

# ROTOROA AN ISLAND APART

## FAQS ON HOLIDAY HOMES

### **Can I come by Helicopter?**

Yes; please advise likely arrival time and follow instructions as to approved landing area.

### **What happens if the ferry doesn't run?**

If the ferry is cancelled you will not be charged for those days you are unable to travel to the island.

### **Is there transport on the island for my luggage?**

Yes, if you can let us know your likely time of arrival, our caretakers will meet you on the wharf and transport guests and luggage to your holiday home.

### **Is there a mooring available?**

Yes we offer 1 mooring per holiday home, all located in Home Bay on the Western side of Rotoroa Island. Depending on the size of your boat, we can check if the appropriate one is available.

Mooring S1 has 1200kgs of weight and is suitable for up to 45ft

Mooring S2 has 800kgs of weight and is suitable for up to 32ft

Mooring S4 has 1000kgs of weight and is suitable for up to 40ft.

While they have been checked on regular basis, please note the moorings are 'use at your own risk'. Once your mooring has been confirmed, please give us an approximate time of arrival so our caretakers can have a vehicle ready at the wharf to collect you and take you and all your gear to your holiday home.

If you are unsure as to which fergie buoy when you get into the bay, please do not hesitate to contact our caretaker manager Phil on 021 240 8777, and he will be happy to direct you.

### **Can I bring alcohol with me?**

Yes we do allow house guests to bring alcohol, however we do ask that this is a responsible amount and that you respect other guests.

### **What are charges for children?**

Infants under two are not charged, children two years and older are charged at full rate.

### **Check in/Check Out times**

To make it nice and easy for you, we have an 'island time' check in and check out. Within reason, you can check in whenever your ferry (or private boat) arrives. Check out time is 11am, but we may be able to organize a later check out time if you are leaving by the afternoon ferry. Please let us know in advance what your transport mode is so our caretakers can meet you and take your gear to and from your holiday home.