
BAY PLAZA HOTEL
·WELLINGTON·
DIGITAL HOTEL COMPENDIUM

Welcome to the Bay Plaza Hotel!

Tēnā koe Guest,
We trust your stay with us is a pleasant one.
Following you will find information about the hotel & its surroundings. If we have omitted any details or you would prefer a physical copy of our compendium delivered to your room, please feel free to contact our friendly reception team by dialling '0' from the phone located in your room.

We are a completely non-smoking hotel; this also includes the use of E-cigarettes.
There are areas at the rear of the hotel for smoking.
A $250 charge will apply for smoking in the room.

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LOCATION

40 Oriental Parade, Oriental Bay, Wellington 6011
Bay Plaza Hotel is conveniently located in Oriental Bay, where you can enjoy a quieter take on being in the heart of the city.

Postal:	PO BOX 9470, Wellington 6011
Phone:	+64 4 385 7799
Freephone:	0800 857 799 (Within NZ only)
Email:	reservations@bayplaza.co.nz
Website:	bayplaza.co.nz

TRANSPORT

Taxis can be arranged at reception, either in person or by dialling '0'. We have set rates available with Wellington Combined Taxis (04 384 444)
Please contact reception for preferred rates to the Airport and Ferry Terminal.

TELEPHONE DIRECTORY

Reception/Wake Up Call	0
Outside Line	Dial 1 first
Restaurant	8663
Room Service	8663
Room to Room	Dial 8 + Room #
Housekeeping	0

Local and toll calls are charged directly to your room account.

UNLIMITED INTERNET ACCESS

To access the internet, connect your device to the 'Bay Plaza' network. When you first attempt to connect to a website, you should be brought to a login page. There is a box called 'Complimentary' you can log in using the password **Bayplaza** (case sensitive).

If you are unable to connect, please do not hesitate to contact reception by dialling '0'.

FOOD & BEVERAGE

Our Restaurant is situated on the first floor of the hotel, please see below the hours of service. Our menus can be found from page **11** of this compendium.

Breakfast	6.30AM – 10.00AM
Dinner	5.30PM – 9.00PM
Bar	Open at 4.00PM Happy hour 4.00-6.00PM

MENUS

(Click below to jump straight to a menu)

Breakfast Menu

A La Carte Menu

Bar Menu

Beverage List

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Police, Fire Department or Ambulance ***Dial 1, 111***

A hotel evacuation plan can be found by the door in your room, please make sure you have familiarised yourself with your nearest fire exit. Our staff members are trained to respond to any emergency situation.

Fire **– Evacuate & Assemble.**

If you hear a continuous fire alarm, immediately leave the building via your nearest safe exit.
Assemble at the closest designated assembly point.

If you locate a fire, remain calm and follow the steps below:

- Immediately leave the area
- Dial 111 from your mobile, or 1111 from the in-room telephone, for Emergency Services
- Tell the operator:
  - the nature of the problem, e.g. fire, smoke, heat, sparks etc.
  - the exact location of the problem e.g. room number 1006
  - your name, and location
  - once letting Emergency Services know, please inform reception if you have not done so already.

Do not enter the building again until instructed to do so.

Earthquake **– Drop, Cover & Hold.**



Move no more than a few steps, **drop** to the ground, take **cover** & **hold** on.
Please do not evacuate (unless instructed to do so.)
Wait for the shaking to stop, and then follow any instructions given by staff and safety wardens.

In an emergency, please **DO NOT** use the elevators, or phone reception as we may need the line for emergency calls.

If you may need assistance in an emergency, please let reception know so we can make sure you are looked after & safe.

More about Earthquake Safety can be found here.

Remember:

- If you may need assistance in an emergency, please let reception know so we can make sure you are looked after & safe.
- In an emergency, please **DO NOT** use the elevators, or phone reception as we may need the line for emergency calls.
- Walk at all times and remain calm. Please follow the instructions of staff and safety wardens. Our staff are trained in our Emergency Management Procedures.

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ADAPTERS
We have a limited selection of adapters available from reception.

BAGGAGE SERVICE
For portering & baggage services, please dial '0'.
You are also welcome to bring your bags to reception upon departure to be stored for the day.

