachfront Suite phone offers you direct dial local and international call services (IDD), plus voicemail and automatic wake-up call. To obtain an outside line, dial 9. To call another room, please dial the room number. Country codes and information are listed in the front of the Cook Islands Telephone Directory, and for your convenience we provide a selected list of country codes here below.

To Dial an International line you need to dial 9 for an outside line, followed by '00' then the country code. Please note that billing commences (by Telecom Cook Islands) four seconds after an overseas connection has been made, irrespective of whether the caller gets to talk to anyone or not. A charge will incur from this time forward until the receiver is replaced. For further information look in your Cook Islands Telephone Directory, call an operator or ring front office on "8050".

International Direct Dial Country Codes

Country	Country Code	Country	Country Code
Alaska	1907	Italy	39
Argentina	54	Netherlands	31
Australia	61	New Caledonia	687
Belgium	32	New Zealand	64
Brazil	55	Norway	47
Canada	1	Russia	7
Chile	56	Samoa (American)	684
Denmark	45	Samoa (Western)	685
Fiji	679	Singapore	65
Finland	358	South Africa	27
France	33	Spain	34
French Polynesia	689	Sweden	46
Germany	49	Switzerland	41
Great Britain	44	Tahiti	689
Hawaii	1808	Tonga	676
Hong Kong	852	USA	1
Ireland	353	Vanuatu	678

Travellers Tip! Telecommunications charges in the Cook Islands are likely to be much higher than you are used to at home due to our small size, distance from almost anywhere, and the fact that there is only one telephone company allowed to operate here. Special "capped call" rates as advertised on local television for local consumers do not apply to Resort telephones. For further information on call charges, please do not hesitate to contact our Front Desk staff, dial "8050".

2.133. TELEVISION

A satellite television and DVD player are in your Beachfront Suite. The following satellite channels are available in your room: Cartoon Network, CNN, Turner Classic Movies and TNTV plus the Resort offers guests another twelve channels with complimentary in-house sit-coms, movies and entertainment, and you can also view images of The Rarotongan and sister resorts, Sanctuary Rarotonga-on the beach and The Aitutaki Lagoon Resort & Spa on channel 6. The local Cook Islands Television channel is also available; this includes Australia Network during the morning, religious programming and local programming. Cook Islands Local News is on at 7pm Monday to Friday, and at 8.30pm TVNZ's One News plays nightly (and 7:30pm during daylight savings). There's also a big screen satellite TV/DVD in the poolside Games Lounge. Most of the major sports events covered by Television New Zealand, such as rugby, league, netball, cricket and golf, are aired on local television – contact Cook Islands Television PH 29 460 for further information. The Satellite TV in the Games Lounge at The Rarotongan screens a wider range of major sports events live that are not on Cook Islands Television.

You can also hire a wide selection of DVD movies from the Front Desk at The Rarotongan.

2.134. TENNIS

Tennis is available at with complimentary racquets and balls available from the Activities Hut at The Rarotongan. It is advised that a booking must be made for the courts prior to playing. For bookings and further information, dial 8061.

2.135. THE GAMES ROOM & BOARD GAMES @ THE RAROTONGAN

The Games Room at The Rarotongan is equipped with table tennis, pool table, foosball and giant chess for your enjoyment. A selection of board games is also available for your enjoyment from the Activities Hut at The Rarotongan. Please note all items borrowed must be returned to the Activities Hut by 9am the following morning. A fee of NZ \$20 per item is charged to your room for late delivery and cost price per item is charged for non-return. Contact the Activities Hut on 8061 for further information.

2.136. TIME ZONES

As the Cook Islands are located across the **dateline** from New Zealand and Australia, it's **a day behind**. New Zealand and Fiji are 22 hours ahead of the Cook Islands, Australia is 19 hours ahead, and the USA and Canada are 3 hours ahead. Please note that these times are approximate only and do not factor in summertime 'daylight saving'. The international time zone is GMT -10, so the Cook Islands are in the same time zone as Hawaii. For further information you can access your local time zone at www.worldclock.com. As the Cook Islands is among the last places on Earth to see the sun set on each day, we were among the last to farewell the old Millennium! It is important to ensure that you have the correct time and date of arrival and departure if you are crossing the

International Date Line as it is not uncommon for confused guests to miss flights they thought were going a day later.

