

The *Retreat*

Welcome to The Retreat, Taupō.

Please relax and enjoy your stay with us!

The following pages contain information that will help ensure you have an enjoyable stay.

Should you require any further assistance, please contact our Accommodation Managers; Annie & Mike, using the contact details below, or use the messaging function in the booking platform you have booked through.

They will be happy to assist you during your stay.

Telephone/Whatsapp: +64 211 744 088

Email: manager@theretreat.co.nz

Website: www.theretreat.co.nz

Address: 31 Rutherford Lane, Taupō

WI-FI INTERNET NETWORK

WIFI: Retreat
Password: laketaupo

IMPORTANT PHONE NUMBERS

In an emergency:

Police/Fire/Ambulance Dial 111

(The Retreat is located at 31 Rutherford Lane, Taupō)

Taupō Hospital (07) 378-8100

Unichem Pharmacy (07) 378-2636

Local Police Station (07) 378-6060

Taupō Taxi (07) 378-5100

Great Lake Taxi (07) 377-8990

Information Centre (07) 376-0027

FIRE - EVACUATE AND ASSEMBLE

If you locate a fire, remain calm and follow the steps below:

- Immediately leave the area and alert other people in the area to do the same. Assemble in the car park.
- Dial 111 for Emergency Services .
- Tell the operator:
 - Your name.
 - Location: The Retreat, 31 Rutherford Lane, Taupo, and your chalet number.
 - Explain the issue (eg. fire, smoke, sparks, etc).
- Once Emergency Services have been informed, please let our Manager know the situation.
- Do not enter the building again until instructed to do so.

EARTHQUAKE

Earthquakes can and do occur in New Zealand. If you experience an earthquake during your stay, it is important to stay calm.

New Zealand Civil Defence recommends that in an earthquake you:

- DROP to your hands and knees.
- COVER your head and neck with your arms, if possible get under a sturdy table or desk
- HOLD on to your shelter or protective position until the shaking stops.
- In a major event, once the shaking has stopped, please make your way to the assembly point in the carpark in front of the main house.

CHECK OUT: 10:00 am

If you wish to extend beyond this time, prior approval must be obtained from management before your check out day. Please note, this is subject to availability and may incur a fee.

Before your departure, we kindly request:

- You leave the chalet in a tidy condition, and please notify us of any issues, damages, or concerns.
- Dirty dishes placed in the dishwasher and turn ON.
- All light switches turned OFF.
- Turn TV and Heat Pump off and leave remotes in a locatable position.
- Towels left in bathrooms.
- Rubbish/Recycling placed in appropriate bins.
- Leave linen on beds. We have a professional laundry service to handle our linen.

KEYS – To check-out, please leave keys on the dining room table and leave the door unlocked.

CHALET GUIDELINES

We kindly request our guests abide by the following general guidelines to help ensure ALL guests staying at The Retreat have a relaxing and enjoyable stay.

For the full Terms and Conditions, please click on the link in the email within your booking email.

- Please be respectful of the property, and of other guests and neighbouring properties.
- Please keep noise to a minimum and respect quiet time during the hours of 9pm – 7am.
- All Chalets and the Pool Area are strictly smoke and vape free. If you wish to smoke, please do so outside and away from open windows, doors and other guests. Please do not discard cigarette butts on the ground.
- We warmly welcome children at The Retreat. However, parents/caregivers must take full responsibility for their behaviour and safety at all times.
- Pets are allowed on the property with prior permission. Pet owners are to comply with our Pet Policy.

- Visitors are welcome, but please advise the Manager if you intend to have visitors. Please note, we reserve the right to charge for any visitors who stay overnight. The registered guest is also responsible for their visitors and any incurred costs will be charged back to them. Unfortunately we do not have extra visitor parking available.

SWIMMING AND SPA POOLS

The [blue key](#) will open the door to the indoor pool and spa area. Please keep the door closed at all times.

- The swimming pool hours are 8:00am - 10:00pm.
- The swimming pool is unattended with no lifeguard present.
- Children must be accompanied by an adult at all times while utilizing the swimming pool area.
- Appropriate swimwear must be worn at all times.
- This area is for in house guests to use. Visitors must be accompanied by an in house guest at all times.
- Please replace pool covers to maintain the temperature and turn OFF all jets and lights.
- Please do not alter the temperature of the spas.
- No glass to be taken into the pool area.
- Please refrain from using any soaps or additives in the pools.

RUBBISH AND RECYCLING

There is a rubbish bin under the kitchen sink, and small rubbish bins in both of the bathrooms. A large wheelie bin & recycling bin are located in the cupboard just outside the chalet front door. The silver key on your key set opens this door.

We kindly request any nappies or pet droppings are bagged for hygienic safety of our staff.

General Waste

When your kitchen and bathroom rubbish bins are full, please tie the bag off and put in the wheelie bin, located in the waste cupboard outside the front door. Replacement rubbish bags for the bin are located under the kitchen sink.

Recycling

Please wash out and remove all lids (lids can be put in the rubbish bin) before placing all your recyclable items in the green tub in the waste cupboard by your chalet front door.

Items that can be recycled:

- Cardboard
- Plastics –type 1, 2, or 5 plastic (clean and dry)
- Glass – all green, clear and brown glass

Food Waste

The Chalets have an Insinkerator installed under the kitchen sink for disposal of food waste.

To use the Insinkerator, turn on the water tap over the sink, then turn on the switch at the wall. Please only put small amounts of food in at any one time. Keep the water running until all of the food has been grinded.

