

TRADE MANUAL

2018/2019



Hanmer Springs

Thermal Pools & Spa

HANMER SPRINGS



THERMAL POOLS & SPA

Nestled in the magnificent South Island high country, just 90 minutes from Christchurch, Hanmer Springs Thermal Pools & Spa is the perfect place to rebalance and unwind. The Thermal Pools have been attracting visitors for more than 125 years, all seeking the benefits of the natural mineral waters, clear alpine air and uplifting environment.

Set in the heart of the village we offer 15 open-air thermal pools of varying temperatures, private thermal pools, sauna and steam rooms, heated freshwater pools with a lazy river as well as a large family activity pool and children's AquaPlay area, and three waterslides including the SuperBowl. Our international spa, The Spa at Hanmer Springs, specialises in offering spa, body and beauty treatments to enhance the wellbeing of our customers. All of these facilities are set amongst landscaped gardens offering picnic areas and a licensed café.



South Island

Hanmer Springs



OUR LOCATION

	Hanmer Springs	Christchurch	Kaikoura	Queenstown	Abel Tasman	Franz Josef
Hanmer Springs		1 hr, 30 mins	2 hrs	7 hrs, 30 mins	4 hrs, 15 mins	4 hrs, 45 mins
Christchurch	1 hr, 30 mins		2 hrs, 30 mins	5 hrs, 45 mins	5 hrs, 30 mins	4 hrs, 45 mins
Kaikoura	2 hrs	2 hrs, 30 mins		8 hrs	4 hrs, 15 mins	6 hrs, 15 mins
Queenstown	7 hrs, 30 mins	5 hrs, 45 mins	8 hrs, 15 mins		10 hrs, 30 mins	4 hrs, 30 mins
Abel Tasman	4 hrs, 15 mins	5 hrs, 30 mins	4 hrs, 15 mins	10 hrs, 30 mins		6 hrs, 15 mins
Franz Josef	4 hrs, 45 mins	4 hrs, 45 mins	6 hrs, 15 mins	4 hrs, 30 mins	6 hrs, 15 mins	

THE HANMER SPRINGS EXPERIENCE



OUR ORIGIN

For centuries, people have been bathing in the mineral water.

Early Maori used the springs to ease the aches and pains of overland travel as they moved between the east and the west coasts.

Maori legend tells of Tamatea, a great Maori traveller, and his crew experiencing difficulty when travelling the South Island. In danger of freezing to death, Tamatea appealed to the northern volcanoes, Tongariro and Ngauruhoe to save his party.

A ball of flame erupted from the volcanoes. This fire travelled down the Whanganui River to the sea, then became airborne. As it travelled through the sky pieces of ash fell at Hanmer Springs and other points along the route to form the origins of hot springs.

Hanmer Springs is known to Maori as Te Whakatakataka O te Ngarehu O Ahi Tamatea - "where the ashes of Tamatea's fire lay".

OUR STORY

The story of Hanmer Springs Thermal Pools and Spa is steeped in history and is as rich as the minerals in our natural waters.

Travelling Maori were the first to discover the thermal springs hundreds of years ago and would rest and bathe here. When the early pioneers arrived, they too discovered the waters and in 1871 a small tin shed was built for bathers to change in.

