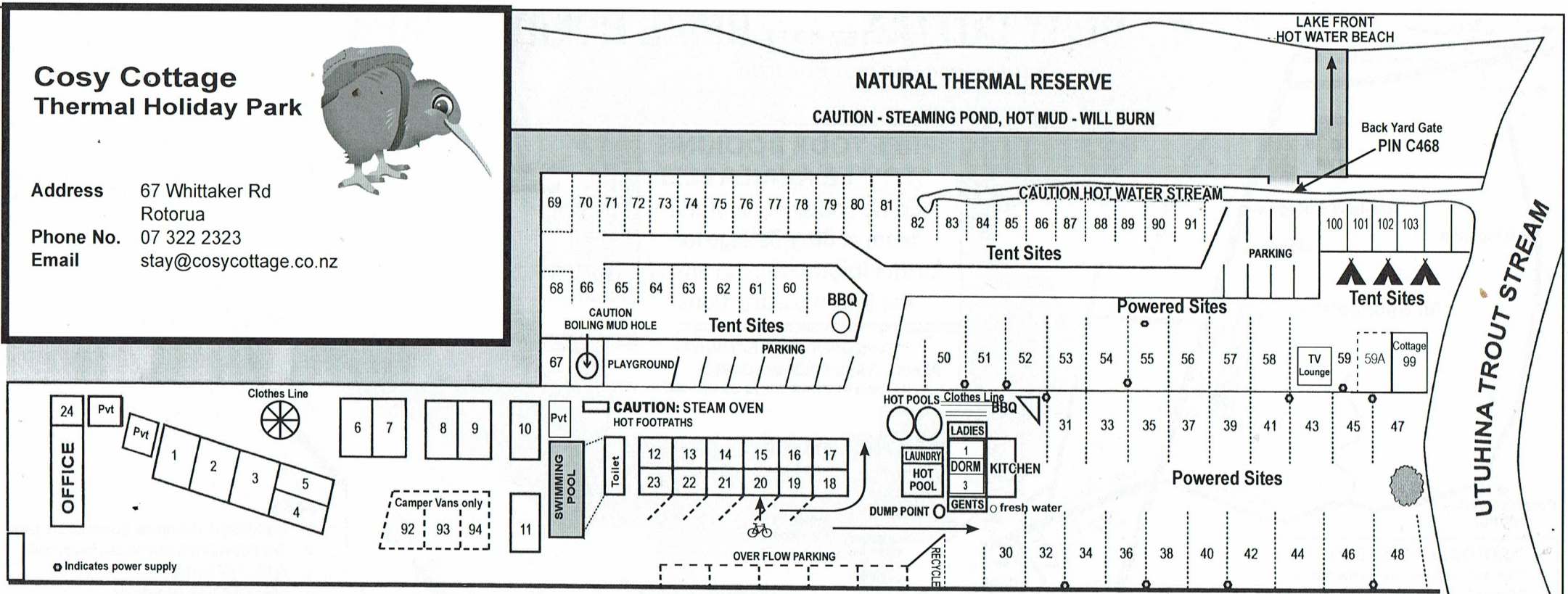
Cosy Cottage
Thermal Holiday Park

Address 67 Whittaker Rd
Rotorua
Phone No. 07 322 2323
Email stay@cosycottage.co.nz



GUEST INFORMATION

Office hours: 8.00 am - 8.00 pm. **CHECK-OUT TIME: 10.00 AM.**
Emergency: Dial 111
Security: The boom gate is closed for your security. Please use your individual pin for entry and exit. Always keep your valuables with you and lock your vehicle or room doors when unoccupied. Do NOT leave phones/wallets in spa/kitchen areas.
Extensions to stay: Extensions are subject to availability on a first-come, first-served basis. Confirmation is only upon payment before 9AM.
Thermal areas: Hot streams, mud holes and thermal areas must be treated with caution. Keep to tracks and paths at all times. Some parts of the grounds may be very hot. Walking with bare feet is NOT recommended.
WIFI: Wifi is accessible throughout the camp, but may not be strong in all rooms/sites.
Hot Pool: Open 7am to 10pm. Emptied and cleaned daily 9am to 1pm.
Swimming Pool: Open from end of October to early June, 9am till dusk.
Steam Oven: Pots and pans may be borrowed from the office with $10.00 refundable deposit per item.
Laundry 7am - 10pm: Washer or Dryer $2 + $2; Washing Powder $1/$2.
Vehicles: When parking on site your vehicle MUST have a current WOF.
Backyard Gate: Open 7am till dusk.
Shower: Available FREE 24 hours.
TV room: 7am - 10pm (In wet weather, TV room available during the night for tent guests).
Kitchen: 7am - 10pm, Closed for cleaning 1pm- 4pm
Table Tennis in TV Room: Free, borrow pad from office

CAMP RULES

Offenders may be asked to leave the camp immediately without a refund.

Visitors: Must report to the office before entry and park vehicle out side. Entry subject to agree, otherwise a charge of $10 per person per entry will apply. Departure of visitors must be by 8pm, or a charge of up to $50 per person may apply.
Noise: Must be minimal after 9pm and respect fellow guests. If there are noise complaints from other guests, you may be asked to leave after one warning immediately without any refund.
Pets: Are permitted only by prior arrangement in low season. Dogs must be on a leash at all times. No pets in any building. Otherwise $25 per day per pet will be charged.
Bikes: Not allowed in rooms. Free bike storage available but at your own risk and you need your own chain lock.
Alcohol: Consumption in moderation is permitted in your room or on your own campsite, but strictly NOT in spa and swimming pools area, TV room and Dorm.
Behaviour: If not reasonable will not be tolerated.
No smoking: Allowed in any building and pool area.
No life guard: In swimming pool area, any children under 16 must be supervised by an adult.
Bag your rubbish: From your unit or campsite, compress plastic bottles or lid off, pull card-board apart and flatten it before you put in appropriate bins.
Late check out: *conditions apply: after 10:30 am:$20 per unit or $10 per site applies.
after 12:30 pm: 50% day rate applies
after 2:30 pm: 100% day rate applies