

GUEST INFORMATION

Directions - Casa del Mar is located at 2 Giles Road, Palm Beach, at the intersection of Giles and Bay Roads – it is the blue-green Mediterranean style house on the corner section.

Fullers Waiheke ferry - leaves from downtown Auckland (they generally leave on the hour) and will take you to Matiatia on Waiheke Island. You can find a timetable for both the ferry and the buses on the island at <http://www.fullers.co.nz>.

Taxi - You can taxi directly to the house from the Matiatia ferry for around \$15-\$17. Try Waiheke Independent Taxis on 0800 300 372 or Waiheke Quality Cabs on 09 372 7000 or Island Taxis on 372 4111 or 0800 372 4111.

Car Hire - There are several firms hiring cars at or near the ferry terminal. Try <http://www.gotowaiheke.co.nz/rentcar.htm> for a couple of options.

Bus - The buses meet each ferry arriving at Matiatia – take the Palm Beach bus (No. 2) and get off on the corner of Hill and Palm Roads. Walk approximately 200m up Bay Road (past the Waiheke Island Resort) and Giles Road is at the top of the hill. If returning to the mainland by bus, the stop is at the intersection of Hill and Bay Roads; find the timetable on the Fullers website <http://www.fullers.co.nz>

Sealink car ferry leaves from Halfmoon Bay (see <http://www.sealink.co.nz>) which will take you to Kennedy Point on the island. If you are bringing a car over, check www.waiheke.co.nz for street maps of the island.

Arrival and Departure Checklist

Arrival – Check-in time is 3pm unless otherwise arranged

1. Everything should be on. If someone has turned off the hot water– this is located in the cupboard under the stairs in the garage. It doesn't take long to warm up

Departure – Check-out time is 12 pm unless otherwise arranged

1. Clean the ash out of the outdoor fireplace if you have used it
2. Close and lock all of the windows and doors. Please only lock the downstairs bedroom doors from the outside and deposit the key on the kitchen shelf under the glass cabinet.
3. Turn off all appliances with the exception of the upstairs fridge/freezer and oven
4. Put all rubbish and recycling in the wheely bins provided. The cleaners will put these out for collection on Wednesday.
5. **Do not turn off the mains power or the hot water – just leave these on.**
6. Lock the front door and deposit the key back in the lockbox.

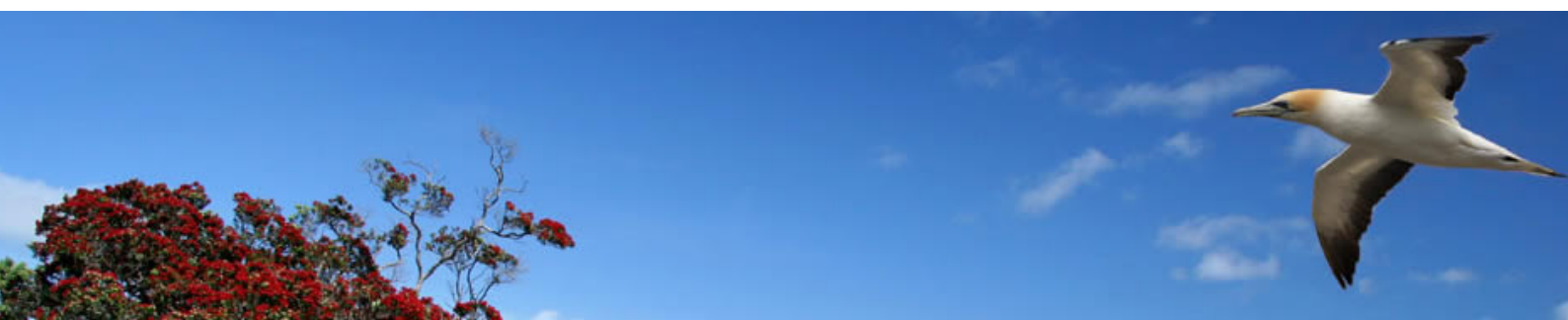
Handy Hints

Linen

- Bed linen and bath/kitchen towels are provided. There are also extra blankets available. There is no linen provided for the portacot. We would rather you do not use the towels etc but if you do please wash these and hang and put them away (or leave on line if still wet for the cleaner)

Food

- There's a Woolworths supermarket located at Ostend just a few minutes drive from Casa Del Mar which has all the necessities you may require.
- For the luxuries and artisan bread try Te Matuku Bay Oysters shop at 13 Tahurangi Road. It is a foodies delight as are the Saturday Ostend markets which also double as a very interesting fleamarket inside the RSA hall. There is also a Sunday Farmers market at Ostend 10am –2pm by the Ambulance Station.
- There are Olive oils sold at the gate of many of the groves on the island like Rangihoua Estate.



