

MV Top Tips

As an adventure lodge in a remote rural location, there are some things we thought it would be helpful for you to know to help you with your journey here and to get the best from your stay with us.

Getting Here

- We are 90km or approximately a one hour drive from Taupo on the Napier-Taupo road, (State Highway 5) and 60km or 45 minute drive from central Napier.
- We have blue signs on the Napier-Taupo road in both direction (driver's right). The first in both directions is 5km from the end of McVicar Road.
- When you turn off SH5, Mountain Valley is 4km along McVicar Road, which is unsealed so can get a bit bumpy. Please drive slowly as it becomes very dusty in dry conditions and our neighbours have small children and animals regularly crossing the road.



Fuel

- We strongly recommend you fuel up before leaving Taupo or Napier as there are no petrol/diesel stations on the Napier-Taupo road.

Arrival/Departure

- Standard check in time is from 2.00pm. We will attempt to accommodate early arrivals if your room is available.
- Standard check out time is 10.00am. Late checkouts can be arranged based on availability.

Bedding & Towels

- Linen and towels are provided in all but the Kingfisher bunkhouse rooms.
- We do not service rooms during your stay, but if you are here for more than three nights we can arrange for clean towels on request.



Self-Catering

- Both our cottages and chalets have self catering facilities. Guests staying in Lodge rooms usually opt to eat in the restaurant.
- There are two self-catering camp kitchens located on both levels which are available for all guests. These each have a fridge, stove top elements. You will need to bring your own crockery, cutlery and cooking implements.
- There is also a BBQ for hire which is \$10 for gas as well as a \$25 cleaning bond.

Bar & Restaurant

- Our Restaurant/Bar doesn't have standard operating hours but opens on request so if you would like meals please arrange with the office.
- Our bar and restaurant are located in the campground. For dinner we have an a-la-carte menu and a casual menu of burgers, toasted sandwiches, fries etc. If you would like an a-la-carte evening meal **bookings must be made by 2pm each day** to ensure we are prepared for you. The casual menu is available without pre-booking but still requires notice to open.
- Lunches are a packed meal for you to have at a time and location that suits you. We can provide from a menu in the restaurant by prior arrangement.
- We also offer buffet meals for groups by prior arrangement, please contact the office for further information.
- **Please make sure we know of any allergies or special dietary requirements at least 24 hours before you arrive.** Procuring extra or "special" ingredients involves a 130km round trip, which we are very happy to do provided we have sufficient notice.
- **Please note: We recommend giving 24 hours' notice if you require meals on the day of arrival.**
- The bar and restaurant is a fully licenced premise, as such, only alcohol bought in the bar can be consumed in these places.

Water

- All tap water on the property is drinkable.

Speed

- Speed on roads and tracks within Mountain Valley to be walking pace only.

Conduct

- Please respect your fellow guests and keep the noise down between 10.30pm and 7.00am. A reasonable standard of behaviour and dress is expected at all times.



Groceries

- If you plan to self cater, please make sure you arrive with all the provisions you require for your stay. We do have some basics - Bread, Milk, Ice and snack foods available.
- The closest supermarket for provisions is in Napier, 60km from Mountain Valley.

Visitors

- ALL GUESTS OR DAY VISITORS MUST CHECK-IN AT RECEPTION
- Day visitors are welcome where they are partaking in any of our activities or using the bar and restaurant. Other visitors are by courtesy of Management. We have a day visitor charge of \$10 per person or \$25 per family (up to 4 pers). Guests must depart by 8pm.

Laundry Facilities

- The laundry room is located in the deck area of the lodge beside the toilets.
- Coin operated: Washing machine \$3 per wash (\$1 + \$2 coin); Dryer \$2/4 depending on load size (2/4 x \$1 coins); washing powder is \$2 per load.

Activities

We have the following activities available – Horse Trekking, Rafting, Paintball, Archery, Clay bird Shooting, Mountain Biking, walking tracks, fishing. We also have River bugs and Inflatable kayaks for hire.

- Activities can be booked prior to, or on arrival. Our white water rafting needs to be pre-arranged.
- See our Guest Tariff and website for more information on activities.

Fishing

- We have great access to the Mohaka River from our lodge and several other points along the river within a short walk or drive.
- Fishing licences are available from reception through the Fish and Game website.
- We have a limited supply of spinning rods and tackle for hire, so suggest that you bring your own with you. A full selection of fishing tackle and equipment is available from Hunting & Fishing on Prebensen Drive, Napier, or from various stores in Taupo

Walking & Running Tracks

- We have a variety of beautiful, easily accessible walks or runs around the property ranging from 2-5km. Maps of the property are available from reception.

Fires

- Due to the proximity to large areas of commercial pine forest, a fire ban is imposed on all residents of the area during the dry summer months. It is, however, sometimes possible to have a small camp fire or to use the fireplace outside the lodge. Please ask about this before your arrival so that we can let you know the latest situation.



Pets

- We do allow pets as long as it has been arranged prior to arrival. They are not allowed inside the accommodation and must be under their owner's control at all times.

Shooting

- We do not allow shooting on the property, unless as part of a supervised activity organised by Mountain Valley.

Quads/Motorbikes

- For safety and insurance reasons, we do not allow our guests to bring ATV's or motorbikes (unless you have arrived on one!).

Doctors/Hospital

- GPs and a 24-hour accident and injury clinic are available in Napier.
- The closest hospital facilities are in Hastings, just south of Napier and a one hour drive from Mountain Valley.

Payment

- We accept Eftpos, Visa & MasterCard, or cash and require accounts to be settled prior to departure.

Mountain Valley Booking and Cancellation Policy

- Please note that Mountain Valley reserves the right to postpone or cancel any activities in the event of operational issues such as weather and/or land conditions. In this event you will be offered an alternative date of your choice subject to availability. If you are unable to change the date of your activity you will be eligible for a full activity refund.
- A 2.5% surcharge will be added automatically to credit card transactions.
- A 20% non-refundable deposit may be charged to credit card on confirmation of booking.
- Acceptance of these conditions is for the numbers stipulated in your booking.
- Please see cancellation fees below for any reduction of numbers, or cancellation of the entire booking:
 - 48 hours – 100% of fees (if unable to on-sell)
 - No show with no notice – 100% of fees (if unable to on-sell)
 - Postponement – please apply to us to waive the fees