

Welcome to  
*Lake Edge*

R E S O R T T A U P Ō



This compendium is designed to be informative  
and to help you enjoy your stay

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FOR YOUR ENJOYMENT & SAFETY  
PLEASE TAKE TIME TO READ IT

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275 Lake Terrace Two Mile Bay Taupo 3330 Tel 07 378 4981

GPS : S38° 42.65', E 176° 5.2369'





## *Welcome to Lake Edge*

We trust your stay at the Resort will be a memorable one.

There are many facilities here for your comfort and enjoyment and there are also a wide range of activities in the Taupo area and surrounding districts.

Details of the Resort facilities together with information on some of the activities offered in Taupo are contained in this compendium or can be found in the brochure racks in the Owners' Lounge.

**For your own security we recommend you keep all any personal items inside your Apartment and lock your doors when out of your Apartment. Please ensure your car is locked at all times. We advise all bikes to be stored away in the bike sheds immediately after use - bike shed keys are available from the office.**

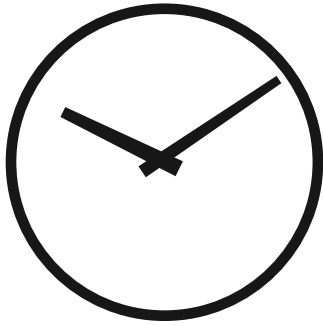
Please note or advise us of any maintenance requirements in your Apartment as soon as possible, these can then be attended to on Friday, prior to the new owner's arrival.

Feel free to contact me if you need help.

*Karryn*

Resort Manager

## Office Hours



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Monday to Thursday & Saturday	9:00 am – 12: noon
Friday 8:00 am – 10:00 am -	3:30pm – 6:00 pm
Sundays & Public Holidays	Office Closed

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**PLEASE NOTE:** In case of an emergency outside office hours, or if you lock yourself out of your Apartment, please contact the office on **07 378 4981** then **press \*** to be put through to the Manager's Mobile. The contact number is also listed on the front door of the office. Calls to the Manager will not be answered after 9pm or before 7am.

Please note an after hours call out fee of \$100 may be applied if the Manager is required to attend onsite.

## In Case of Emergency



In the case of an emergency – instructions are on the inside of your front door. All owners / guests are asked to make their way to the Carpark and Assembly Point by the tree outside Reception.

One person from each Apartment must act as the warden for that Apartment, to act in a position of responsibility until the Manager arrives on site and to ensure that anyone from their Apartment who requires assistance receives it.

The Manager will have a list of everyone staying in the Resort and will ensure that everyone on site has assembled in the carpark.

## Fire

In the case of a small fire in your Apartment there is a Fire Blanket located in the hot water cupboard. Please check and familiarise yourself with its location.

If you are unable to deal with the fire safely please exit the Apartment quickly by the nearest safe door and call 111 — emergency FIRE service.

Please notify the guests in the adjoining Apartments of the fire.

If you are unable to escape through a ground floor door, please assemble on the deck off the master bedroom. Once all occupants of the Apartment have assembled on the deck, ensure the ranch slider door is closed.

Call for “Help” and await assistance.



## Emergency Kit

All Apartments have emergency torches.



These are located downstairs in your emergency kit in the hot water cupboard. These torches are only to be used in an emergency and not for everyday use.

A sealed emergency kit is located in the cupboard under the stairs. The kit has the following articles contained within a plastic bucket.

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1 x packet of plastic liners	1 x sealed bottle of water
1 x tins of Baked Beans	1 x tin opener
4 x rolls of toilet paper	1 x pack water purification tablets
1 x thermal emergency bag	1 x dynamo LED flashlight
1 x candle, plus	1 x box of matches

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**NOTE:** This kit is provided for emergencies only. If the kit is tampered with in any way, or there are items missing, a charge will be made against the owner / guest staying in the Apartment during the week in question.

Please advise the office if you have had to use the kit for any reason.

## Emergency Phone Numbers



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<b>Emergencies : Fire, Ambulance, Police — dial 111 Lake Edge</b>		
<b>Resort Address : 275 Lake Terrace, Taupo</b>		
<b>Hospital :</b>	located at 38 Kotare Street, Taupo	07 376 1000
<b>Doctors :</b>	Taupo Health Centre	07 378 4080
	or Taupo Medical Centre	07 378 7060
<b>Lake Edge Resort / Manager :</b>	Office	07 378 4981
		then press *

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\*Calls to the Resort Manager will not be answered after 9pm or before 7am.