Please only use the Insinkerator for FOOD waste and keep these items OUT (put them in the bin instead):

- Fibrous vegetables (e.g onion peel, banana skin, celery)
- Grease, oil and fat
- Bones (ie. chicken bones) or egg shells
- Non-food items

GUEST INFORMATION

Activities: Taupō has a huge variety of interesting activities and experiences! We recommend phoning or visiting the information centre (30 Tongariro St) in town for the most up to date information (07 376 0027).

Air Conditioning: The Chalets have an air conditioning unit that can cool or heat the Chalet efficiently. We kindly request the unit is either turned off or down low overnight or when you are out. There is also a tower fan in the master bedroom.

BBQ: These are available on the front deck for guest use during your stay. We kindly request guests clean them after each use, BBQ wipes are located in the kitchen. Please keep the BBQ a reasonable distance away from the timber walls when in use.

Bugs: As we are located next to the water, unfortunately bugs are part of the environment and are difficult to totally avoid. If you are concerned about the bugs inside the chalet, we suggest keeping your windows and doors closed. The air conditioning unit can either be used to heat or cool the air in your chalet. There is also repellent and bug spray available in your chalet.

Garden Chairs: Folding canvas lawn chairs are located inside the waste cupboard next to the chalet front door (silver key to open). Please feel welcome to use these chairs anywhere on the property but please return them to your Chalet for the next guests to enjoy.

Car parks: Please only use the numbered car park allocated to your Chalet. Please advise Management if you require extra parking - we are happy to facilitate but this may not always be possible due to limited availability.

Essentials and Extras: Should you not be able to find an item or you're missing something or your consumables are getting low in the Chalet, please advise the Manager and we will do our best to assist.

Fireplace: We have firewood, kindling and matches available for use during your stay during the cooler months. A full basket of wood should be in your Chalet. If you require more wood or matches (or are unsure how to use the fireplace) – please contact the Manager. Please be mindful of the fire and children at all times.

Fire extinguisher: There is one located in the laundry of each Chalet, and a larger one on the wall outside the pool house.

Hair Dryer: Located in the cupboard of the upstairs bathroom.

Keys: There are three keys: one opens the front door, one opens the rubbish/recycling cupboard, and the blue key opens the pool house.

Kitchen: The Chalet kitchens are well stocked with equipment, cutlery and crockery. Should you be missing something essential, kindly advise the Manager and we will do our best to assist.

Laundry, Ironing, Vacuum cleaner: Each Chalet has a full laundry (washing machine, dryer, laundry tub). Laundry powder is located in the cupboard under the tub. A drying rack, iron, ironing board, and vacuum cleaner are located under the stairs.

Outdoor Games: We have a selection of outdoor games and balls available for guests to use on the lower lawn. Please ask management if you would like to use any during your stay.

Oven: If the power to the oven has accidentally been turned off, the oven may not work until the oven clock has been reset. To do this, press and hold the two left buttons together, and then press the right button to reset the clock to any time (it doesn't matter what time).

Repairs & Maintenance: Please advise us if you notice repairs or maintenance that require attention and we'll be happy to address it.

Security: We have outdoor security cameras at the top of the premise. As a precaution, we recommend keeping valuables with you in the Chalets, and keeping vehicles and Chalets locked.

TV: Each Chalet has a smart TV. To watch content from streaming providers (eg. Netflix, Neon, Disney, Sky, etc), you will need to enter your own login credentials. Please remember to **log out** before your departure. You are also able to watch free to air TV channels.

Waikato River & Swimming: The Taupo Marina Navigational Channel starts from the channel markers out in front of The Retreat and runs down the river. Swimming is restricted in the channel due to this being a busy navigation channel for boats, and a strong current. You may swim a few metres out from our foreshore but at your own risk. There are plenty of lovely safe swimming zones in the Taupō area for your enjoyment.

Ventilation: The bathrooms are not fitted with air extraction units, so we recommend you open the window when showering to help remove moist air from your Chalet.

PET POLICY

Pets are allowed on the property with prior permission from Management (with the exception of service dogs who are welcome at all times).

Please note The Retreat is not fenced and has access to the river mouth and lake.

By checking in with pets you automatically agree to the following terms & conditions:

- The applicable pet fee is payable per pet.
- Limited to x2 domestic pets per Chalet.
- Please keep pets contained or under control/on leash in the shared guest areas of The Retreat and outside your Chalet.
- Pets must not be left unattended at any time during your stay.
- Guests are responsible for picking up and disposing of ALL of their pet's faecal matter whilst staying at The Retreat. This must be in a sealed bag and can be placed in the wheelie bin located in the cupboard outside your Chalet.
- Pets are NOT permitted on any Chalet furniture or beds.
- Guests are required to bring bedding, food and water bowls for their pets.

- Guests are responsible for keeping pets from making excessive noise, being disruptive or aggressive to other guests. If your pet is deemed dangerous, harmful or disruptive, management has sole discretion to require you to find other accommodations and no refund will be provided. The Retreat also reserves the right to contact animal control to have a pet removed.
- If your Chalet requires extra cleaning, or if damages are incurred as a result of your pet's actions, The Retreat will charge the registered guest for costs associated with additional cleaning services and repairs.
- Should you be in breach of any of the conditions of our pet policy, management reserves the right to cancel your booking and evict you from The Retreat.

LOCAL ATTRACTIONS

There are endless adventures and activities to be explored and enjoyed in the Taupō region. We highly recommend visiting the information centre in town (30 Tongariro St) or the Love Taupō website (www.lovetaupo.com) for the most comprehensive and up to date information.

Here are our top picks of things to do in the region:

Visit Huka Falls – walk the trails and enjoy the spectacle of New Zealand's

Boat cruise to visit the Maori Rock Carvings –

Visit Orakei Korako Geothermal Area –