BANKS
Most banks operate branches or have ATMs nearby, please see reception for more information/directions to the nearest branch. Most banks are no longer buying or selling foreign cash.

BAR
Our bar is situated on the first floor and is open from 4PM daily. Happy Hour is served from 4PM – 6PM.

BREAKFAST
Breakfast is served in our restaurant on the first floor every morning from 6.30AM.

BUSINESS SERVICES
Photocopying is available 24/7 from reception. 50c per page. Black & white only.

CHECK-OUT TIME
Our check-out time is 10.00AM on the day of your departure. Bags can be stored in our baggage storeroom at reception. Contact reception should you wish to check out later (charges may apply).

CHEMIST
The closest chemist is Wellworks Pharmacy: 75 Taranaki Street, Te Aro, Wellington. Phone 1 – 04 555 0522

CREDIT CARDS
The following credit cards are accepted (2% surcharge):
- American Express - Diners Club - MasterCard
- Visa

DENTIST OR DOCTOR
The nearest doctor is Courtenay Medical Centre: Level 5, Symes De Silva House, 97-99 Courtenay Place, Phone 1 – 04 801 5228.

The nearest Dentist is Lumino The Destists: Level 2, 36 Allen Street, Phone 1 – 04 385 1532.

Please contact reception by dialling '0' for more information.

DO NOT DISTURB
Please place your 'Do Not Disturb' sign on the outside of your room door to ensure that your privacy is upheld.

If you place your 'Please Service My Room' sign on the outside of your room door before 8am, housekeeping will enter to service your room.

FRESH MILK
Dial '0' to have a jug of blue or trim milk delivered to your room.

FANS & HEATERS
A fan is found next to the desk in your room. There are wall heaters in all rooms, they must be turned on/off manually. The tap is situated directly to the right or left of the heaters, very low to the floor. Turn the tap on in an anti-clockwise direction and turn to opposite direction for off. Please dial '0' with any questions.

GUEST LAUNDRY
Located on Level 1 of the hotel. $3 per wash, $2 per dry. You will need your own coins for this service. Available 24/7. Subject to availability.

HAIRDRYERS
Located in the first drawer in the drawer unit of the wardrobe. Where a hairdryer is not present, please contact reception by dialling '0' to have one delivered.

HOUSEKEEPING SERVICES
Our housekeeping team will provide service if your 'please service' sign is on the door prior to 8am. Servicing will happen prior to 4pm. If you do not wish for your room to be serviced, please use the appropriate side of the door hanger, or let us know by dialling '0' for reception. If you require any additional amenities, please dial '0' for reception.

INFORMATION & LOCAL ATTRACTIONS
The Wellington i-SITE Information Centre is located a short walk from the hotel within Tākina – 50 Cable Street, Te Aro, Wellington. Tours & sightseeing can be booked here.

IRONING FACILITIES
Located in the wardrobe of your room. Where an iron or ironing board is not present, please contact reception by dialling '0' to have one delivered. There is also an iron & ironing board in the guest laundry on the first floor.

PARKING
Guest parking is available at a cost of $25 per night.
The hotel accepts no liability for loss or damage.

ELECTRIC VEHICLE CHARGER
Electric Vehicle Charging is available onsite at a fixed cost of $20 for an overnight charge on top of the parking fee. Please enquire at reception.

POST OFFICE
Located at Night 'n' Day on Manners Street. Letters may be left at reception for posting. Standard postal charges apply.

ROOM SERVICE
Our menus are located from page **11** of this compendium.
Breakfast is available for room service from 6.30am – 10am
Bar menu is available for room service from 4pm – 10pm.
Dinner menu is available for room service from 5.30pm – 9pm.
A fee of NZD$4.00 will apply for room service orders.
Dial '8663' to place an order.

SECURITY
Safe boxes are located in your wardrobe, free of charge. Instructions are located on top of the safe. Please leave the door open on departure. We are unable to accept responsibility for any valuables left in your room.

TELEVISION
On the remote press 'List' and programme list will advise what shows are on the channel at what times. TV cannot be connected to the Wi-Fi. Netflix is unavailable. Range of SKY channels are available.

