

KERIGOLD CHALETS GUEST GUIDE - BAY OF ISLANDS LUXURY ACCOMMODATION



WELCOME TO YOUR LUXURY BAY OF ISLANDS STAY

Welcome to Kerigold Chalets, your premium accommodation in the heart of Kerikeri, Bay of Islands. Our private, stand-alone and self-contained chalets and executive studios are nestled in a tranquil orchard setting, just minutes from historic attractions and local dining options. Perfect for romantic getaways, family holidays, or business travelers exploring Northland.

We hope you enjoy your stay with us.

Book Direct with us for best rates. Competitive corporate rates are available.

09 407 3200 kerigoldchalets.co.nz

WHY CHOOSE KERIGOLD CHALETS FOR YOUR BAY OF ISLANDS STAY

- **Central Location:** Minutes from Stone Store, Rainbow Falls, and Kerikeri town center
- **Luxury Amenities:** High-speed WiFi, Sky TV, air conditioning, and fully equipped kitchens
- **Private Setting:** Each chalet offers its own private space in our peaceful orchard environment
- **Pet-Friendly Options:** Selected chalets welcome your four-legged family members
- **Exceptional Service:** Daily housekeeping and personalized assistance for booking local attractions

BOOK DIRECT AND SAVE

Looking to extend your stay or planning your next visit? Book directly through our website or by calling us to receive:

- **Best Rate Guarantee:** Save up to 15% compared to third-party booking sites
- **Flexible Cancellation:** More accommodating policies when you book direct
- **Room Preferences:** Better chances of securing your preferred chalet or studio
- **Special Offers:** Access to exclusive deals and seasonal promotions
- **Personalized Service:** Direct communication for any special requirements

Call us at 09 407 3200 or visit kerigoldchalets.co.nz to make your reservation.

DURING YOUR STAY AT KERIGOLD CHALETS

WiFi: Kerigold **Password:** Kerigold326

RECEPTION

Our reception hours are 8am to 8pm. For any urgent queries please call 09 4073200.

CIGARETTE SMOKING/VAPING

In line with New Zealand's law referring to non-smoking regulations, all rooms and shared spaces are non-smoking/vaping. Any traces of residual smoke inside will incur an additional cleaning charge of \$200.

CHECK-IN / CHECK-OUT

Check-in time is 2.00 pm and check-out is strictly 10.00a.m.

COOKING

The cooking of curries, fish, shellfish, seafood or use fish oils are prohibited because the pollutants produced damage our soft furnishings which have to be replaced/rewashed. An additional charge will be incurred in the event we have to take a unit out of commission while trying to remove lingering smells and odours.

WI-FI FAIR USE POLICY

Kerigold Chalets provides guests with free Wi-fi. The operation of this free service during your reservation is not guaranteed and may be disrupted or not available. This service is offered with a fair use policy. Device rate limiting is enforced to ensure all guests can utilise the service.

SERVICING AND CLEANING

Your chalet will be serviced daily between 9am and 1pm (some exceptions apply). If you do not require housekeeping, either keep your curtains closed or put up the "no-service" sign on the ranch slider. If you do not require housekeeping but only require fresh towels, tea, coffee, toilet paper etc, please advise our housekeeping staff or reception. For longer stays: We perform a full service at least every 4-5 days by arrangement with you.

AIR CONDITIONING

COOLING: Press the MODE button so the display indicates COOL (snowflake), then set the desired temperature. Please do not set the A/C settings to under 22°C in cooling mode to prevent damage to the condensing units. We recommend closing all non-essential areas (bedroom-bathroom) to gain maximum cooling effect.

HEATING: Press the MODE button so the display indicates HEAT (sun). Set the desired temperature. Please treat the remote control carefully, and please do not press buttons repeatedly or allow children to play with it.

NOTE: The machine will take time to switch between modes and temporarily shut down from too many repeated inputs.