Water Supply

- Waiheke runs on rainwater tanks so please conserve water, especially over dry summer months. The water is fine for drinking.
- The water pump is based under the small deck where the BBQ is located. You will hear it start when you run water. It only runs when you run a tap or flush a toilet. **IF YOU HEAR THE PUMP RUNNING CONTINUOUSLY, YOU HAVE LEFT A TAP RUNNING OR A TOILET HAS JAMMED ON FLUSH. IF THIS HAPPENS, PLEASE CHECK ALL TAPS AND TOILETS TO AVOID RUNNING OUT OF WATER.**
- The water pump feeds off the larger of the two tanks. The smaller tank overflows into the larger one when it is full. However leave this tank turned off (there is a tap at the bottom of the tank that drains it into the large tank) It can be used as a reserve to top up the large tank when it gets low over summer.
- **The water pump** is very reliable but can on occasion get an air lock. When this happens the red “failure” light comes on and the pump won’t operate. To fix this you just need to turn on a tap inside and hold down the reset button on the water pump to force the air lock out of the system.
- The tanks are cleaned and dosed at the end of every second summer. The Tank & Pump Shop on 372 7270 offer this service.

Sewerage

- Waiheke runs on septic tanks so please do not flush anything other than toilet paper and ‘natural waste’ down the toilets - no feminine products, wet-wipes etc.
- The system at Casa del Mar redistributes purified water throughout the garden so do not be alarmed if you see small water fountains appearing infrequently amongst the bushes! **THESE SHOULD ONLY RUN FOR A SHORT TIME. IF THEY RUN CONTINUOUSLY, THERE IS A TAP OR TOILET RUNNING – REFER WATER SUPPLY ABOVE.**
- Sewerage. The septic system is very efficient. It is called Ozziclean. It operates on an aeration process that forces air through the tank six hours on six hours off. It breaks down the waste very effectively. Clean water is spilled into a pump reservoir which is chlorinated and then pumped out into the garden. I will leave you some chlorine tablets, these should be replaced every couple of months.

Phones

- There is no landline at Casa del Mar. Mobile phones work fine at the house and on most spots around the island with the odd dead area.

Internet

- No internet at the house (cell coverage is good for 3g phones) house or go to Netspace next to pharmacy, the library or lazy lounge at Oneroa

Stove & oven

- The stove has gas hobs. The oven is electric – the switch is on the wall above the stove. The numbers on the digital panel will flash. Hold down 3 of the buttons simultaneously. The numbers will stop flashing and the stove is ready to use. (Please do not turn the stove power off)

Gas Bottles

- Please feel free to use our barbeque and remember to turn the gas bottle off when you are finished.
- The kitchen hobs run on gas, the bottle for which is located in the cupboard in the corner of the lounge behind the trapdoor. (please do not turn this off)
- Please let us know if a bottle is empty so we can organise a refill straight away. Unfortunately the fittings are not interchangeable.

Amenities

- The stereo is there for you to enjoy.
- The TV receives OK reception. There is a DVD player available. DVDs can be hired in Oneroa or Ostend.
- Coffee Plunger, Iron, Ironing board
- You’re welcome to use the outdoor fireplace on the western deck but we do not provide fire wood. This can be obtained from the supermarket or service station. Please clear out any ash when you are finished if it is cold.



Palm beach just a stroll down the road

Take special note...

Trapdoor

- We would prefer you did not open the trap door to the downstairs and kept it closed completely especially with kids around as it is a bit of a kid magnet! The downstairs bedroom is accessible through the double doors off the deck. The key to the security bolt is on the kitchen shelf below the glass cabinet. Use of the trap door is at the guest's own risk.

Neighbours

- Our neighbours on both sides are permanent residents – please be courteous to them. To protect their privacy we prefer that you do not stay on the main deck after 10:30pm weeknights and midnight on weekends/holidays – and please keep the stereo noise to an appropriate level (we'd prefer not to have the noise control officer called)

Phoenix Palm

- Don't let the kids (big and small!) play in the Phoenix palm at the front of the section – it has nasty spikes which can be very dangerous
- Someone may turn up to mow the lawns and tidy the gardens. Please allow them to do so unless this is disturbing you at an early hour. Then please let us know and we will reschedule the work.

Garage Doors

- If you are opening the garage doors, please use the bricks provided to secure them open as the wind can play havoc and blow them around.



Useful Phone Numbers (all start with 09 372) and Addresses

Ambulance (non urgent) – 7964
Coastguard – 303 1303
Police - 1150
Waiheke Car Rentals – 8635
Oneroa Medical Centre – 3111
Ostend Medical Centre - 5005

Cable Bay - 5889
Casita Miro –3 Brown Rd Onetangi
Charlie Farley's – 21 The Strand, Onetangi
The Shed at Te Motu – 76 Onetangi Rd
Vino Vino – 9888
Beachfront - 2565
Lazy Lounge –139 Oceanview Rd Oneroa - 5132
Cortado Espresso Bar – 8578
Nourish Café – 3 Belgium St Ostend– 3557
Te Whau Restaurant – 218 Te Whau Dve– 7191
Stefanos Pizza - 5309
Ajadz Indian Restaurant – 2588
Stoneyridge Vineyard – 8822
Mudbrick Vineyard – 9050
Passage Rock Wines – 438 Orapiu Rd - 7257
Lucky Pig café- 2273

Waiheke Artworks Gallery – 9907
Waiheke Island Cinema – 6900.

For Queries:

Kirstin Little
Gavin Vercoe
Phone +65 9856 0551 or +65 6836 5425

Please note we live in Singapore please do not call before 1pm else it is night for us – there is a 5 hour time difference – (NZ is 5hrs ahead)

If you need any help with the house while you are on the island:

Tirohia and Shane Smith
372 2345
027 3859 437
021 025 61784

Have a great stay!

