

FREQUENTLY ASKED QUESTIONS

Where is the Ronald McDonald Family Retreat?

The Ronald McDonald Family Retreat is situated ten minutes drive from the centre of Rotorua, on the shores of Lake Rotorua. You will be provided with the address and directions to the Retreat upon confirmation of your booking.

Who is eligible to stay at the Ronald McDonald Family Retreat?

You can apply to stay if:

- Your child has a chronic/long term illness, or
- Your child has recently passed away
- Families who have a parent with a life threatening illness

Applicants will be asked to sign a consent form in case we need to confirm details about your child's illness with your doctor or other appropriately qualified person.

Is there an age limit?

We define a child as being aged up to and including 20 years.

Who can stay?

The Ronald McDonald Family Retreat sleeps eight people. Only immediate family members are eligible to stay. The total number of people staying must not exceed the beds provided.

What is the length of stay?

Each family can stay for a maximum of seven days. Bookings are taken from Saturday to Friday. If families intend staying for only part of the week, they must still vacate by 10.30am on the Friday to allow the cleaners to prepare the Retreat for the next guests. (During peak holiday periods these arrangements may be modified).

How far in advance can we make a booking?

Bookings are confirmed to a maximum of six months in advance from the date that the Application forms are received by the Booking Administrator.

Can we stay more than once?

Generally speaking, families can stay only once. However, there may be exceptional circumstances where a second stay is approved, for example, if they stay once with a seriously ill child, and then apply to stay as a bereaved family. A family wanting to stay in an 'off season' period when the house would otherwise be vacant may also be considered for a second stay. Exceptions will be decided on a case-by-case basis.

Is there any cost to stay?

No, Ronald McDonald Family Retreat accommodation is provided free of charge. However, transport to and from the Retreat is at the families' expense. Ronald McDonald Family Retreat will gratefully accept any donations.

What is the approval process?

You will need to complete and return the Ronald McDonald Family Retreat Application, Family Retreat Agreement and Retreat Rules Forms. All applications are reviewed on a case by case basis. This will be completed in a timely matter and upon approval; you will be given a booking number. We will contact you regarding your booking and any other information you will need for your week away.

We require you to inform us of your time of arrival which is required to be either 2.30pm or 3.30pm. A cell phone number upon which you can be reached should you be delayed is also required.

Should your circumstances change and you do not wish to stay at the Ronald McDonald Family Retreat after all, please let us know as soon as possible so we can offer the accommodation to another family.

Are facilities at RONALD McDONALD FAMILY RETREAT suitable for people with mobility difficulties?

Yes. There is a downstairs bedroom and bathroom. The Ronald McDonald Family Retreat has been specially designed to make life easier for you and is wheelchair accessible. In addition, Rotorua Hospital is fully equipped to help you and is just ten minutes away.

Do applicants have to live in a particular geographical area?

No, eligibility is based on your personal situation, not where you live.

What if something goes wrong?

You will be provided with the details of a locally based contact upon arrival at the Retreat. Alternatively, you can call 0800 112282 for more information.

What do I need to take?

You will need to supply your own food items, portacot linen and any other personal items etc that you and your family will require during your stay.

Can we go fishing on the Lake?

A fishing licence is required if you are planning on fishing from any of the lakes in the Rotorua area. Penalties will apply if anyone is unable to produce a valid licence to the inspector. A licence can be purchased from the B&B next door to the Retreat for \$22.50 per 24 hour period.

Can we change our arrival time?

Providing that your new arrival time does not clash with another families arrival and it is still within the 2.30pm or 3.30pm periods this can be done prior to your stay by phoning 0800 112282. It is very important that your arrival time is adhered to as our Retreat Operations Committee members are volunteering their time and they do have family, business and personal commitments also.