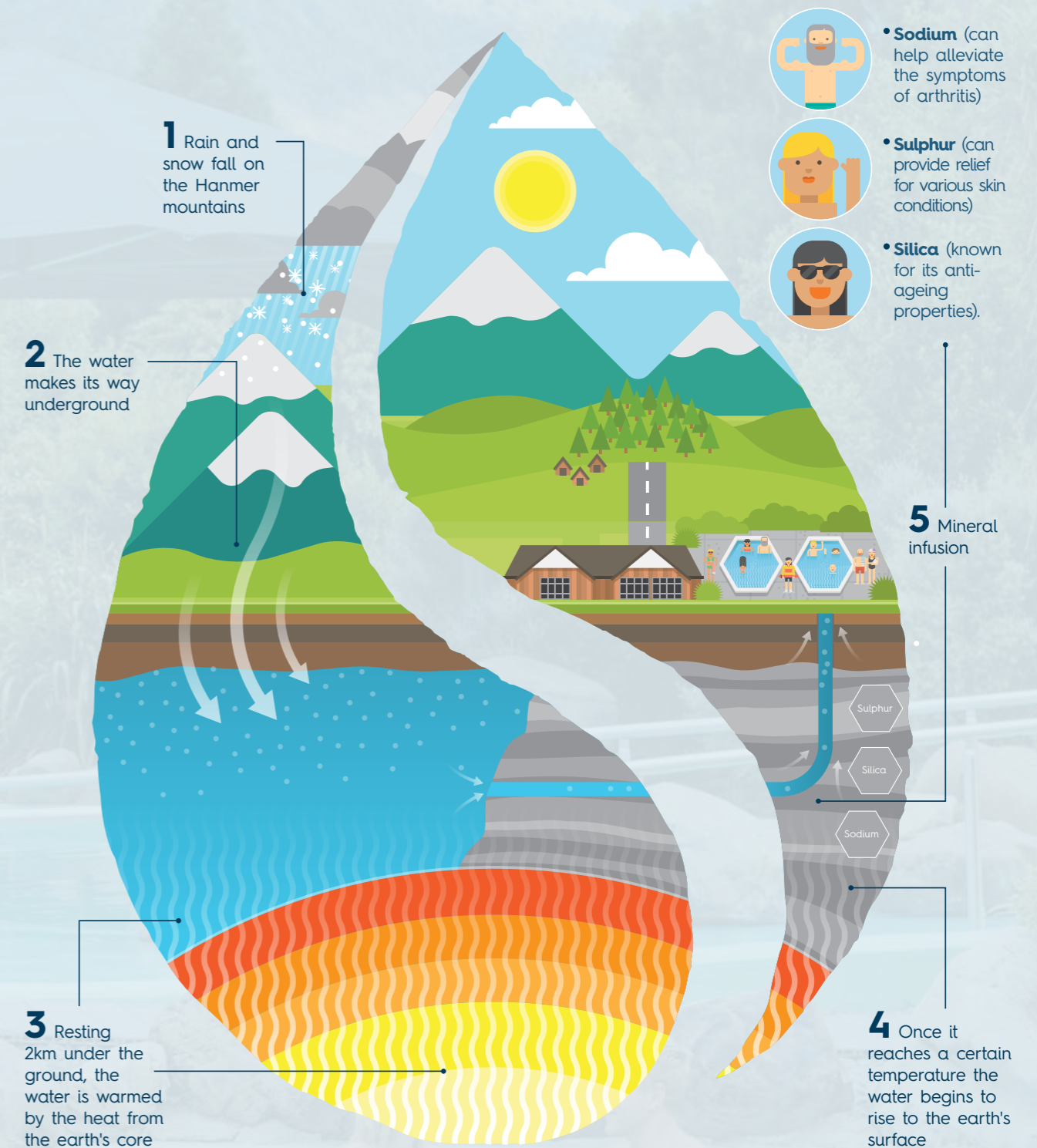
In those days the bathing was nude and segregated so users would hoist either a skirt or some trousers up a pole so visitors knew whether males or females were using the pool.

That tin shed is now long gone - in its place is one of New Zealand's most popular tourism attractions; the multi-million dollar, award-winning Hanmer Springs Thermal Pools and Spa.

We offer something for everyone; which is why we attract more than half a million visitors every year.

173 YEARS OF GOODNESS

Mother Nature makes our thermal waters.





The Spa

4

Private pools

5

Sauna

Steam rooms

Changing

3

8

9

6

6

2

1

i-SITE

14

Exit

Entrance

Café

Changing

7

Picnic Area

HANMER SPRINGS THERMAL POOLS & SPA

TOP ATTRACTIONS

- 1 Sulphur pools
- 2 AquaTherapy pools
- 3 Hexagonal pools
- 4 The Spa
- 5 Private pools / Sauna / Steam rooms
- 6 Rock pools
- 7 Rainbow pools
- 8 Freshwater pool
- 9 Lazy River
- 10 AquaPlay™ area
- 11 SuperBowl ride
- 12 Waterslides
- 13 Family activity pool
- 14 i-SITE