# Information Regarding Your Apartment

## FREE INTERNET



High-speed wireless internet is available in all Apartments. The WiFi setting to connect to is '**lake edge guest**' and the password is '**thelakeisblue**'.

If you are having trouble connecting, go to your device settings, turn your Wi-Fi off — then turn back on. This resets the Wi-Fi and you will then be able to connect.

## TELEVISIONS



The Resort has **My Sky** on both televisions. This provides you with a great selection of television channels and in addition you can record or pause programmes for later viewing. We ask that you do not attempt to alter the channel settings or move cables around as this is inconvenient for the next guest, time consuming to correct.

Please also sign out of any APPS used while staying, eg Netflix; and delete any programmes you may have recorded on SKY at the end of your stay.

**Television Settings :** Use the White Sky Remote to turn the TV on and off or switch channels use the power button. (You only need to use the Black Panasonic Remote for Goggle/Apps)



## SKY :

To watch SKY programmes, the HDMI cable should be plugged into HDMI I; then on the Black Panasonic Remote select Input (top right corner) and scroll to select HDMI I. Then use the White Sky Remote for changing channels.

## APPS :

To watch Netflix/YouTube or Google TV APPS, the HDMI cable should be plugged into HDMI I; then on the Black Panasonic Remote, select the button of the APP you wish to watch eg Netflix.



You can use the stereo unit to watch a DVD (see the office for a DVD Player and TEAC remote). You will then need to plug the cords in and change to the TV AV settings using the Black Panasonic Remote. Once this has been plugged in use the TEAC remote.

## Information Regarding Your Apartment



If you have any difficulties – the Resort staff will be happy to assist you. \*It often helps to turn the TV off at the wall and switch back on again and then wait for it to reload before trying again.

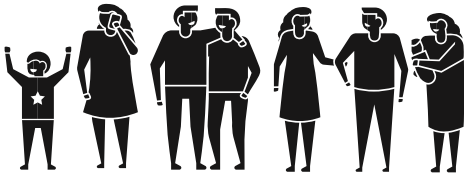
### PHONES

We have portable landlines available if you require a landline phone while you are staying at the Resort. Please ask at the office.



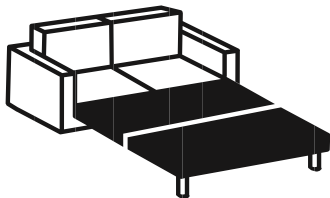
### SMOKE & VAPING FREE RESORT

Lake Edge is strictly a **Smoke and Vaping Free Resort**. Smoking or vaping is not allowed on the Resort premises. If you wish to smoke or vape, please go onto the walkway outside the Resort.



### OCCUPANCY

Must not exceed seven persons. If you are staying as a guest at the Resort, then this must not exceed six persons. This includes babies.



### DIVAN SETTEE

There is a double divan in the lounge of all Apartments. Extra linen is provided for this divan and can be found in the wardrobe of the second bedroom. Please strip all used linen off settee when packing up to leave.



### KEYS & FOBS

The Apartment fob provided gives you access to the front door of the Apartment. The key provided gives you access to the ranch slider and cupboard on the deck, and the gas bottle shed down by the rubbish bins. It also allows access to the sauna, the games room, owners' lounge and the shed on the lake front with bikes and paddle boards.

# Information Regarding Your Apartment

When accessing any of these areas, please ensure that all lights are turned off and the doors are locked as you leave. **There is a \$75 charge for all fobs or keys not returned to the office.**



## SECURITY BOLTS

Security bolts have been fitted to all ranch sliders. These have been fitted to enable you to leave the ranch sliders open for ventilation at night or when you are out. As an added safety precaution, the bolts have been positioned to allow for the ranch sliders to be opened slightly to prevent young children from getting out on to the upper deck of the Apartment. Please do not allow unsupervised children out on the decks.



## DOOR BELL

The front door bell is the white plug-in unit found in the lounge/kitchen area of each Apartment. It has a small red light on it to show that it is on. If your door bell is not working please locate the wall unit and ensure it is turned on. This must remain plugged in and turned on at all times.



## BARBECUES

Barbecues are situated on the decks of all Apartments for guests' convenience. Please give the BBQ a quick clean after use and in particular, oil the hotplate. Can you also advise the office when checking out if you did NOT use the BBQ. The BBQ cover should not be put over the BBQ until it has cooled down.



