

# ROTOROA AN ISLAND APART

## **FAQS ON THE SUPERINTENDENT'S HOUSE: Hostel Accommodation**

### **Do I need to book transport in advance?**

Yes we recommend you book your ferry ticket in advance with 360 Discovery Ferries, either online - <http://www.360discovery.co.nz/timetables-fares/rotoroa-island-timetable-fares.php> or by calling 0800 360 3472.

### **Can I continue on from Rotoroa Island to Coromandel?**

Yes, however you'll need to check the ferry timetable to ensure it is scheduled for the day you wish to travel - <http://www.360discovery.co.nz/timetables-fares/rotoroa-island-timetable-fares.php>

### **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.

### **I'm not coming by public ferry; what happens when I arrive?**

Boaties – please call (or text) the duty phone when you're about 15 min away from arriving

Kayakers – please ring the duty phone (021 914384) when you arrive ashore so we can welcome you and do a quick biosecurity check

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

Guests who have booked a bed in a shared dormitory are advised that there's a 5 minute walk from the ferry to their accommodation. If you have booked all 18 beds in the Superintendent's House, then we can offer to transport your luggage by way of trailer from the wharf. In any event, we need to know your likely time of arrival and someone from your group needs to come and unload your bags.

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

Check in is at 10.30am, soon after the ferry arrives from Auckland and check out is 9.30am. We are happy to arrange storage of your bags if required.

### **I'd like to stay for the day after checking out, what can I do with my bags?**

Bags can be stored in a storage room, although we advise keeping any items you need during the day with you, as this building is locked until just before the ferry departs. If you have foods to keep cool, we suggest ensuring you have a cold chiller pad ready so you can store foods in your chilly bin.

**What discounts are available for Educational Groups?**

For charities or schools (with a charity commission number) wishing to book the entire Super's House, we offer a special rate of \$504 per night (which is a 20% discount). Please contact us on [stay@rotoroa.org.nz](mailto:stay@rotoroa.org.nz) for further information.

**What are charges for children?**

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

**Can I request a room with friends?**

As the house offers dormitory accommodation, you can expect to be sharing with others. We can endeavour to accommodate friend requests or female-only rooms, however this is not guaranteed.

**What is provided in the Super's House?**

Accommodation is in shared dormitories, so you'll be allocated a bunk bed. There are shared bathroom facilities, including bathmats. The kitchen is equipped with basic cooking equipment (including saucepans, frying pans, roasting pans and large stock pots), plus plates, glasses, cutlery. There are also two gas BBQs available. There are two freestanding stove/ovens, two dishwashers and two large fridges.

**Is there a mooring available?**

Moorings are offered with priority given to guests in our holiday homes. If a mooring is available within 2 weeks of your booking, it can be secured for \$25 per night.

All moorings are located in Home Bay on the western side of Rotoroa Island.

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 are checked on regular basis, please note the moorings are offered on a 'use at your own risk' basis. 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 is yours when you get into the bay, please do not hesitate to contact our caretaker on 021 914384, and he will be happy to direct you.

**What cleaning am I expected to do?**

All guests are asked to tidy up after themselves (including washing dishes and sweeping floors) and leave the Super's House as they find it. Please wipe down kitchen surfaces after food preparation and out of respect for other guests, we ask you to leave bathrooms and toilets in good condition. Cleaning equipment is

provided. Any guests with a Full House booking who have not completed cleaning by 9.30am checkout will be charged a \$250 penalty.

**What do I need to bring?**

Please ensure you bring your own bedding (sleeping bag, pillow slip, towel). There are no landlines in the Super's House, so please bring your cellphone charger. You'll need to bring food and beverage with you, as there are no shops on Rotoroa.

**Can I bring alcohol with me?**

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

**Can I bring my dog to the island?**

Sorry no pets at all on the island, we have to be strict to protect the wildlife and conservation programme on Rotoroa.

Any further questions, please email [stay@rotoroa.org.nz](mailto:stay@rotoroa.org.nz)