OUR MINERAL POOLS





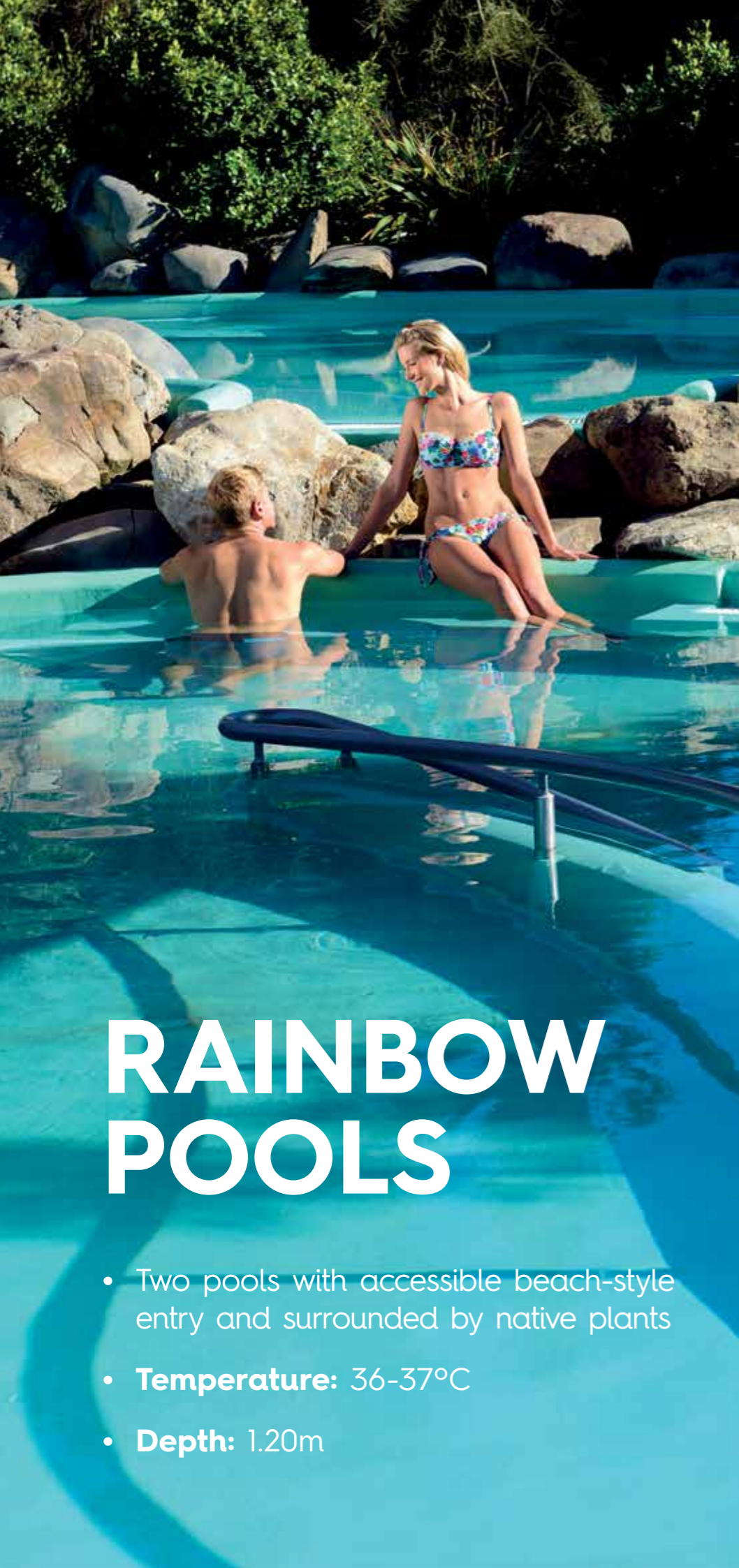
SULPHUR POOLS

- Three pools rich in beneficial minerals including sulphur and sodium
- **Temperature:** 40-42°C
- **Depth:** 1.00m