## REPLACEMENT GAS BOTTLES

These are kept in the garden shed by the rubbish area at the town end of the Resort. Your Apartment key will open the padlock on the gas bottle shed which is by the rubbish area at the far end of the Resort. In case of a situation arising when the ignition on your BBQ may not work, matches are stored in your pantry. Please insert match at the side of the BBQ to ignite.



# Information Regarding Your Apartment

## LIGHTS

## APPLIANCES

**Waste Master:** *Please run this with ample cold water* when using and avoid letting any metal objects, especially teaspoons etc., go into the waste master.



**Things NOT to put down the waste disposal:** tea bags, lettuce, banana skins, onions, celery, corn husks, bones, bacon rind, eggshells.

**Oven:** Please use oven bags in the fan oven. This will prevent soiling and extra cleaning charges. There are two of these in the bottom drawer in the kitchen.

**Dishwasher:** This will not clean pots and oven dishes satisfactorily. Please wash these by hand: a pot scrubber is provided. Stemmed glasses in the dishwasher: please be sure they are placed carefully, as all breakages will be charged for.

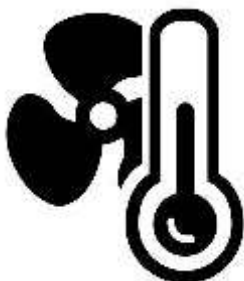


**Housekeeping Items:** The toilet paper, dishwashing powder, dishwashing liquid, laundry powder, oven bags, soaps, all-purpose cleaner and the milk, tea, coffee and sugar are all supplied as starters only.

**Additional supplies are at your own expense and can be purchased from the office.**

## HEAT PUMPS

The heat pumps have been installed for your comfort but we ask that you help us to conserve energy by turning off your heat pumps if the ranch slider is open for longer than a few minutes. In order to use the heat pumps efficiently in the winter months, they should be left on overnight at about 18 degrees.



## UNDER FLOOR HEATING

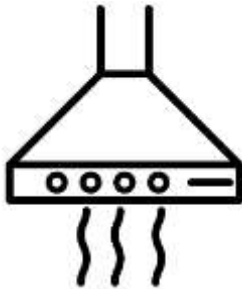
The under-carpet heating in both bedrooms are at a set temperature and on timers. The under-tile heating in the kitchen,

To avoid local trout flies, we kindly ask that you do not leave the bathroom light on with the window open at night. Please note that trout flies do not bite.

# Information Regarding Your Apartment

downstairs bathroom and ensuite is set at a comfortable floor temperature. **Please do not adjust.**

Underfloor heating is turned off during the summer months.



## EXTRACTOR FANS

All Apartments have an extractor fan over the ceramic hob top. In some Apartments the extractor fan is a swing type which needs to be turned in order to be positioned over the hob before it can be used efficiently. Please ensure that this is done before fan is turned on.

## RUBBISH

There are large rubbish bins located down by the boat park past Apartment one and several recycle bins for the disposal of bottles and papers. Please note bottle caps and jar lids are NOT recyclable. Place in rubbish bins instead. Clean plastics numbers 1, 2 and 5 can go in the appropriate recycling bins.



While the large bins are emptied up to twice a week, it does help if you can please crush all cardboard boxes prior to putting them into the bin as they take up a lot of room.

## ITEMS AVAILABLE ON REQUEST

Rubber bath mat, shower chair, shower grab handle, portable raised toilet seat, porta cot, baby security gates for stairs, highchair, sandwich press, soup pots, crock pots, air fryer, rice cooker, stick blender and food processor.

Please enquire at the office for any of these items.

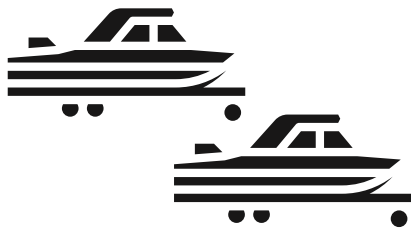
## TOWELS

The WHITE towels are not to be removed from the Apartment. Blue & white pool towels are supplied for use out of doors.

Additional pool towels are available on request for those staying at the Resort.



# Information Regarding Your Apartment



## PARKING

Space is available for one vehicle for each Apartment. There is one extra park available for each Apartment for any extra guests you may have staying. Please request your extra carpark at the office on arrival and you will be allocated one.

## BOATS

We have two parking spaces for boats, these must be booked in advance of your arrival. We cannot accommodate any boat over five meters long due to our rubbish truck and other vehicles needing the space to turn around. Alternative boat parking is available at Stag Park about two kilometres away.

