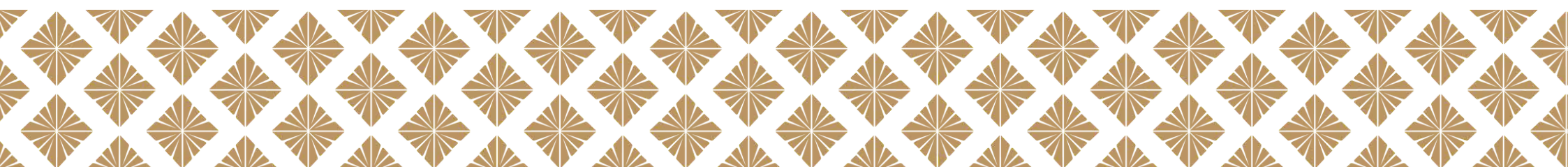




JETPARK

ROTORUA HOTEL

HOTEL COMPENDIUM





WELCOME TO ROTORUA

Experience the warm, welcoming spirit of New Zealand hospitality at
Jet Park Hotel Rotorua – the perfect base to explore everything
Rotorua has to offer.

Whether you're seeking exciting adventures or immersing yourself in
local culture, your unforgettable journey begins here





Kia Ora and welcome to JetPark Hotels Rotorua.

On behalf of our entire staff, we would like to welcome you to our property. We are thrilled that you have chosen to stay with us and look forward to providing you with a memorable experience.

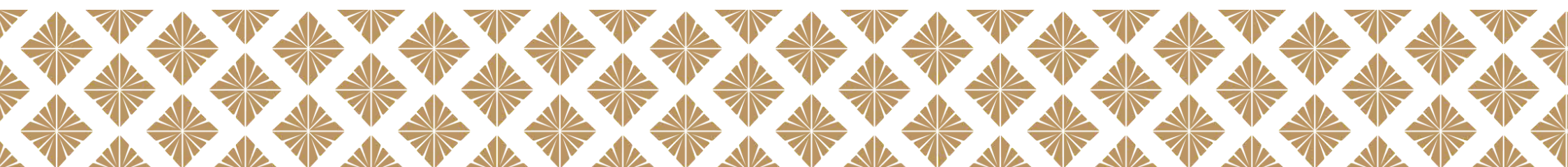
If you are looking to step out and explore the area, our hotel is conveniently located within walking distance of a variety of popular local attractions and transport options. You can find more details on everything the local area has to offer, as well as discounts on various attractions from our reception team.