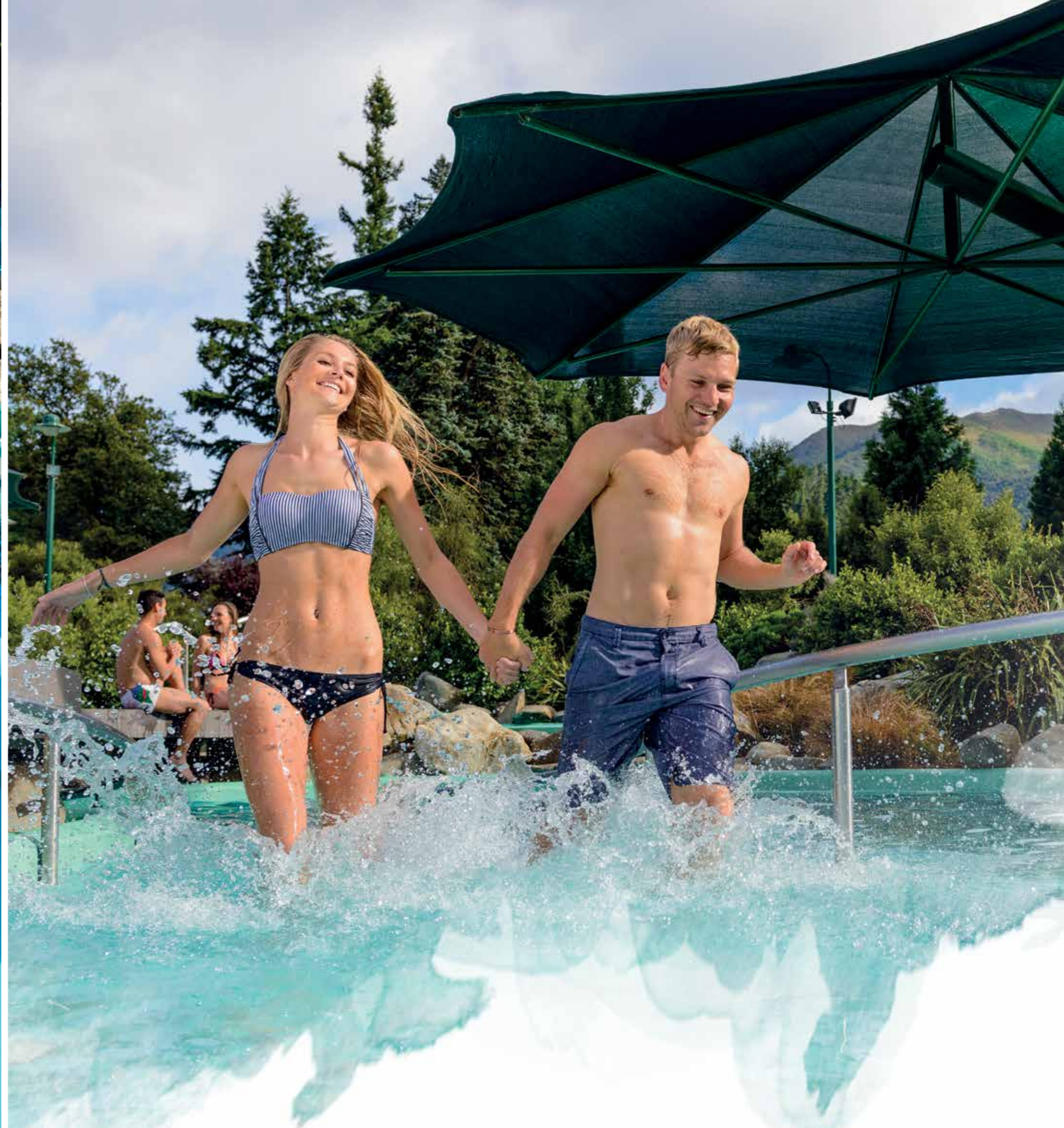
HEXAGONAL HOT POOLS

- Three pools with in-built seating offering stunning views of the mountains
- **Temperature:** 38-40°C
- **Depth:** 1.15m



RAINBOW POOLS

- Two pools with accessible beach-style entry and surrounded by native plants
- **Temperature:** 36-37°C
- **Depth:** 1.20m





ROCK POOLS

- Four pools with interconnecting streams provide plenty of space to relax
- **Temperature:** 33-37°C
- **Depth:** 1.00m



AQUA THERAPY POOLS

- Three freshwater pools with a range of waterfalls and jets, creating a water massage
- **Temperature:** 32-34°C
- **Depth:** 1.20m

WATER FUN

- Three freshwater pools and an AquaPlay area for the toddlers
- Two hydroslides, plus the South Island's only aquatic thrill ride, the SuperBowl

Pool	Water Temp (°C)
Activity Pool	33
Freshwater Lap Pool	28
AquaPlay Area	32 - 34
Hydroslides	33
SuperBowl Ride	28







TEAKIOSK

Estd. 1904

CAFE & GRILL



- Housed in a historic building in the centre of the complex
- Light and airy with plenty of open space and seating on the deck overlooking the pools
- Offers a range of food options, including pizza from the pizza oven, cabinet food and a variety of hot dishes