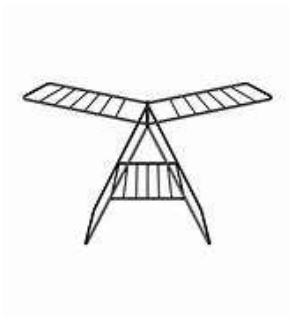
## NEWSPAPER

A ***Dominion Post*** will, if ordered before 4 pm Friday, be delivered to your Apartment daily at around 9:00 am. Papers are not delivered on Sundays or Public Holidays.

***Newspapers must be prepaid for on arrival.***

## CLOTHES DRYING

In addition to the dryer a clothesline is located down the side of Apartment 12 for the use of guests. A clothes airer can be found under the stairs. Please do NOT hang any items over the balconies.

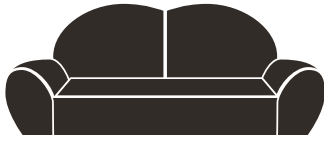


## LOST & LEFT PROPERTY

Clothing and non-perishable goods left behind will be returned by request on receipt of a paid courier pack. Perishable goods will be destroyed. Left property will be held at Lake Edge for three months — after which time it will be disposed of.



# Information Regarding Your Apartment



## PETS

Sorry — no pets allowed.

## FURNITURE & LINEN

We ask that you do not move the furniture around in your Apartment.



Please refrain from lying on the bedding when covered with suntan lotion, as it is very difficult, sometimes impossible, to remove the stains.

## QUIET ENJOYMENT

In consideration to other owners, please keep noise to a minimum, especially after 10 pm.

The use of bikes, scooters, in line skates and skateboards are not to be used within the Resort common areas. Rugby, football and cricket are best played at the Hawai Street Reserve along the road to avoid damage to our gardens.

## SECURITY CAMERAS



Please note exterior security cameras are operational around the Resort for your safety. There is a camera in operation inside the games room and indoor spa area. There are no cameras fitted inside any of the Apartments.

## ELECTRIC CARS MUST BE RECHARGED OFF-SITE



Strictly no charging of electric cars on site at this time. This is a Health & Safety concern with cords running through windows. Our power points are not set up to take this charge.

## **Information Regarding Your Apartment**

Please use the Electric Vehicle chargers in town. These are located at 19 Tamamutu Street (in the Burger King carpark in Roberts Street), and the Tesla Superchargers are at 1 Kaimanawa Street or at Village Drive (in the Woolworths carpark in Kokomea Park). The Warehouse have chargers also.

## Resort Facilities

The Resort facilities are available for your use from 7:00 am to 10:00 pm daily.

Children under the age of 12 **MUST** be supervised by an adult while using any equipment or Resort facilities.

The owners' lounge, games room and sauna will be locked at all times when the manager is off site. You can access these areas by using your Apartment key, up until 10 pm.

Please ensure that all lights are turned off and doors are locked when you leave.

### GAMES ROOM

All children under the age of 12 must be supervised in the games room. No children under 12 are permitted to use the pool table.

Table tennis bats & balls, air hockey and table soccer equipment are located in your Apartment. Please notify the office if you are missing any equipment so these can be replaced.

### GAMES

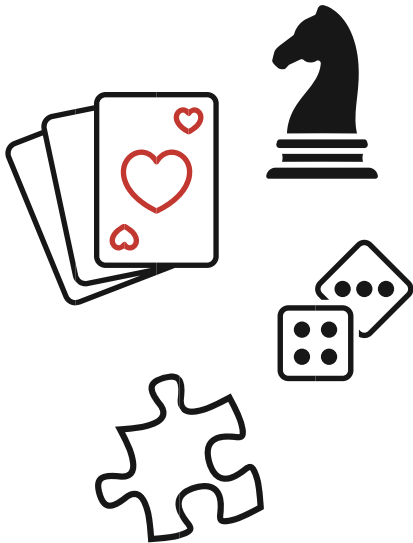
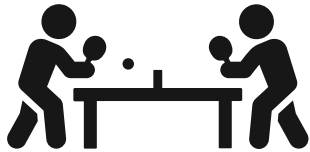
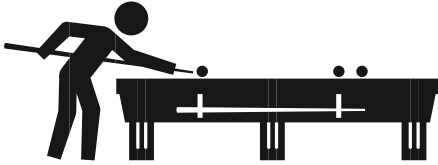
There is a selection of indoor games available, these are stored in the cupboard in the games room. Please return any games taken back to your Apartment after use, we ask that parents ensure the games are returned to the cupboard in a neat and tidy fashion in consideration to other guests.