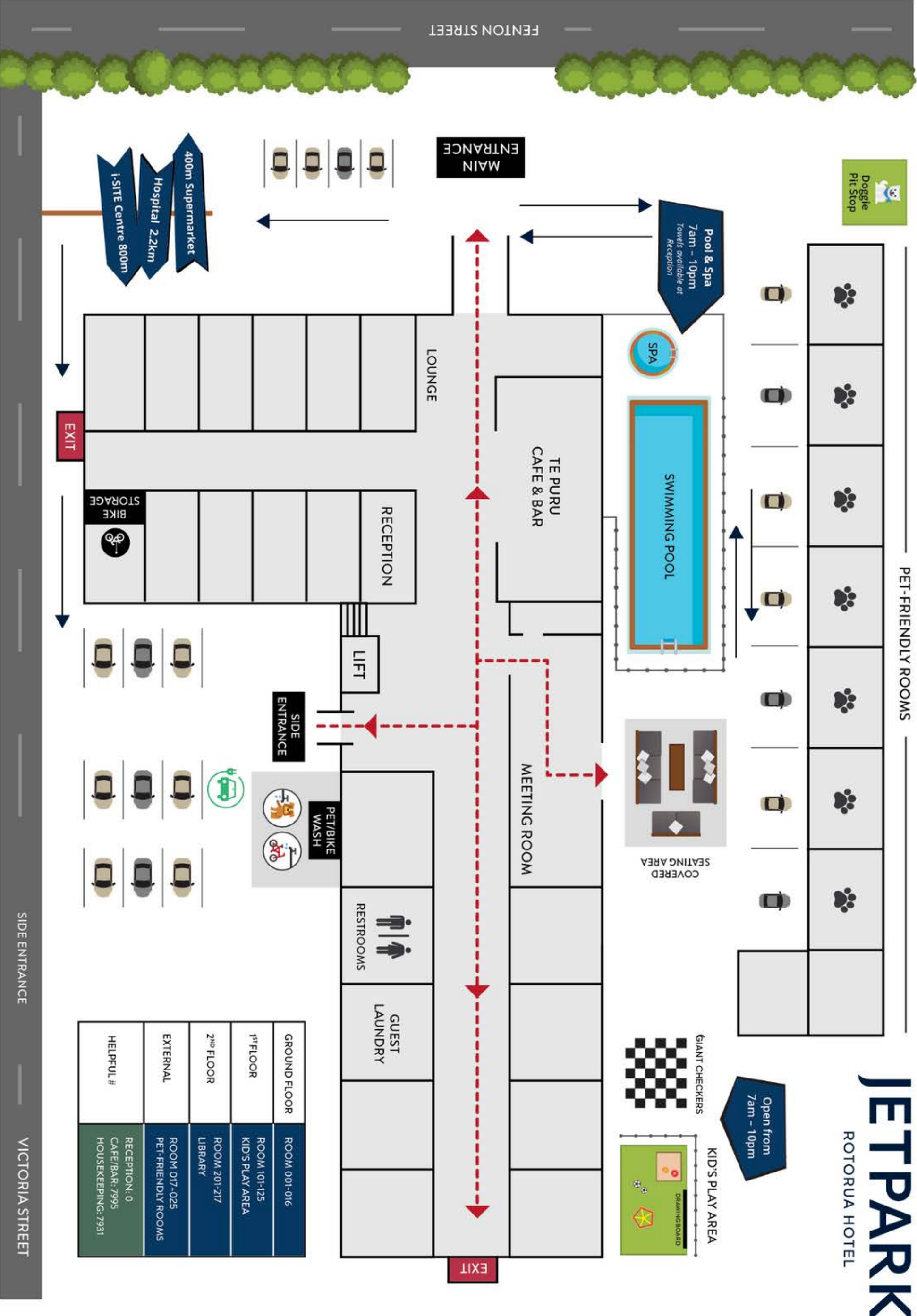
Planning on staying in? Try our delicious menu items on offer at Te Purū Café and Bar, or by utilising our in-room dining.

Do not hesitate to contact our reception team if you need anything during your stay, we will be more than happy to assist you in any way we can.

Kind regards,

Inus Rademeyer
Hotel Manager





HOTEL SERVICES

A-Z DIRECTORY

A

Air-Conditioning

Your room has climate control air-conditioning. Please use the remote control to operate the unit. Remote control functions:

 Auto Cool-Heat  Cool  Dry  Heat  Fan

Please contact reception for further instructions. (Dial 0)

B

Baby Facilities

Cots and baby baths are available from Housekeeping. (Dial 7931)

Bath Towels

For additional bath towels, please contact Housekeeping. (Dial 7931)

Banking

The Rotorua town centre is in close walking proximity to the hotel and has a range of major banks. Bank of New Zealand is the nearest available bank and an ATM is located at 1167 Fenton Street.

Bar

Te Purū Café and Bar located in the hotel lobby has a range of beverages for sale including a NZ wine list. Beverages are available for sale from 12pm-10pm, along with our all-day menu. (Dial 7995)

Bike Wash & Storage

We have our dedicated bike wash area as well as a storage space (we recommend bringing in your own chain and lock for your peace of mind). Please note that we cannot accept responsibility for damage or loss of bikes. (Dial 0)

Blankets

There is a blanket in the cupboard, with additional blankets or linen available from Housekeeping. (Dial 7931)



Book Library

There is a book library on the level 2 lobby for you to enjoy. Help yourself or feel free to exchange a book. (Dial 7931)

Breakfast

Breakfast is available from 6.30am until 10.30am daily in Te Purū Café and Bar. \$20 per adult | \$10 per child (4-12) | Free (under 3) *Continental breakfast is complimentary for customers who book direct with the hotel. (Dial 7995)

C

Car Parking

We provide complimentary car parking for guests staying one night or more. Please lock your vehicle and do not leave valuables in your car.

Checkout Time

Our checkout time is 11 am. If you wish to check out later than 11 am, please contact Reception. (Dial 0)

Children's Indoor Play area

There is a small dedicated reading and play area on the 1st floor lobby. Children must be supervised at all times. (Dial 0)

Children's Outdoor Play area

There is a small play area outside. Children must be supervised at all times. (Dial 0)

Courier Services

For prompt and fast courier services please contact Reception. (Dial 0)

Credit/credit cards

Jet Park Hotel welcomes the use of all major credit cards: Visa, Mastercard, American Express, JCB, Union Pay. Charge back authorisations are available by prior arrangement. (Dial 0)

D

Dinner

Te Purū Café and Bar has an all-day dining menu available from 12 pm-10 pm. (Dial 7995)



Doctor | Dentist | Chemist

Please contact Reception (Dial 0) who will make the necessary arrangements.
For emergency medical assistance call: 1-111.