THE
SPA
AT
HANMER
SPRINGS

THE SPA

AT HANMER SPRINGS





ONE OF THE MOST SERENE PLACES ON EARTH

- **World class quality** treatments and level of service
- **Reinvigorate the body and mind** in a natural warm and restful atmosphere
- **Full menu** of massage and beauty treatments
- **OPEN 10AM – 7PM DAILY**





PRIVATE POOLS

- Six private pools with garden view
- Each pool has its own shower and changing area
- Minimum of 2 people and maximum of 6
- **Temperature:** 39-40°C

SAUNA & STEAM ROOMS

- Two saunas and two steam rooms
- Maximum of 6 people
- **Temperature:** steam rooms up to 50°C, sauna rooms up to 70°C

PRODUCT AND PRICE GUIDE 18/19

Rates valid from 5th November 2018 – 4th November 2019

THE FOLLOWING CONDITIONS APPLY:

Operators must complete a contract with Hanmer Springs Thermal Pools & Spa to receive wholesale rates. Single Entry and Super Pass to the thermal pools to be sold as open dated vouchers. Reservations are essential for all spa services. Cancellations – bookings must be cancelled before 24 hours of the confirmed booking. If not cancelled before 24 hours full payment will be required. Drivers and Tour Leaders are FOC for Single Entry.

	RETAIL PRICE	TRADE PRICE
Single Entry		
Adult	\$25.00	\$20.00
Senior (60yrs and over)	\$18.00	\$14.40
Child (3-15 years old)	\$12.50	\$10.00
Mini group (2 adults and up to 3 children)	\$62.50	\$50.00
Return Pass (initial entry and one return entry within the same day)		
Adult	\$30.00	\$24.00
Senior (60yrs and over)	\$21.00	\$16.80
Child (3-15 years old)	\$15.50	\$12.40
Mini group (2 adults and up to 3 children)	\$72.50	\$58.00
Private Thermal Pools/sauna/steam (min 2 persons, includes use of outdoor pools)		
30 minutes	\$35.00	\$28.00
60 minutes	\$45.00	\$36.00
Waterslides & Concessions & Others		
Child under 3 years old	Free	Free
Spectator	\$2.00	n/a
Waterslides/SuperBowl (must be taller than 1.2 metres)	\$10.00	\$8.00
Swimming costume hire	\$5.00	\$4.00
Towel hire	\$5.00	\$4.00
Tea Kiosk café & Grill Voucher	\$25.00	\$20.00

Trade Packages

	NET INC. GST
Super Pass (minimum of 2 person)	
Choice of a 30 minutes sauna, steam OR private thermal pool; Use of all outdoor pools. Choice of waterslide pass OR same day return pass. Towel hire.	\$38.40
Spa Pass	
A 60 minutes full body relaxation massage. Choice of a 30 minutes sauna, steam OR private thermal pool. Use of all outdoor pools. Towel hire.	\$128.80
Rainshower Exfoliation	
A 60 minutes full body Vichy rain shower massage. Use of all outdoor pools. Towel hire.	\$128.80
Revitaliser Package	
A 30 minutes Alpine Aqua Refresher Facial. A 30 minutes Unwind Your Back relaxation massage. Use of all outdoor pools. Towel hire.	\$144.80
Hot Stone Therapy Package	
A 90 minutes Traditional Hot Stone Ritual massage. Use of all outdoor pool. Towel hire	\$156.80

Hanmer Springs attractions

JETBOAT • BUNGY JUMP
RAFTING • QUAD BIKES • CANOES

Choose Your Thrilling Outdoor Adventure Activities, enjoy a day of fun with family or friends!

- Bungy jump
- River Rafting Adventure
- Canoe Safaris
- Quad Bikes
- Paintball
- Claybird shooting

Opening Hours: 9am – 5:30pm Daily

Phone: +64 3 315 7046

839 Hanmer Springs Road, Hanmer Springs

info@hanmerspringsattractions.co.nz

www.hanmerspringsattractions.co.nz



Your One-Stop Adventure Shop at Hanmer Springs!