### OWNERS' LOUNGE

The owner's lounge located under Apartment 7 is available for all owners and guests to use to meet with friends. Please talk to the Manager if you are planning a party and wish to make use of the owners' lounge while staying at the Resort.

### LIBRARY

A Library is available for your use in the games room. We are always looking for books to keep the library stocked and will gratefully accept any books you may wish to leave after your stay.



# Resort facilities

## SWIMMING POOL, SPA POOLS AND SAUNA

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**Opening Hours: Summer** 7 am – 10 pm

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**Winter** the cover will be removed on request

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**Only blue and white striped pool towels are to be taken to the pool area. Please replace spa & pool covers after use to conserve power.**

### SWIMMING POOL

From 1st May through to Labour Weekend, the cover will remain on the pool. Please contact the office if you wish to use the pool during the winter months. If you are the last person using the pool after 3:30 pm, please pull the cover back over.



For safety reasons please ensure all children are supervised and that any **non-toilet trained children are wearing 'swimmer type' nappies**. (These can be purchased at the office). As the pool depth is only one metre; diving, jumping or climbing off the rocks, running in the pool area, or climbing on the pool cover is NOT permitted. Large inflatable items such as tyre tubes/floating chairs etc. are also NOT PERMITTED. Care needs to be taken with anything that is taken into the pool area.



**Glassware and china are NOT permitted within the area of the pool** in case of breakage. Should a breakage occur we are required by law to completely empty, clean, and refill the pool. Not only is this an inconvenience to all wishing to use the pool, it is an extremely costly and time-consuming exercise. Please ensure that the blue & white towels are not hung over the glass wall surrounding the pool area.

### SPA POOLS

The same 'Pool Rules' apply when using the inside and outside spa pools. We do ask that you **please put the covers back on the spa pool after use**, to ensure the heat is maintained. Also, please ensure that children are always supervised. Small children and infants may only be taken into the spa pools if they are wearing appropriate "swimmer type" nappies. These can be purchased at the office. Wet suits are not to be worn in the Spa Pools.



Soap products or bubbles **must not** be added to either the spa pools or the outside swimming pool as this damages the filters. If the pools are out of order and repairs need to be made because of this, owner/guest responsible will be charged.



NOTE: The spa jet is on a timer and will automatically turn off after three minutes.

## Resort Facilities

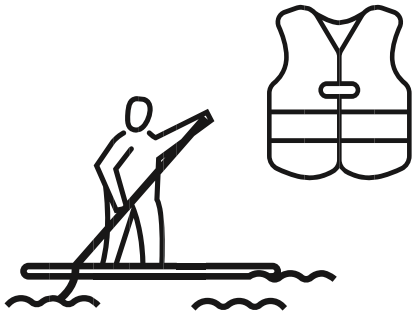
### SAUNA & INDOOR SPA POOL



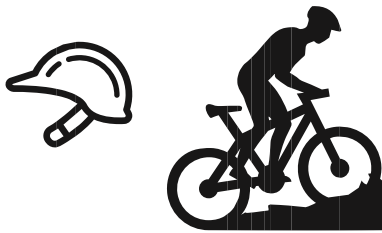
Your Apartment key will give you access to the sauna. Access to the covered spa is via the pool gate beside the sauna room door. In consideration to other owners, we ask that you limit your time in the covered spa and/or sauna to half an hour.

**Should the any of the pools be taken out of service, a \$100 charge will be added to your account to cover the cost of emptying, cleaning, refilling and heating.**

### WATER SPORTS



Your Apartment key will access the double doors of the shed. Use the top lock. These doors are to be kept locked at all times. Paddle boards with life jackets are available for use free of charge. Any damage to be reported immediately. For safety reasons please ensure children are supervised. Please use booking board to book items out, located on the back of the shed door. All equipment is to be returned to the boat shed after use. Life jackets must be hung on hooks provided to dry.



### BIKES & PADDLE BOARDS

There are adult, intermediate and junior bikes (with helmets) and paddle boards available for your use while staying at the Resort. These are located under the boat parking area at the front of the Resort. Access is by using your Apartment key. Helmets and life jackets are stored with the bikes and must, by law, be worn. Please lock bikes, paddle boards, helmets & life jackets away after use. Please ensure any punctures or damage is reported to the office immediately or as office hours permit. There are bike locks available at the office.



### TENNIS COURTS



Racquets and balls are available from our office. The closest free tennis courts are located at Acacia Bay. The courts located at the Oasis Resort can also be used for a charge of \$20 per hour.