2.137. TIPPING

Tipping in the Cook Islands is not obligatory however if you have received excellent service a tip of 10% will be well received. It will be much appreciated and gratefully received. Tips can be paid via cash, credit card or added to your room charge account when presented with a bill. If on the other hand the service you have received has not met your expectations, please contact the Duty Manager, dial "8050" or alternatively ask to see the Resort Manager.

2.138. TOUR DESK "BEST OF THE ISLANDS"

Excursions around the island of Rarotonga can be booked through our "Best of the Islands" tour desk in the resort lobby on 8070. Experience memorable adventures such as...

- **Captain Tama's Lagoon Cruise or Koka Lagoon Cruises** - See Rarotonga from a new perspective take a trip on a glass bottom boat, cruising from Muri Lagoon to Motu Koromiri Island. A chance to see a black pearl farm, snorkel with the wildlife and enjoy a Rarotongan styled BBQ. Great for those who don't want to get wet but still see the amazing tropical fish that live among the lagoon.
- **Coconut Tours** - Offers the Island Buggy Explorer which allows you to drive your own buggy and follow experienced guides through the back roads of the Rarotonga Island.
- **Scenic Flights** - See Rarotonga from the air with a 30 minute scenic flight.
- **Island Discovery Tours** - Experience your very own guided tour of the culture and history of Rarotonga. Highlights include a visit to an ancient sacred village, a visit to an authentic marae and a coconut husking demonstration.
- **Mr T's Tropical Tour** - Take a tour with Mr T on his unique tropical bus and experience the sights, sounds, tastes of authentic Rarotonga. Get a glimpse at life as the locals live it, the agriculture, flora, heritage and tradition of the island.
- **Diving**: Enjoy a wide-ranging and enjoyable diving service suitable for all levels. Dives include coral terrain dives, canyons, drop offs and drifts. Fish life is varied and includes Hawksbill and Green turtles, White Tip and Grey Reef sharks, Napoleon Wrasse, Giant Moray, Giant Clams and the myriad of reef fish and invertebrates you'd expect to see on a coral reef.
- **Sailing** - Set sail on the 38' Trimaran 'Tropicbird Rarotonga' and see the Island from the water, relax with drinks and snacks provided and cool off by snorkelling and swimming outside the reef.
- **Pa's Mountain Walk** – For those keen on some hard yards and adventure along with a commentary on the flora, fauna and history of Rarotonga then

Pa's Mountain Walk or Cross Island Trek is your answer! This is a strenuous hike, which requires a good standard of fitness.

- **Raro Mountain Safari Tours** - If hard trekking is not your idea of a holiday, but you're still curious to experience Rarotonga's lush rainforest interior and highlights, the 4WD Raro Mountain Safari Tour is for you. This is Rarotonga's most popular tour for good reason. Enjoy the experienced, colourful guides as they share with you their local knowledge, good humour and 'tall tales and true'. Tours depart Monday to Friday both morning and afternoon, as well as Sunday afternoons. Morning tours include a fabulous beach BBQ lunch with refreshments.
- **Seafari Charters:** Deep sea Game fishing, your chance to catch the big one!

The "Best of the Islands" Tour Desk also has an ***Aitutaki Day Tour*** which gives you the opportunity to see one of the amazing islands close by to Rarotonga. This excursion includes an island tour, lagoon cruise, BBQ lunch and snorkelling... so much to enjoy in a place that will take your breath away.

In order to make a booking, or enquire further about any tours and find out the most up to date tour packages please contact our the "Best of the Islands" tour desk by dialling 8070. It is advised that you book as early as possible to ensure availability and so you can arrange to fit as much in as possible while staying in Rarotonga.

Travellers Tip! Take a tour such as the **Raro Mountain Safari Tours** (dial 8070) or a circle island historical tour **early in your visit**. This will give you a real insight into island life and you'll have a chance to return to your favourite spots before you depart. With so much to do on the island, many guests find that there is more than enough to keep them occupied for at least 10 days to two weeks, so please ensure that you give yourself plenty of time to see and do all the enjoyable things that you'd like to experience.