E

Electricity

The power in New Zealand is 240 volts. Adapters for electrical appliances are available from Reception- subject to availability. A \$20 bond will be placed on your account. (Dial 0)

Emergencies/Fire

The hotel is equipped with fire prevention equipment. FIRE EXIT locations are mounted above the light switch. In the event of a false alarm activated by smoking, the hotel reserves the right to recover any substantial costs. Please familiarise yourself with the information provided. For assistance contact Reception. (Dial 0)

F

Foreign Exchange

There are a range of major banks located within walking distance from the hotel. They are open during business hours Monday-Friday. Kiwibank is open on Saturdays from 9am-1pm and is located at 1218 Tutanekai St. Westpac is also open on Saturdays from 10am-3pm and is located at 1228 Amohau St

G

Gym

Complimentary access to "Anytime Fitness" open 24 hours (5 minutes drive from the hotel), please ask reception for the access key. Address: 279/B Te Ngae Road, Lynmore. (Dial 0)

H

Hotel Dresscode

A reasonable standard of dress is required at all times. In the public areas, a minimum requirement is smart casual wear.



Housekeeping Services

Servicing of the room is done every second day unless otherwise requested. If you have any enquires please contact Housekeeping. (Dial 7931)

I

Ice

Please contact reception for an ice tray. (Dial 0)

Internet Access

Unlimited internet access is complimentary to all guests throughout the hotel. Please see the Internet Access details page at the rear of this compendium for further instructions. (Dial 0)

Ironing Facilities

There is an ironing board and an iron situated in your wardrobe. For additional requirements, please contact Housekeeping. (Dial 7931)

L

Laundry

Coin operated washing machines and dryers are located on the ground floor. These machines take \$2 coins. Washing powder can be purchased from Reception for \$1. (Dial 7931)

Lost & Found

All items that have been found are held by Housekeeping for a period of three months. If you have lost or mislaid any of your personal belongings, please contact Housekeeping (Dial 7931) or Reception (Dial 0)

M

Mail

Mail can be forwarded by Reception. On checking out, please leave a forwarding address if mail is expected. (Dial 0)



Maintenance

Please report any malfunctions in your room to Reception. (Dial 0)

Messages

Guest messages will be left in your room. Contact Reception for assistance. (Dial 0)

P

Privacy

If you do not wish to be disturbed, please place the “Chasing Clouds” sign on your outside door handle.

R

Room Service

Please refer to the in-room dining menus. All room service meals carry a \$3 service charge. (Dial 7995)

S

Safes

A secure safe is available to store large items at Reception- on request. There are safes in each guest room. Instructions on how to use are located on the safe door. (Dial 0)

Sightseeing / Reception

Please contact Reception for a wide range of information on sightseeing, tours, sports and recreation around the Rotorua area.

Smoking

Jet Park Hotel is smoke-free in all indoor areas. Smoke detectors can be extremely sensitive. In the event of a false alarm being activated by smoking, the hotel reserves the right to recover the substantial costs. Smoking in rooms carries a fine of \$230. Tampering with the fire system carries a fine of \$500. A designated smoking area is available outside by the pool. (Dial 0)

Swimming Pool

Our outdoor spa pool tepid swimming pool are situated on the ground floor adjacent to the lobby. This area is open from 7am-10pm. Children must be supervised at all times. The pool temperature is 24 degree Celsius and the spa is 37 degree Celsius. (Dial 0)



T

Taxi

24 hours taxi service can be arranged through the Reception (Dial 0)

TOILETRIES

All toiletries including shaving and dental kits are available from Reception. (Dial 0)
All large in-room dispensers are for guest use, if you wish to take this away with you, an additional charge will be incurred.