INSECTS

In the summer months, particularly at dusk, you may notice insects about. To keep them out, try closing the ranch doors and only opening the windows which are fitted with fly screens. You will also find a can of bug spray in the cupboard underneath the kitchen sink. Please do not remove it.

AVOCADOS, CITRUS AND OTHER FRUIT

You are welcome to help yourself to a few pieces of citrus fruit while staying at Kerigold Chalets. Please do not pick the avocados.

RECYCLING

As part of our environmental impact reduction policy, we recycle plastic, tin and cardboard. Our recycling center can be found on the left as you drive out, opposite reception. Please feel free to deposit your items there. Alternatively, you may leave your recycling outside your accommodation door in the morning. Housekeeping will dispose of it.

FIRE EVACUATION & PREVENTION ASSEMBLY POINT

Front lawn opposite reception. In the unlikely event of a fire, please evacuate your accommodation swiftly and orderly, assure that everyone in your party is accounted for and if possible, leave the front door closed as this may slow down a potential fire. Please report the fire by dialing 111. Chalets have a fire extinguisher fastened by a bracket on the wall under the heat-pump. Please use only if safe to do so.

STRICT 'NO PARTY' BEHAVIOUR & NOISE POLICY

We are located in a quiet and secluded orchard. Please respect our other guests and keep your noise to a minimum. Unreasonable noise and adverse behaviour which affects the quiet enjoyment of other guests will not be tolerated at any time day or night.

We reserve the right to request people who are making too much noise at any time of the day or night to leave. No refunds will be applicable.

VISITORS

All visitors enter by management's permission. Visitors are requested to leave chalets by 22:00. No excessive noise, animals-pets, parties, etc. Please show courtesy to other guests at all times. If you or your visitor/s cause a nuisance or disruption to other guests or their privacy, you may be asked to leave the property.

LOST PROPERTY

Due to the large amount of personal property left behind a workable administration policy is required.

All items we deem to be of little value we take no responsibility for and are thrown away as rubbish, for example food, make up, charging cords, t-shirts, pyjamas etc. Other clothing items left in wardrobes or shoes, we will always make an effort to contact the owner and at their

expense plus our administration expense, return it. We do not accept liability for events which occur outside of our premises such as lost mail.

EARLY DEPARTURE POLICY

No refunds will be given on early departure.

FAULTS AND MAINTENANCE

If you come across something not working properly, please advise reception so it can be rectified as soon as possible and not disrupt your stay.

ADDITIONAL CHARGES

Kerigold Chalets reserves the right to charge guests for the following, but not restricted to: all damages, breakages, lost keys, missing items, late departure, extra cleaning and unpaid expenses. Any additional charges will automatically be charged to the credit card provided as security for the booking following at least one attempt to contact the credit card holder.

EXTENDING YOUR STAY

Please contact us direct to extend your stay. Booking direct is always best as we offer the best rates and conditions.

TRANSPORT OPTIONS

Kerikeri has several transportation options available for exploring the Bay of Islands. Local taxis and shuttle services can be arranged through reception. For longer journeys, intercity buses connect Kerikeri to other destinations throughout Northland and New Zealand. Our staff can assist with booking transportation and providing schedules.

EXPLORE THE BEST OF BAY OF ISLANDS

Visit our website's [Kerikeri Travel Guide](#) for comprehensive information about local attractions, dining options, and hidden gems in the Bay of Islands. Our reception staff can also provide personalized recommendations and help arrange tours and activities.

Some highlights to explore during your stay:

- The Stone Store & Kerikeri Mission House
- Rainbow Falls & Waterfall Walking Tracks
- Packhouse Market & Local Wineries
- Hole in the Rock Cruises

- Waitangi Treaty Grounds

For detailed information, local insights, and seasonal recommendations, check out our [Kerikeri Blog](#).

Thank you for choosing Kerigold Chalets for your Bay of Islands accommodation. We're committed to making your stay comfortable and memorable. If you need any assistance planning activities or have questions about the local area, please don't hesitate to ask our friendly reception staff.