- Quad bike Tours
- Mountain Bike Tour
- Claybird Shooting
- Archery Range
- Retail Shop

Phone: +64 3 315 7233

Freephone: 0800 368 738

20 Conical Hill Road, Hanmer Springs

ross@hanmeradventure.co.nz

www.hanmeradventure.co.nz



Natural encounters:

WALKING & BIKING

- Approximately 60km of mountain bike & walking treks
- Suitable for all fitness levels
- Easily accessible from the pools
- A range of great picnic spots



OTHER VILLAGE ACTIVITIES



ALPINE CRAZY PUTT & VILLAGE CRUISERS

Phone: +64 3 315 5177

Address: 11 Conical Hill Road

kpreston@ihug.co.nz

www.alpinecrazyputt.com



HANMER SPRINGS ANIMAL PARK

Phone: +64 3 315 7772

Address: 108 Rippingale Road

info@hanmer-animal-park.nz

www.hanmer-animal-park.nz



HANMER SPRINGS GOLF CLUB

Phone: +64 3 315 7110

Address: 133 Argelins Road

hanmer.springs@golf.co.nz

www.hanmerspringsgolf.co.nz



HANMER SPRINGS HELICOPTERS

Phone: +64 3 315 7758

Freephone: 0800 888 308

Address: 561 Hanmer Springs Road

ruraheli@xtra.co.nz

www.hanmerhelicopters.co.nz



HANMER HORSE TREKS

Phone: 022 462 1435

Address: Pick-up Only (Complimentary)

hanmerhorsetreks@gmail.com

www.hanmerhorsetrekking.com



WAI AU RIVER ESTATE

Phone: +64 3 315 7579

Address: 2254 Mouse Point Road

sheryl@waiauriverestate.co.nz

www.waiauriverestate.co.nz

HANMER SPRINGS ACCOMMODATION



ALPINE GARDEN MOTEL



Phone: +64 3 315 7332
Freephone: 0800 335 556
Address: 3 Leamington Street
info@alpinegardenmotel.co.nz
www.alpinegardenmotel.co.nz

ALPINE LODGE MOTEL



Phone: +64 3 315 7311
Freephone: 0800 993 377
Address: 1 Harrogate Street
reservations@alpinelodgemotel.co.nz
www.alpinelodgemotel.co.nz

ALPINE SPRINGS MOTEL



Phone: +64 3 315 7211
Freephone: 0800 746 425
Address: 121 Argelins Road
alpinespringsmotel@extra.co.nz
www.alpinespringsmotel.co.nz

ASPEN LODGE MOTEL



Phone: +64 3 315 7224
Freephone: 0800 277 365
Address: 24 Jacks Pass Road
aspen-lodge-motel@extra.co.nz
www.aspenlodgemotel.co.nz

ASURE HANMER INN MOTEL



Phone: +64 3 315 7516
Freephone: 0800 114 511
Address: 16 Jacks Pass Road
hanmer@extra.co.nz
www.hanmer.com

BELLA VISTA MOTEL



Phone: +64 3 315 7540
Freephone: 0800 235 528
Address: 1 Tarndale Place
bvhanmer@extra.co.nz
www.bellavista.co.nz

THE CHALET MOTEL



Phone: +64 3 315 7097
Freephone: 0800 315 709
Address: 56 Jacks Pass Road
reservations@chaletsmotel.co.nz
www.chaletsmotel.co.nz

CHELTENHAM HOUSE



Phone: +64 3 315 7545
Address: 13 Cheltenham Street
enquiries@cheltenham.co.nz
www.cheltenham.co.nz

CLEAR RIDGE APARTMENTS



Phone: +64 3 315 5144
Freephone: 0800 555 596
Address: 28 Jacks Pass Road
info@clearridge.co.nz
www.clearridge.co.nz

DRIFTERS INN



Phone: +64 3 315 7554
Freephone: 0800 374 383
Address: 2 Harrogate Street
stay@driftersinn.co.nz
www.driftersinn.co.nz

GREENACRES CHALET & VILLAS



Phone: +64 3 315 7125
Freephone: 0800 82 22 62
Address: 84 Conical Hill Road
green.acresmotel@extra.co.nz
www.greenacresmotel.co.nz

HANMER APARTMENTS



Phone: +64 3 315 7135
Address: 4 Woodbank Road
hanmerapartments@gmail.com
www.hanmerapartments.co.nz

HANMER SPRINGS SCENIC VIEWS MOTEL



Phone: +64 3 315 7419
Freephone: 0800 843 974
Address: 2 Amuri Avenue
info@hanmerscenicviews.co.nz
www.hanmerscenicviews.co.nz

HERITAGE



Phone: +64 3 315 0060
Freephone: 0800 368 888
Address: 1 Conical Hill Road
res.heritagezhp@heritagehotels.co.nz
www.heritagehotels.co.nz