### ELECTRIC BIKE STORAGE



If you have brought along electric bikes to the Resort, we have several lock-up bike sheds you can request to store your bikes securely. A charging portal is available inside Shed 1. We will allocate you a key which must be returned on departure. A fee of \$75 will be charged for any lost key.

## House Rules and General Information



(These may be changed or added to as required)

These rules are in addition to the Resort's formal operational rules. The most important house rule is the unwritten one: please treat the Resort facilities and other owners / guests as you would wish you, your family and guests to be treated. This will guarantee that your Lake Edge holiday will be a pleasant one for everyone to enjoy.

### OCCUPANCY



You may use your accommodation as you would do your own home, that is, with care and the Apartment must be left in a tidy state. The maximum overnight occupancy for your unit is restricted to the sleeping accommodation capacity that is stated in your confirmation letter. You may not exceed the occupancy of the Apartment at any time, as stated on your confirmation letter. Due to underfloor heating, mattresses cannot be placed on bedroom floors.

### RESPONSIBILITIES



Whether you or your friends use your accommodation, or your week is rented out by you, you as the owner(s) are responsible for any damage to the property other than normal wear and tear. Any charges for loss or damage will be invoiced directly to you.

You are responsible for your own health, safety and security and that of your family and/or guests whilst in occupation of your Apartment.

### NOISE



Please show consideration for other guests: there is to be no loud and boisterous noises, or any other objectionable behavior at any time. Good judgement and thoughtfulness towards others should be used for all activities including playing musical instruments, CD & DVD players, radios and television.

### VISITORS



For the comfort of fellow residents, you are reminded that the numbers of day visitors at any one time are to be kept to a minimum. The facilities within the complex are designed primarily to cater for residents. Visitors should only use the facilities when they are not required by residents.

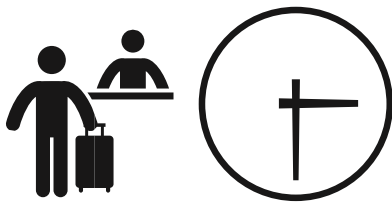
# House Rules and General Information

## BALCONIES AND DECKS



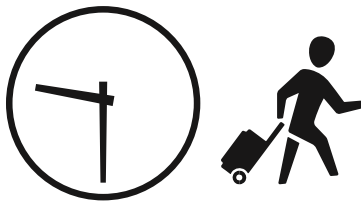
To ensure the Resort always looks at its best, sunshades, awnings or similar devices are not to be used, except as otherwise provided by the Resort, on any balcony or deck. Each Apartment has a sun umbrella supplied for the downstairs deck. Please do not drape any articles, including towels, swimsuits etc. from any balcony or deck.

The Resort Manager reserves the right to anything he/she determines creates an unsightly appearance or hazard.



## ARRIVAL

The earliest time for arrivals is 3:30 pm on Fridays. This allows our cleaning staff time to prepare each Apartment.



## CHECKING OUT

The latest departure time is 9:30 am on Friday, ending your week. All personal articles and luggage must be cleared from your Apartment by 9:30 am.

This is necessary in order that the Apartments and Resort can be ready for the in-coming owners & guests later in the day.



Please inform the office of any breakages, as well as items in your Apartment that may need attention.

## When Departing, please :



- Turn off all lights, appliances, heaters and radios etc.
- Place all used crockery, cutlery and glassware in the dishwasher, add 1 teaspoon of dishwash powder, then turn on
- Fold down all used beds and place all linen, towels, etc. in the red or green linen bags located in the cupboard next to the laundry
- Pool Towels (blue & white striped), that have been used please leave in your laundry tub
- Remove all rubbish and dispose of it in the skip or recycling bins by Apartment one in front of the green container
- Make sure you have packed all your belongings – check all bedroom drawers and cupboards
- Shut the door behind you (check it has automatically lock)
- Return your Fob and Key (and any extra keys given) to the office, please ensure you make payment for any charges that you may have incurred. Lost Fobs or Keys will incur a charge of \$75
- If checking out prior to Friday or before 8:00 am, please pay any outstanding payments the day before your departure, leave your keys in the Apartment and the pull the door shut behind you

Food or cosmetics left behind will be disposed of. Clothing, household articles and anything of value will be kept at the Resort Office for a period of three months before disposal. If you would like these returned, please send/courier a postage bag to the Resort.



*Thank you for your consideration  
and we hope you have enjoyed  
your stay at our lovely Resort!*

*— from the Lake Edge team*