KOURA BODY

Infused with the steam distilled extracts of anti-oxidant rich Kowhai and native Kawakawa leaf. Products can be purchased from Reception (Dial 0) \$15 per product

Koura Hand Wash 300ml ● Koura Body Wash 300ml ● Koura Hand & Body Balm 300ml



TV CHANNELS

Please refer to our full list of television channels. Should you experience any problems regarding the operation of your television, please contact Reception. (Dial 0)

TV Channel Directory

Channel 1	TVNZ 1	Channel 19	TVNZ Duke
Channel 2	TVNZ 2	Channel 17	HGTV
Channel 3	Three	Channel 20	Choice TV
Channel 4	Bravo	Channel 21	The Edge TV
Channel 5	Maori TV	Channel 22	Hope Channel
Channel 6	TVNZ 1 + 1	Channel 24	Chinese TV
Channel 7	TVNZ 2 + 1	Channel 25	TV29
Channel 8	Three Plus1	Channel 26	TVSN Shopping
Channel 9	Bravo Plus1	Channel 27	Al Jazeera
Channel 10	Prime	Channel 28	Apna Television
Channel 11	Sky Sport 1	Channel 29	Shine TV
Channel 12	Premier Movies	Channel 30	Firstlight
Channel 13	Nickelodeon	Channel 31	Parliament
Channel 14	Discovery	Channel 32	Radio NZ Concert
Channel 15	BBC UKTV	Channel 33	Radio NZ National
		Channel 50	Jet Park Channel

W

Wake Calls

Wake up calls can be arranged through the Reception (Dial 0) Alternatively, you may wish to program the alarm clock next to your bed.



APPENDIX

LOCAL AND USEFUL INFORMATION

INTERNET ACCESS

Wireless internet access is available in all rooms.

Wi-Fi Access in your room:

- Make sure your Wi-Fi on your device is enabled and connect to “JetParkGuest”
- Once connected, "Sign in" to the JetPark Guest page and fill the fields below
- Your room number
- Login code: jetpark63
- Your email address

CORDLESS PHONE OPERATION

- Your phone can be used anywhere within the hotel
- To make a call, dial 9 for an outside line
- Then dial the desired number you wish to call
- To call a room, dial 7 followed by the room number. Example: To call room 002 dial 7002
- If you require any assistance with your handset, please contact Reception (Dial 0)

TELEPHONE SERVICE

Hotel Services	Dial
Reception	0
Dial Room to Room	7 then the room number
Outside Number	9 then the number
Te Purū Café	7995 (6.30am - 10pm)
Room Service	7995 (5pm - 9pm)
Housekeeping	7931 (8am - 3pm)
Wake up Call	0



LOCAL & INTERNATIONAL CALLING

Directory	9 then 018
Assistance	9 then the number
Local Calling	9 then the national area code
National Calling	1 then the national area code then the number

National Area Codes

Ashburton	03	Oamaru	03
Auckland	09	Palmerston North	06
Blenheim	03	Queenstown	03
Christchurch	03	Rotorua	07
Dunedin	03	Russell	09
Gisborne	06	Taupo	07
Greymouth	03	Tauranga	07
Hamilton	07	Timaru	03
Hibiscus Coast	09	Whanganui	06
Invercargill	03	Wellington	04
Levin	06	Westport	03
Napier	06	Whangarei	09
Nelson	03		
New Plymouth	06		





TE PURŪ

CAFÉ

BREAKFAST | LUNCH | DINNER

JETPARKROTORUA.CO.NZ

0800 538 466

EXPLORE ROTORUA



www.jetparkrotorua.co.nz

EXPLORE ROTORUA



Skyline Rotorua

Ride up the Gondola and choose your adventure activity from racing down the luge, flying high across the zip lines, or being hoisted 50 metres on Skyswing.

skyline.co.nz



Redwoods Forest

Redwoods Forest, also known as the Whakarewarewa; offers a variety of outdoor recreational opportunities ranging from day and night-time tree walks, mountain biking and horse-riding tracks.

redwoods.co.nz



Paradise Valley Springs

Enjoy wild animals, sociable farm animals, and a wide selection of birds. There is also a pride of African Lions and an afternoon feeding show to learn more about the pride.

paradisev.co.nz



Te Puia

Te Puia spans 70HA within the historic Te Whakarewarewa Geothermal Valley, on the edge of Rotorua. We are home to the world famous Pōhutu geyser, mud pools, hot springs and silica formations.

tepuia.com



Wai-O-Tapu

Explore the country's most colourful geothermal attraction. Highlights are the Lady Knox Geyser which erupts daily at 10.15am, the Geothermal park and the largest NZ mud pool.

waiotapu.co.nz



Duck Tour

You haven't seen Rotorua until you've seen it from a duck! Surrounded by 18 lakes and native bush your "Conducktor" in charge of the fully guided Amphibious Tour.

