

## Eligibility and criteria

The Ronald McDonald Family Retreat provides one week's free accommodation for families going through a stressful time due to medical conditions or bereavement.

### Eligible families:

1. Child/ren (up to and including 18 years) with a long-term health condition.
2. Any family that has suffered a recent loss of a child.
3. Families who have a parent with a life-threatening illness.

### Length of stay:

Each family can stay for a maximum of six nights. The houses can only be booked for one week at a time, from Saturday to Friday.

### Approval process:

Families applying to stay at the Family Retreat must complete and return the necessary application forms. All applications must be approved by the Retreat Committee and the decision will be final. Upon approval, a confirmation letter and booking reference will be sent to the applicants.

### Peak times:

School holidays and peak holiday periods are balloted. There are close-off dates four months before the Christmas school holiday and two months before other school holidays. Unsuccessful applicants will be asked to contact us again if they would like to be placed on stand-by.

### On arrival:

On arrival at the Retreat, the family will be required to provide proof of identity prior to receiving the keys. The Ronald McDonald Family Retreat is a non-smoking and pet free facility.

To receive the application forms and guidelines please contact:

**Phone:** 0800 11 22 82

**Email:** [retreatbookings@rmhc.org.nz](mailto:retreatbookings@rmhc.org.nz)

**Web:** [rmhc.org.nz/stay-with-us/family-retreats/](http://rmhc.org.nz/stay-with-us/family-retreats/)



Support  
us

Our supporters form part of our extended family, and it is thanks to their kindness and generosity we are able to provide our programmes to New Zealand's families.

Please make a gift to RMHC New Zealand today so we can continue to be there for the thousands of families who turn to us each year.

**Donate online at [rmhc.org.nz/support/donate](http://rmhc.org.nz/support/donate)**

Your donation helps us give families with a hospitalised child what they need most – each other.



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Family  
Retreat**



**[rmhc.org.nz](http://rmhc.org.nz)**

Keeping families close™

Charity Registration: CC50543



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## About us

# Ronald McDonald family retreat

The Ronald McDonald Family Retreat in Rotorua provides holiday accommodation free of charge for families affected by long-term illness or a bereavement. The Retreat is a welcome break for families to spend time together in a beautiful space.

Situated on the shores of Lake Rotorua at Ngongotaha and near to Fairy Springs, yet only ten minutes' drive from the centre of Rotorua, the Retreat is ready for you to enjoy.

Rotorua offers a variety of family experiences, attractions, adventures, and day trips.

Many options are within close proximity of the city centre, just minutes from town you can be in a giant Redwood forest, on a farm, in the wilderness or experiencing native wildlife.

# Retreat house amenities

The Family Retreat consists of two houses which are situated on the shores of Lake Rotorua. Both houses are identical and located on the same property.

They have been designed with families in mind and are wheelchair accessible. They are fully equipped - all you will need to bring is yourselves, food, and personal items your family will require during your stay.

The ground floor has open plan living areas. We've included a large bedroom with a sliding wall so if a family member is unwell, they can still join in with the family.

The accommodation sleeps eight people comfortably with two double beds, three single beds and a rollaway. Adjacent to the kitchen and dining room is an outdoor covered patio containing a table, chairs and a BBQ.

Supplied items include: all linen, kitchen equipment, washing machine and dryer, TV, DVD player and WiFi.

Ronald McDonald House Charities® (RMHC®) New Zealand supports families when their child is in a hospital away from home.

The Ronald McDonald House® programmes provide accommodation and support free of charge to families across New Zealand, and the Ronald McDonald Family Room® programmes provide a place for families to rest and recharge inside the hospital, moments away from their child's bed.

Simply, we give families with a hospitalised child what they need most – each other.



Pokai Family

