



## Welcome to Crystal Blue Lagoon Villas

Thank you for choosing to stay with us at Crystal Blue Lagoon Villas. It is our pleasure to have you as our guest. We offer you our personal service and if at any time there is anything you require, please do not hesitate to ask.

We hope you enjoy your stay.  
Metaki Ma'ata

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### **CHECK-IN TIME**

Check in time is 2:00pm.

### **CHECK-OUT TIME**

Check out time is 10:00am.

### **EARLY AND LATE CHECK-OUT 6:00AM / 6:00PM**

This can be arranged subject to availability at an extra cost – usually 50% of the room rate.

### **TELEPHONE**

Your Villa phone number is 25547.

To dial out: dial 9, then the number. All local phone calls and local mobile numbers are free of charge.



### **MANAGER**

Phone: 9 55720

### **INTERNATIONAL CALLS**

Kia Orana telephone vouchers can be purchased through Blue Sky outlets. Calling instructions and pin codes are printed on the voucher for you.

### **INTERNET/WIFI**

This is accessible on site. A complimentary starter voucher is available for you, and additional vouchers can be purchased through any Blue Sky shop (there is one within walking distance in Muri village).

### **WATER**

All of our water at Crystal Blue Lagoon Villas is filtered and UV-treated, making it safe to drink. Elsewhere on the island we recommend you purchase bottled water, unless you are sure the water is both treated and filtered.

### **VILLA SERVICING**

Rooms are serviced daily, excluding Sunday. Linen is changed every 3rd day.

### **HOUSEKEEPING**

Your housekeeper will normally arrive on site between 10:00am and 2:00pm. This may vary due to occupancy or your request. The pool will be cleaned/maintained daily, in the morning.

### **POOL AND SPA POOL**

In consideration of other guests, the pool hours are strictly 7:00am - 10:00pm.

### **VISITORS**

The villas and facilities are strictly for in-house guests only. Please ensure your visitors understand they are unable to use the pool or spa pool.



#### **CARPARK**

This is located at the rear of the Lagoon View Villas and is strictly for house guests only.

#### **SMOKING**

Our villas are all non-smoking. Guests are welcome to smoke outside, however we do request that consideration be shown to all other guests.

#### **AIR CONDITIONING**

Your bedrooms are air conditioned for your comfort. Your key tag will activate the air-conditioning by inserting the tag into the slot next to the front door. Please use the remote to set the temperature to your comfort level (recommend 24 degrees Celsius). We would appreciate your help with electricity-saving by keeping your doors/windows closed when using your air-conditioning. Please ensure the air-conditioning is not left on while the room is unoccupied.

#### **SAFE**

A safe is located in the wardrobe of the upstairs master bedroom. Instructions are provided inside, however should you require assistance, please phone Robyn (Manager) on 9 55270.

#### **HAIR DRYERS**

Hair dryers are located in the en suite of each bedroom upstairs.

#### **IRON AND IRONING BOARD**

They are located in the downstairs laundry room. The ironing board is in the top drawer and the iron is in the cupboard.

#### **LAUNDRY**

Your villa has a washing machine and a clothes dryer in the laundry room. There are no dry-cleaning services available on the island, but there is a commercial laundry (Snowbird Laundromat) located in Muri village.



#### **SNORKEL AND MASK**

These are complimentary for the duration of your stay. They are required to be returned upon your departure or charges may apply. We recommend that guests wear reef/aqua swim shoes when swimming in the lagoon.

#### **POOL TOWELS**

These are complimentary for the duration of your stay. They are required to be returned upon your departure or charges may apply.

#### **UMBRELLAS**

There is an umbrella in the villa for your convenience. Please ensure this is returned to your room or charges may apply.

#### **DOGS**

The local dogs are very friendly, however we do ask guests not to encourage the dogs onto the property or inside the villas.

#### **ECO-FRIENDLY**

Our villas have solar panels on the roof and when possible, we utilise our solar heating. We also supply excess solar energy to the national grid to help our island's electricity supply. The villas all contain eco-efficient appliances and light bulbs.

#### **HELP CONSERVE OUR RESOURCES**

Every day millions of litres of water and detergent are wasted on towels that have only been used once. If you wish to help with our efforts to conserve resources, place all towels that require laundering in the bath, or floor of the shower. Towels that you wish to re-use should be replaced on the towel rack.



**FIRST AID/FIRE EXTINGUISHER/EMERGENCY PROCEDURES**

These are located in the laundry downstairs.

**PUBLIC TRANSPORT**

Rarotonga boasts extremely reliable and efficient bus services.

There are three bus schedules:

Bus arrives at Crystal Blue Lagoon Villas

- 1) Clockwise : 15 minutes past the hour (eg: 10:15am).
- 2) Anti-Clockwise : On the hour (eg: 11:00am) heading into town.
- 3) Night Time : 15 minutes past the hour (eg 9:15pm).

These schedules vary on Sundays and public holidays.

Buses can be signalled anywhere on route, provided it is safe for the bus to pull over.