URGENT PHARMACY
17 Adelaide Road, Newtown
Phone: 04 385 8810
Hours 9.00AM – 9.00PM Monday to Friday
8.00AM – 9.00PM Weekends

VOLTAGE
New Zealand current is 240 volts.

WAKEUP CALLS
Contact reception by dialling '0' to arrange a wake-up call. Your bedside clock radio also has an alarm which can be set.

OTHER SERVICES CLOSE TO THE HOTEL

LIBRARY
Te Matapihi Ki Te Ao Nui | Central Library
65 Victoria Street

CINEMAS

The Embassy	10 Kent Terrace
Light House Cinema	29 Wigan Street

SUPERMARKET

New World (across the road)	279 Wakefield Street

CONVENIENCE STORE & POST OFFICE

Night & Day Store	49 Manners Street

SWIMMING POOL

Freyberg Pool & Fitness	139 Oriental Parade



WE ARE LOCATED NUMBER '8' ON THE ABOVE MAP. CLICK THE IMAGE TO BE TAKEN TO AN ENLARGED VERSION OF THE MAP.

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BAY PLAZA HOTEL

CITY STYLE • HARBOUR VIEWS

Health and Safety Policy

At Bay Plaza Hotel the health, safety and welfare of all employees and visitors is of equal importance to all other operational considerations. The employer, supervisors and employees work together to create a safe working environment and ensure compliance with the Health and Safety at Work Act 2015 (HSWA).

The employer is responsible for:

- Providing a safe and healthy working environment, including equipment, materials and systems of work
- Providing the resources to implement and support safe work practices
- Providing ways for workers to be informed about and involved in health and safety issues
- Ensuring all safe work procedures are kept up-to-date

Manager/supervisor/team leader is responsible for:

- Managing day-to-day health and safety issues
- Ensuring new workers receive information, training and appropriate supervision
- Ensuring workers receive training before starting new tasks or using new equipment
- Ensuring safe work procedures are followed
- Investigating accidents and incidents, and maintain records relating to the health and safety of staff.

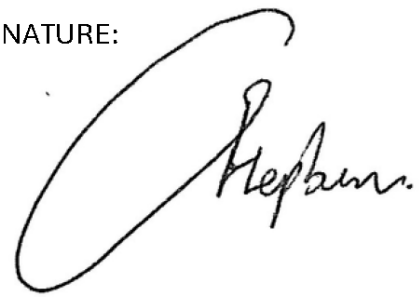
Employees are responsible for:

- Following safety procedures and instructions and participate in safety training
- Using equipment provided by the person in control of a business or undertaking to
- protect their health and safety
- Reporting any workplace incidents or potential hazards to their supervisor
- Actively participating in the resolution of occupational health and safety issues
- Protecting their health and safety and that of others by not working while under the influence of alcohol or other drugs
- Not interfering with, or removing any safety guards, safety devices or protective equipment provided by the person in control of a business or undertaking

We expect contractors and visitors to:

- Comply with safety instructions while in our workplace and ensure that their actions do not place other people at risk.

SIGNATURE:



Employer Name: Bay Plaza Hotel
Signature: Catherine Hepburn
Position: General Manager
Policy review date: October 2027

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BAY PLAZA HOTEL

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Dear guest,

Earthquake Safety

As you may be aware, New Zealand lies on the boundary of the Pacific and Australian tectonic plates. This means that each year there are a significant number of quakes that are big enough to be felt. Your safety is the utmost importance in the event of an earthquake – so please take a moment to read the following recommendations.

If you are inside the building:

- Move no more than a few steps to then drop, cover and hold. Cover your head, neck, and your entire body, if possible, under a sturdy table or desk. If there is no shelter nearby, get down near an interior wall (or next to low-lying furniture that will not fall on you), and cover your head and neck with your arms and hands. Be aware of objects that may start to fall around you.
- Do not evacuate or leave your room – hold on to your shelter (or your position to protect your head and neck) until the shaking stops.
- Do not use the elevators!
- Keep calm – the hotel is built to a very new Earthquake specification.

When the earthquake stops:

- Use the fire stairs and proceed to the lobby
- Keep away from exposed electrical wires and other hazards
- Advise staff of trapped or missing people.

