

General

BOOKINGS

We recommend that you book your spa experiences or packages in advance to avoid disappointment. You can book by telephone, by using our web site, or by contacting us via email bookings@hellsgate.co.nz

PRICES, PRODUCTS and SERVICES

All prices on this website are in New Zealand dollars and are inclusive of GST and any other sales tax. Please note that we reserve the right to alter the prices at any time for any reason.

ACCEPTED FORMS OF PAYMENTS

Payment is accepted by either cash, eftpos or credit card, and Wechat or Ali pay
Credit/debit cards - Visa, MasterCard, Union Pay, American Express and Discover – with proper identification.

CANCELLATION

If you need to cancel or reschedule your Mud Spa appointment, please give us no less than 24 hours notice prior to your experience (or 48 hours notice if your group is bigger than ten pax). Mud Spa cancelled with less than 24 hours notice may result in a charge of 50% of the cost of your service. "No shows" may result in a charge of 100% of the cost of your service.

REFUND

Prepaid bookings require 24 hours notice for a refund to be issued. Otherwise a 50% cancellation charge will apply.

COMPLAINTS

If you have a complaint during your spa experience, please bring it to the attention of the supplier as soon as possible so that they can address the issue immediately. If you fail to timely contact us, we will not be permitted the opportunity to investigate your complaint and attempt to rectify any error while you are away.

ACCESS AND CAR PARKING

Customer car parking is available on-site. If you park your vehicle in the customer car park, you do so at your own risk. We do not accept any liability if your vehicle is damaged or stolen in the car park or in the driveway access.

OPERATIONS HOURS

- Open daily, except Christmas Day
- Winter period from Easter to 31st September
- Summer period from 1st October to Easter
- Spa facilities open 8.30am – 8.30pm (last entrance 7:00pm) – Winter
- Spa facilities open 8.30am – 10:00pm (last entrance 8:30pm) – Summer

- Geothermal Reserve open 8.30am – 5.30pm (last entrance 4:00pm) – Winter
- Geothermal Reserve open 8.30am – 6.30pm (last entrance 5.30pm) – Summer

SHUTTLE BUS SERVICE

Hell's Gate Geothermal Park provide a complimentary shuttle pick-up and drop-off, available from within the Rotorua central area. Bookings are essential +64 (0)7 345 3151.

Summer (1st October to Easter)

Pick-up time: 8:50am, 12:50pm, 4:50pm and 6:50pm.

Drop-off time: 12.30pm, 4:30pm, 7.30pm and 9:30pm.

Winter (Easter to 30th September)

Pick-up: 8:50am, 12:50pm and 3:50pm.

Drop-off: 12.30pm, 3:30pm and 6:30pm.

Bathe Smart Policy

- Spa days are between 8.30am – 10:00pm (Summer); 8.30am – 8.30pm (Winter). Last entrance 8.30pm (Summer) and 7:00pm (Winter).
- Use of the spa facilities, are subject to medical status. If you have had, or are suffering from any medical condition we strongly advise that you speak with your doctor prior to using our geothermal pools. The set of guidelines below is not an exhaustive list and only serves to highlight some of the main medical indicators where spas may not be advised: PREGNANCY, Low or High blood pressure, MOBILITY PROBLEMS, ACTIVE/UNDER ACTIVE THYROID, VERRUCCAS/WARTS, HEART PROBLEMS, EPILEPSY, SKIN DISEASES/DISORDERS, DIABETES, METAL PINS/PLATES, CLAUSTROPHOBIA, EAR INFECTIONS, CANCER, RECENT SURGERY, AND SULPHUR ALLERGY.
- All wet surfaces are slippery therefore running, jumping and diving are prohibited in the spa facility. Entry and exit to the pool must be via steps only. The pool is not attended by staff at all times, however, regular checks and CCTV is in operation at all times.
- Prolonged immersion in the hotter pools may cause dehydration and fainting. Please remain hydrated at all times and inform staff immediately if you start to feel abnormal. When exiting the pool, take care and use the hand rails provided.
- Smoking is prohibited in the Spa and its surrounding areas.
- Guest are not permitted to bring their own food and drink for consumption in the spa facility.
- Alcohol and glassware is not permitted anywhere on our site. We do not recommend

bathing after consuming alcohol.

- We ask that guests shower before Mud Bath and Sulphur Spa.
- We regret that we cannot be responsible for any loss or damage of personal articles. Please keep all valuables with you during your visit.
- Sulphur water will tarnish silver jewellery and some gold. Please remove all jewellery before entering the pools as we accept no responsibility for any tarnished jewellery.