2.139. VILLA ONEMARU (Soothing Sands Villa)

Located 400 metres west along the Circle Island Drive from The Rarotongan Beach Resort & Spa, **Villa Onemaru** (meaning "Soothing Sands"). This is a wonderful, completely private vacation retreat and includes a large blue pool, deck, daybed pavilion, indoor – outdoor dining, 2 master bedrooms with ensuite and plasma TV, a 3rd bedroom with plasma TV and PlayStation, a bathroom with spa bath, full kitchen, dining / sitting room with plasma TV, and games room, laundry, and children's play ground tucked away in the back garden. The Villa also includes an outdoor shower and kayaks, and is located directly across from a lovely beach and blue lagoon. In addition, guests of Villa Onemaru are also able to use all of the free guest facilities and services at The Rarotongan Beach Resort & Spa e.g. Daily Activities Programme, Games Lounge, Gym, Pool, Kids Club. For further information or to arrange a viewing, please dial Front desk on "8050".

2.140. WAKE-UP CALLS

Self-programming wake-up call facilities are available on all in-room phones. To set, please press the wake-up call button on your phone. Alternatively you can arrange a manual wake-up call through the Front desk. Your room is also fitted with a Radio Alarm Clock which you are able to program yourself. For assistance in setting your alarm clock, please dial "8050".

2.141. 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!).

Pa's Mountain Walk offers a two and a half hour **Nature Walk** and a strenuous 3 hour **Cross Island Walk**. **If you are looking to find out all about Rarotonga's amazing flora and fauna the nature walk is a must. Alternatively if you are fit and keen for a challenging hike into the high mountains finishing with a splash in the Wigmores waterfall give the Cross Island walk a try!** Pa has 12 years' experience in guiding walks and has built up a **worldwide reputation** for the depth of his knowledge and his humour. You'll learn about local legends, fauna, flora and medicinal plants, and he is also happy to guide other walks by arrangement. Transport is provided along with a light lunch and fruit in season. It is important to wear good walking shoes take a drink of your choice and some water to ensure you have the best walk possible. Cross Island Walk operates Wednesday and Friday and the Medicine Walk operates on Tuesday and Thursday at a cost of NZ\$75pp for adults and NZ\$35pp per children 12yrs and children under 5 are free. **Pa's Mountain Walks** can be booked through our "Best of Islands" tour desk at 8070.

Cross Island Trek update: 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**. This is because the path can quickly become overgrown, and soil erosion can also make parts of it particularly hazardous, plus if you inadvertently divert to the wrong turn you can become disorientated in the thick tropical jungle. Recently the Cook Islands Police were called out to rescue lost hikers who had to spend the night out in the jungle. In any case, taking along an experienced guide enriches your walk with deep local insights, knowledge and colourful yarns.

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

2.142. WATER

The Sanctuary Rarotonga has in place a water filtration and UV-sterilization system, which means your tap water, has been through a comprehensive purification process. If you do however have any concerns you may prefer to boil your drinking water, or to buy bottled water from the Bar or from your room Mini Bar. Please note that only bottled water is served in all our restaurants and bars.

Outside of the resort and around the island there is no local government water treatment system and therefore you can assume, unless specifically informed otherwise, that the tap water is untreated. While enjoying excursions away from the resort and around the island you may wish to purchase bottled drinking water.

2.143. WEATHER

Unlike some nations closer to the Equator that have marked extremes in wet and dry seasons, Rarotonga enjoys a **pleasant climate year-round** with relatively minor fluctuations in temperature and climatic conditions. June to September is 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 complete 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 luckily if there is any rain it's – very conveniently – often at night! The drier months from May/June to August/September range in maximum temperature from almost 25 to 26½ degrees Celsius. The warmer, more humid season from December to March enjoys a maximum temperature range of between 27 to 29 degrees Celsius. So even if there's a 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
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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 (yum!), the vibrant spectacle of the flamboyant (flame) trees in full flower lining the Circle Island Road (also known as Rarotonga's Christmas Tree), and the haunting beauty and aroma of the yellow or pink tipani (frangipani). Definitely not to be missed!**

2.144. WEDDINGS

WEDDINGS MADE IN HEAVEN

Rather than marry in church surrounded by pomp, obligation and long-lost relatives, more and more couples are choosing to run away to a white sand beach on a tropical island surrounded by little more than the sea, the sky and the sand.