We have an up to date Local Government Emergency Action Guide located at reception. All of our staff is fully trained in this manual and will help you during this event. We will try to answer all your questions, in reality we will know as much as you, until we have contacted authorities or vice versa.

To get information in a crisis is difficult, telephone lines are congested, the best medium is portable radio which we have.

Please be patient, we will let you know what the current situation is as soon as we know it.

Employer name: Bay Plaza Hotel

Catherine Hepburn – General Manager

Signature : 

Policy reviewed: 01/12/2025
Next audit: 01/12/2026

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Environmental Policy

BPH believes that New Zealand's reputation and achievement as a tourism market is based on its clean green reputation, and it is the responsibility of tourism industry operators to conduct their operations in ways that are loyal to this green ideal. BPH will strive to exceed statutory minimums on environmental behaviour and become an organisation of active conservationists and exhibit environmental integrity. BPH has established an environmental committee comprised of staff throughout the business that is charged with the role of annually reviewing its environmental action plan against our EarthCheck commitments, assessing the success of specified objectives, and achieving year on year improvements in key performance areas. The environmental action plan and this policy will have a pivotal role in strategic planning and all other decisions will be made assessing the impact upon our environmental objectives. The environmental policy will be displayed with other key policies in the hotel and the environmental action plan will be available to all stakeholders, guests, employees, suppliers and any other interested party upon request. BPH will assess the environmental impact of all resources and personnel reaching the hotel and will seek to minimise this through the use of locally sourced resources wherever possible. Key performance indicators addressed in detail in the environmental action plan, include:

- Reduce emissions; greenhouse gases reduction Optimising wastewater management; reduce impact on council system
- Responsible use of hazardous substances; careful storage
- Resource planning; Resource Management Act concerns Waste minimisation and recycling; continue to be an eco-leader
- Energy efficiency; integrate into purchasing decisions
- Potable water management; reduce waster use Eco-conservation; further promoting eco-tourism
- Social and cultural leadership; making our differences work Air quality protection; so quiet that we do cannot be heard



Catherine Hepburn
General Manager

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In Room Environmental Policy

In the past, hotels and the environment have had conflicting interests. After all, endless hot water, clean linen and towels daily, garnishes on food, air-conditioning, and large numbers of electric lights burning 24 hours a day are hotel luxuries we expect and take for granted, but realize are no longer responsible, environmental actions.

Innovation and sensible initiatives to minimise the environmental impact

Our housekeeping department uses a minimal amount of chemicals and detergents, which are biodegradable and ecologically friendly. Our in-room amenities are 100% New Zealand made. All products are made from 100% vegetarian base and contain no animal or petrochemical by-products, they are made from GE Free ingredients and 100% bio degradable. All packaging uses 100% recycled, oxygen bleached papers and boards. We have installed water saving shower heads and faucets where water pressure permits. We organise a collection of cardboard, plastic, cans and glass for recycling. The frying oil used in our kitchen is collected after it has reached the end of its life and taken away for recycling and food waste is turned into compost.

How can you help?

Save water and reduce the amount of chemicals used in the laundry process. If there is no need to change your towels each day then let us know. Sort your in-room rubbish for recycling. Switch off lights and when not in use, turn off electrical appliances when you leave the room to ensure electricity is not running unnecessarily.

Thank you for keeping with our commitment to be environmentally responsible and reduce our carbon "footprint"

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Breakfast

CONTINENTAL BREAKFAST 22

Assortment of Preserved Fruit

Selection of Danishes/Pastries

Cereals
Sultana Bran, Light & Crispy, Weetbix, Cornflakes, Toasted Muesli

Yoghurt and Granola Cup
Fruit compote and yoghurt topped with granola

Toast
White, Wholemeal, Gluten Free
With a selection of spreads

Tea or Filter Coffee
Herbal tea available

Juice
Orange, Apple, Blackcurrant

COOKED BREAKFAST 28

Your Choice of:
Eggs - boiled, poached, fried, or scrambled
Bacon
Sausage
Hash Browns
Mushrooms