rotoruaducktours.co.nz



EXPLORE ROTORUA



Mitai Maori Village

Indigenous cultural experience incorporating a traditional hangi, cultural performance, warrior canoe and sacred freshwater spring. Learn about history, carvings and ta moko (tattoo art).
mitai.co.nz



Secret Spot Hot Tubs

Enjoy your own secluded tub, set outside amongst the tree ferns with optional umbrellas over the tub to shade you from the sun or rain. At night you can soak in a magical setting of lanterns.
secretspot.nz



Zorb

Superman dive into a giant inflatable ball and roll down Mt Ngongotaha with ZORB, where the fun will have you laughing uncontrollably. Discover four different ball rolling tracks and ride with or without water!
zorb.com



Rotorua Canopy Tours

Explore the canopies as you fly on a network of ziplines, swing bridges, cliff-walks and tree top platforms. Accompanied by two highly trained guides, there is plenty nature to explore.
canopytours.co.nz



Velocity Valley

Where speed, adrenaline and fear collide. There are six adrenaline challenges to choose from including bungee jumping, freefall parachute, jet sprint boating, and so much more.
velocityvalley.co.nz



Rotorua Rafting

Spectacular white water rafting on the Kaituna River. With NZ scenery and Maori history lining the gorge, white water rafting doesn't get any better than this.
rotorua-rafting.co.nz



EXPLORE ROTORUA



Polynesian Spa

Polynesian Spa is New Zealand's original and iconic geothermal bathing experience, with exclusive access to both acidic and alkaline natural mineral springs, and unique spa therapies for the ultimate in rest and relaxation.
polynesianspa.co.nz



Eat Streat

The bustling hub of Eat Streat boasts a dozen restaurants, bars, a boutique nightclub, and the iconic Lady Janes Ice Cream Parlour – all in one spot. The covered central walkway is the focal point for this all-weather al fresco dining area.
rotoruanz.com/eat-drink/eat-streat



Good Eastern Taphouse

Dedicated to craft beer, offering good bar food, and has a great outdoor area for mountain bikers, dogs are welcome at the restaurant outdoor area.
goodeastern.nz



Blue Lake Circuit

The Blue Lake is one of the closest lakes to Rotorua. It's clear blue waters are popular with water skiers, swimmers and boaties. Dogs on leash only, swimming beach.
freewalks.nz/rotorua/blue-lake-walk/track



Eastwood Cafe

The Redwoods is a favourite place for people to walk their dogs. Dogs are required to be on a lead. Eastwood Cafe is located nearby, that's fully-licensed, offering wood-fired pizzas for you and Puperoni treats for your fury friend.
eastwood.cafe



Off Road NZ

Get ready for a unique and unforgettable, ground-breaking off-road adventure in the country. Off-Road NZ's adrenaline packed activities include Raceline Karting, Monster 4x4 Thrill Rides and 4WD Bush Safaris. A must do activity for the adrenaline junkies.
offroadnz.co.nz





TIAKI MEANS TO CARE FOR PEOPLE
AND PLACE. THE TIAKI PROMISE IS A
COMMITMENT TO CARE FOR NEW ZEALAND,
FOR NOW AND FOR FUTURE GENERATIONS.

NEW ZEALAND IS PRECIOUS, AND
EVERYONE WHO LIVES AND TRAVELS HERE
HAS A RESPONSIBILITY TO LOOK AFTER IT.

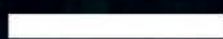
BY FOLLOWING THE TIAKI PROMISE,
YOU ARE MAKING A COMMITMENT TO
NEW ZEALAND. TO ACT AS A GUARDIAN,
PROTECTING AND PRESERVING OUR HOME.

NAU MAI, HAERE MAI KI AOTEAROA,
WELCOME TO NEW ZEALAND.

TIAKINEWZEALAND.COM | #TIAKIPROMISE

TIAKI PROMISE

— WHILE TRAVELLING IN NEW ZEALAND I WILL —



CARE FOR LAND, SEA AND NATURE,
TREADING LIGHTLY AND LEAVING NO TRACE



TRAVEL SAFELY, SHOWING CARE
AND CONSIDERATION FOR ALL



RESPECT CULTURE, TRAVELLING
WITH AN OPEN HEART AND MIND



— HOW TO CARE FOR NEW ZEALAND —



PROTECT
NATURE



KEEP NZ
CLEAN



DRIVE
CAREFULLY



BE
PREPARED



SHOW
RESPECT



237 Fenton Street, Rotorua 3010

Contact Us: 0800 538 466

Email: reservations@jetpark.co.nz

www.jetparkrotorua.co.nz