THE ESSENCE OF ROMANCE

Rarotonga, the heart of the South Pacific and one of the most romantic places on Earth, is the pick of the bouquet for many couples from all four corners of the globe looking for a special place to exchange their vows. A magnificent island of high mountains clothed in lush green rainforest and encircled by white sandy beaches and a beautiful blue lagoon, Rarotonga is truly one of the last remaining paradises on Earth. There are a number of different spots on the island where a couple could choose to tie the knot, but it would be hard to go past the long white sandy beach on the shores of Aroa Lagoon (Lagoon of Love), on Rarotonga's sunshine southwest coast. Swaying palm trees, turquoise sea lapping the pale sandy shore, the setting sun turning the whole scene golden as another day at the edge of time draws to a close. This is the idyllic South Seas wedding location of your dreams. And it's not just the romance which draws couples, but also the practical advantages of having a very affordable no-fuss wedding combined all-in-one with a South Pacific honeymoon!

Some couples opt to marry barefoot with little more than pareus (sarongs), the scent of tropical flowers and the soft popping of champagne bubbles as company. Others go for designer gowns with the groom in a white dinner jacket, a relaxing pamper pack of massage and beauty treatments at the Resort's SpaPolynesia, professional hairstyling and make-up, and a full troupe of island drummers and dancers to celebrate.

THE TREE OF LIFE

All couples marrying at either Sanctuary Rarotonga, The Rarotongan Beach Resort & Spa or Aitutaki Lagoon Resort & Spa plant a baby coconut palm, or uto, to seal their vows. In the islands the coconut is known as the 'Tree of Life' for the many different ways it sustains life in the South Pacific, from roof thatching to costumes, canoes, baskets, food, drink and even baby food.

DIFFERENT BRIDES, DIFFERENT STYLES

Our Personal Wedding Planner says one bride, a pilot, chose a flowing navy gown in which to say "I do", another chose lilac lace (and a two-tiered heart-shaped chocolate wedding cake!) and still another was so unused to wearing dresses that her workmates blitzed the Resort's fax with such helpful hints as "The long opening at the back is called a zipper and the two holes are for your arms to go through". "On the day though she looked absolutely lovely in a short, simple pale cream dress."

HANGING IN THERE

Also increasingly popular are Renewal of Vows ceremonies where couples want to make their wedding anniversary especially meaningful by confirming their love and commitment to each other.

"It's deeply touching to be at any wedding but these ceremonies can be especially moving because sometimes the couple have been through a lot together and they're saying, despite that, they still want to hang in there."

Many such couples particularly appreciate the seclusion and privacy of the Resort's Tropical Garden Gazebo. Nestled within The Rarotongan's lush tropical gardens, and with a sand floor and a canopy of thatched coconut palm leaves, the Gazebo is an intimate and very romantic venue very popular with couples seeking a beautiful alternative to a sunset beach wedding or in or beside our Aroa Beach Gazebo.

SIGNED AND SEALED WITH A KISS

The Rarotongan's Wedding Planner says Cook Islands' weddings are fully legally recognized worldwide. She says couples need only be in the Cook Islands three full working days prior to the ceremony to obtain their marriage license. All that's required are the couples' passports and birth certificates, and divorce and death of spouse papers if applicable.

WHY THE SANCTUARY IS PERFECT FOR YOUR WEDDING

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

2.145. VISITOR INFORMATION CENTRE

The Cook Islands Tourism Corporation's Visitor Information Centre is located in downtown Avarua between the ANZ Bank and the Banana Court. Visitors are made most welcome and can drop in for any information between 8am and 4pm,

Monday to Friday, or on Saturday from 9am till 12 noon. Phone 29 435 for enquiries.

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

Kia Orana e Kia Manuia!

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