FULL BREAKFAST 32

Continental and Cooked Breakfast

TEA OR COFFEE WITH TOAST 10.50

Toast
White, Wholemeal, Gluten Free
With a selection of spreads

Tea or Filter Coffee
Herbal tea available

Juice +3
Orange, Apple, Blackcurrant

OMELETTE YOUR WAY 16

Your Choice of:
Mushrooms
Onion
Ham
Cheese
Tomato

HOT BACON & EGG MUFFIN 7.50

ESPRESSO COFFEE 5

Long / Short Black
Flat White
Latte
Cappuccino
Mochaccino
Hot Chocolate

Alternative Milk +0.50
Soy, Oat

Gluten free cereal and toast available on request

AVAILABLE 6:30AM - 10:00AM
LEVEL 1 RESTAURANT
DIAL '8663' FOR ROOM SERVICE

Room service - fee of $4.00 applies

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Dinner

ENTREE

Grilled Garlic Bread 8

Soup of the Day 8 *SMALL* **14** *LARGE*
Served with a bread roll

Toasted Pita 12
Served with a smoked salmon & beetroot dip

Mushroom & Bacon Carbonara 16
Spaghetti tossed in a creamy parmesan sauce with rocket
Can be made with no bacon ***VEG***

Roast Vegetable Salad 15 ***VEG***
Harrisa roasted vegetables with feta cheese, mesclun, dukkah & orange dressing

SIDES

Fries **9**

Garden Salad **10**

Seasonal Vegetables **10**

BAR OPEN 4PM - 10PM
HAPPY HOUR 4PM - 6PM
DINNER SERVICE 5:30PM - 9PM
LEVEL 1 RESTAURANT
DIAL '8663' FOR ROOM SERVICE

Dishes can be adjusted for dietary requirements, please ask your server.
Room service - fee of $4.00 applies

MAIN COURSE

Sirloin Steak 38
Served with potato gratin, charred broccoli, red wine jus & crispy onion rings

Pan Fried Fish 37 ***GF***
Served with cauliflower, spinach & potato crisps with a saffron butter sauce

Roast Chicken Breast 34 ***GF***
Bacon wrapped chicken breast with cheese crisp, crushed baby potatoes & leek in a honey mustard cream sauce

Vegetable Tofu Curry 28 ***VEG***
Cauliflower, kumara, pumpkin & tofu in a coconut curry with rice & roti bread

Fish & Chips 28
Battered fish served with chips, apple walnut raisin slaw & curry mayo

DESSERT

Chocolate Brownie 15 ***GF***
Served with a sea salt & caramel ice cream

New York Cheesecake 15
Baked cheesecake with cherry compote & pistachio ice cream

Apple Spice Cake 15
Served with custard & maple walnut ice cream

Ice Cream Trio 15 ***GF***
Sea salt caramel, pistachio & maple walnut ice creams with coconut wafers & chocolate sauce

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Snacks

BAR SNACKS

Spring Roll & Samosa Platter 8
A selection of vegetarian fried spring rolls & samosas with mango relish

Falafel Bites 8
Mini falafel bites with yoghurt dip

Chicken Wontons 8
With sweet & sour sauce

Garlic Bread 8
Toasted bread with garlic

Fries 9
With tomato sauce & aioli

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Drinks

WINE

The Maker 'Fleur de Lis' Sauvignon Blanc
Marlborough 12 / 55

Jules Taylor Sauvignon Blanc
Marlborough 15 / 70

Nga Waka Sauvignon Blanc
Martinborough 17 / 80

The Maker 'Divinity Cross' Pinot Gris
Otago 12 / 55

Devil's Staircase Pinot Gris
Otago 14 / 65

Odyssey Reserve Iliad Chardonnay
Gisborne 19 / 87

Matawhero Chardonnay
Gisborne 14 / 65

Rockburn 'Stolen Kiss' Rose
Otago 16 / 75

The Maker 'Monarch' Rose
Gisborne 12 / 55

Lake Chalice 'The Raptor' Pinot Noir
Otago 17 / 80

Akarua Pinot Noir
Otago 18 / 90

The Maker 'Fire Eagle' Pinot Noir
Marlborough 12 / 55

The Maker 'Kings Key' Merlot
Gisborne 12 / 55

Brookfeilds Ohiti Estate
Cabernet Sauvignon
Coonawarra 14 / 65

Lindauer Brut 200ml
New Zealand 15

De Bortoli Prosecco 200ml
King Valley 17

The Maker 'The Jewel' Brut
France 55

Piper Heidsieck NV Brut
Champagne, France 110

SPIRITS

Vodka
Smirnoff 10
Grey Goose 12

Gin
Bombay 12
Scapegrace 15
Beefeater 10
Gordons Pink 11
Roku 12
Reid & Reid 14

Rum
Bacardi 10
Coruba 10
Sailor Jerrys 12

Whiskey
Canadian Club 11
Johnny Walker Black Label 12
Laphroaig 15
Gentleman Jack 12