- **CHILDREN**

Children under the age of 16 must have an adult with them and it is their responsibility to supervise them at all times.

The Mud Baths are suitable for children over the age of 2.5 years, the Sulphur Spas are suitable for children over the age of 6 months.

The most important requirement is for the child to drink water while bathing to keep hydrated. This is the same requirement for adults. The other issue to be aware of is the need to ensure that the child is comfortable with the heat. Again, this is the same requirement for adults.

- All infants must wear bathing suits or disposable nappies. We recommend taking regular breaks to ensure they do not overheat and to actively supervise them at all times.
- If you are having a spa or mud bath experience, then you can either bring your own bathing attire and towels or hire them at Hells Gate for \$5.00 per item. These items are commercially laundered after each use. For those clients who are traveling on the day of arrival the hiring of these items is a good idea to save having to travel with wet items in your car. We also have swimwear for both males and females for sale, subject to availability.
- Robes & Slippers are available for NZ Mud Bath & Spa packages but may require a charge or returnable deposit.
- In terms of jewellery, particularly silver these will tarnish. Make sure that you remove any jewellery before your experience. As your skin pores will still exude sulphur for up to 24 hours after your experience when you put your jewellery on it may tarnish slightly. If this happens take the jewellery off and clean it with ordinary toothpaste which will remove the tarnishing, please note this is done at your own risk.
- Makeup, sunscreen and other products applied to your skin should be removed before entering the pools as we cannot confirm what is in each product and are unsure if there will be a reaction.

- The mud bath experience is controlled to a maximum of 20 minutes on the basis of safety. When first designed we had as an advisory team, two doctors , an osteopath, scientist and Komatua (Maori elders with healing knowledge) which looked at how we would be able to safely operate the mud baths taking into consideration that even though the water temperature was the same as the spa pools the heat energy stored in the mud baths is higher. In view of this and the fact that each person is different the mud bath experience was set at a maximum of 20 minutes per person and it could only be done once per day.
- To fully enjoy your mud bath experience cover yourself in the silky-smooth geothermal mud from under the eyes down. The reason for this is the same reason the mud is so beneficial to the skin, it has a low PH and when mixed with your PH neutral eyes it can create a stinging sensation.
- After the experience, your bathing attire will smell of Sulphur and as such you will need to wash your attire as soon as practicable. Remember to cold wash these items separately in a small amount of "cloudy ammonia" that you can readily get at a supermarket or from our ticketing office and once washed hang them out to dry naturally. Do not place in a dryer as this will fix the sulphur smell into your bathing attire and make it very difficult to remove. If you have any concerns regarding using your own swimwear please hire or buy from us, subject to availability.

Geothermal Reserve

If you are going to walk the geothermal park then we would suggest comfortable footwear, sunscreen and water.

HEALTH & SAFETY

Please be aware of all natural hazards in our geothermal park and adhere to the safety signs and rules by staying on the pathway at all times. Please report any accidents that occur on site to our staff and complete the accident register. When there is an emergency evacuation in place, you must follow the advice and directions given by our safety wardens and Duty Manager.

WET WEATHER

Many visitors ask us about the effect of wet weather on their potential Hell's Gate experience. In terms of the geothermal park wet weather makes the park activity more noticeable with steam coming up for many places in the park which would not be noticeable on a fine day. Our hot water fall really comes into its own with higher water flows and accompanying steam emissions. We do not have umbrellas but do stock plastic ponchos that are available for sale at the ticketing office for \$3.50 each (Subject to availability). In terms of the spa we do have some shade sail covered areas to our mud baths and spa pools that provides some shelter

from the rain, but it must be acknowledged that these are outdoor pools.

Updating of these Terms and Conditions

Provider reserves the rights to change, modify, add or remove from portions or the whole of these Terms and Conditions from time to time. Changes to these Terms and Conditions will become effective upon such changes being posted to this Website. It is the User's obligation to periodically check these Terms and Conditions at the Website for changes or updates. The User's continued use of this Website following the posting of changes or updates will be considered notice of the User's acceptance to abide by and be bound by these Terms and Conditions, including such changes or updates.

Privacy Policy

At Hell's gate we value your privacy, and we are committed to maintaining your security and confidentiality in the use of any private information you choose to share with us. We do not disclose identifiable information to any third party without your consent. Further, we do not sell, rent, or otherwise allow the unauthorized outside use of personal information such as names, addresses, phone numbers, or e-mail addresses in our database without your permission.