HANMER SPRINGS RETREAT



Phone: +64 3 315 5138
Freephone: 0800 315 000
Address: 35 Hanmer Springs Road
stay@hsretreat.co.nz
www.hanmerspringsretreat.co.nz

SELECT BRAEMAR LODGE & SPA



Phone: +64 3 315 7555
Address: 283 Medway Road
enquiries@selectbraemarlodge.com
www.selectbraemarlodge.com

SETTLERS MOTEL



Phone: +64 3 315 7343
Freephone: 0800 587 873
Address: 6 Leamington Street
info@settlershanmer.co.nz
www.settlershanmer.co.nz

THE ST JAMES PREMIUM ACCOMMODATION



Phone: +64 3 315 5225
Freephone: 0508 785 2637
Address: 20 Chisholm Crescent
stay@thestjames.co.nz
www.thestjames.co.nz

TUSSOCK PEAK MOTOR LODGE



Phone: +64 3 315 5191
Freephone: 0800 887 7625
Address: cnr Amuri Ave & Leamington Street
office@tussockpeak.co.nz
www.tussockpeak.co.nz

VILLAGE LAKE APARTMENTS



Phone: +64 3 315 5288
Freephone: 0800 555 774
Address: 1 Rutherford Crescent
reception@villagelake.co.nz
www.villagelake.co.nz

VILLAGE DINING OPTIONS

CORIANDERS ETHNIC INDIAN RESTAURANT



Phone: +64 3 315 7616
Address: Shop 5, 30 Conical Hill Road
amar@corianders.co.nz
www.corianders.co.nz

MONTEITH'S BREWERY BAR



Phone: +64 3 315 5133
Address: 47 Amuri Avenue
info@mbbh.co.nz
www.mbbh.co.nz

WHATEVER! BAR & BRASSERIE



Phone: +64 3 315 5037
Address: 5 Conical Hill Road
eat@whatever-brass.co.nz
www.whatever-brass.co.nz

MALABAR RESTAURANT



Phone: +64 3 315 7745
Address: 5 Conical Hill Road
dine@malabar.co.nz
www.malabar.co.nz

NO.31 RESTAURANT & BAR



Phone: +64 3 315 7031
Address: 31 Amuri Ave
skgill@extra.co.nz
www.restaurant-no31.nz

FIVE STAGS RESTAURANT



Phone: +64 3 315 7799
Address: 2 Fraser Close
office@fivestagshanmer.nz
www.fivestagshanmer.co.nz

SAINTS CAFÉ, RESTAURANT & BAR



Phone: +64 3 315 5262
Address: 6 Jacks Pass Road
info@saintshanmer.co.nz
www.saintshanmer.co.nz

FIRE & ICE CAFÉ, RESTAURANT & BAR



Phone: +64 3 315 5006
Address: 37 Amuri Ave
info@fireandicecafe.co.nz
www.fireandicecafe.co.nz

ISOBEL'S RESTAURANT



Phone: +64 3 315 0064
Address: 1 Conical Hill Rd
res.heritagezhp@heritagehotels.co.nz
www.heritagehotels.co.nz

O'FLYNN'S IRISH PUB



Phone: +64 3 315 5282
Address: 47 Amuri Ave
info@oflynns.co.nz
www.oflynns.co.nz

NEARBY WINERIES

GREYSTONE



Phone: +64 3 314 6100
Address: 376 Omihi Road, Waipara
cellardoor@greystonewines.co.nz
www.greystonewines.co.nz

BLACK ESTATE



Phone: +64 3 314 6085
Address: 614 Omihi Road, Waipara
bookings@blackestate.co.nz
www.blackestate.co.nz

WAIPARA SPRINGS



Phone: +64 3 314 6777
Address: 409 Omihi Road, Waipara
cafe@waiparasprings.co.nz
www.waiparasprings.co.nz

WAIPARA HILLS



Phone: +64 3 314 6900
Address: 780 Glasnevin Road, State Highway 1,
Waipara
cellardoor@waiparahills.co.nz
www.waiparahillswines.co.nz

PEGASUS BAY



Phone: +64 3 314 6869
Address: 263 Stockgrove Road, Waipara
restaurant@pegasusbay.com
www.pegasusbay.com



For all reservations:
bookings@hanmersprings.co.nz

For marketing support:
Megan Li
Sales Executive
Mobile: +64 21 610 642
megan@hanmersprings.co.nz

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Hanmer Springs, New Zealand

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