Bourbon
Jack Daniels 11
Jim Beam 11

Brandy
Chantelle Napoleon 14

Port
Taylor's Port 10

LIQUEURS

Aperol 10
Pimms 10
Midori 10
Cointreau 10
Frangelico 10
Kahlua 10
Dissaronno 10
Jagermister 10
Baileys 10
Benedictine 10
Grand Marnier 11
Blue Curacao 9
Creme De Cacao 9
Peach Liqueur 9
Butter Scotch 9
Mango Liqueur 9
Galliano $12

BEER & CIDER

Corona 11

Heineken 11

Speights Gold 10

Speights Old Dark 10

Morningcider Apple 12

Parrotdog Birdseye Hazy 12

Parrotdog Sundog Pilsner 12

Heineken Silver Low Carb 12

Monteith's Golden Light Low Alcohol 10

Steinlager Light 10

Heineken 0% 10

Can't see what you're looking for? We have even more drinks and cocktails available at the bar - ask your server for more information!

NON ALCOHOLIC

Soft Drinks 5
Coke, Coke Zero, Sprite

Bundaberg Range 7
Ginger Beer, Lemon Lime & Bitters

Juice 5
Orange, Apple, Blackcurrant

Schweppes Range 5
Tonic Water, Soda Water, Ginger Ale

BAR OPEN 4PM - 10PM
BAR SNACKS MENU AVAILABLE

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BAY PLAZA HOTEL
SUPPORTS
tiaki
CARE FOR NEW ZEALAND

The earliest known name for Wellington city is Te Upoko o te Ika a Maui or the head of Maui's fish. Te Whanganui a Tara is another name Māori gave the area – a name said to come from Whatonga's son Tara who was sent down from the Mahia Peninsula by his father to explore southern lands for their people to settle. It means the great harbour of Tara.

How do you say hello in Te Reo Māori?

Kia ora - Hello
Mōrena - Good morning
Tēnā koe - Hello to one person
Kia ora/Tēna kōrua - Hello to two people
Kia ora tātou/kia ora koutou - Hello everyone
Tēnā koutou - Greetings to you (said to three or more people)

How do you say goodbye in Te Reo Māori?

Haere rā - Goodbye/farewell (said to someone leaving)
Hei kona rā - Goodbye (said to someone staying)

How do you say thank you in Te Reo Māori?

As well as being used as a greeting, kia ora is also a general expression of appreciation.
Tēnā koe (to one person), tēnā kōrua (to two people), or tēnā koutou (to three or more people) also means thank you in Māori.

Tū ake i te tihi o Tangi te Keo/Mātairangi
Stand atop Tangi te Keo/Mātairangi mountain

Ka horapa te titiro ki Te Whanganui a Tara
Gaze upon the Great Harbour of Tara

Ngā pae maunga, ngā pae tāngata ka mihi atu nei
The mountains, the people – salutations to all

BAY PLAZA HOTEL

CITY STYLE•HARBOUR VIEWS

Wanderlust Tourism invites you on an unforgettable Wellington journey.

From wild coastal encounters with fur seals, to stepping into the cinematic world of Middle-earth, to discovering the city's hidden stories. Each tour is crafted to inspire and delight. Travel in comfort with expert guides and enjoy seamless hotel pickup. Private tours on demand can be tailored entirely to your interests, for a truly personal experience. Scan the QR code to reserve your Wellington adventure today.



GUIDED TOURS DISCOVER WELLINGTON

SEAL COAST SAFARI

WELLINGTON RINGS TOURS

Keep it classic

$25

Fish burger with fries and a house drink for only $25



Restaurant Level 1
5:30pm – 9pm