



# Applicant Guide



## About Baillie Lodges

Baillie Lodges is a growing portfolio of luxury lodges renowned for setting benchmarks in premium experiential travel. Set in exclusive locations of unique natural or cultural significance, the boutique properties appeal to the discerning global traveller seeking a remarkable experience.

The Australia-based collection was founded in 2003 by James and Hayley Baillie and includes Longitude 131° at Uluru-Kata Tjuta, Capella Lodge on Lord Howe Island and Silky Oaks Lodge at the Daintree Rainforest. Flagship property Southern Ocean Lodge on Kangaroo Island was destroyed in the 2020 bushfires and its rebuild is in progress, with an anticipated reopening date in mid-2023.

In 2019, an affiliate of KSL Capital Partners acquired Baillie Lodges with the aim to further expand the unique collection of luxury lodges. The addition of Clayoquot Wilderness Lodge on Canada's Vancouver Island and New Zealand's Huka Lodge marked the collection's foray into international waters. Most recently, The Louise in the Barossa Valley has joined the family, heralding Baillie Lodges return to South Australia. Baillie Lodges' Australian properties are honoured as members of Luxury Lodges of Australia.

## Our location

Taupō is found on the central plateau of New Zealand's North Island, distinguished by its vast lake which is roughly the size of Singapore. Formed from an ancient volcanic caldera, Lake Taupō's waters spill into the thundering Huka Falls. Huka Lodge is an easy five minute drive along Huka Falls Road to the township of Taupō.

## Our climate

New Zealand's North Island seasons are distinct, offering a new set of experiences in each season with a marked maritime influence. During the summer months, average daytime temperatures range from 14°C-32°C. In autumn, golden landscapes welcome temperatures from 8-15°C during the day. Winter in Taupō brings temperatures during daylight hours between 6-12°C. The crisp, blue-skied days of spring bring daytime temperatures of 10-15°C.

## Travel for good

The Baillie Lodges environmental commitment is best expressed by each lodge's interaction with its local natural and cultural surroundings. A dynamic environmental management plan featuring cutting edge and continually evolving technologies steers lodge operations and ultimately enhances each guest's experience.

### Getting there

Huka Lodge is located in Taupō, in the central North Island of New Zealand. Auckland is the gateway for international travellers, with flights arriving into Auckland several times a day.

The Auckland Airport domestic terminal is a short 10-minute walk from the international terminal and Air New Zealand offers two daily scheduled flights to Taupō.

[More details »](#)





# Working with us



## Our environment

Bordered by rolling green lawns along the banks of the Waikato River and just upstream from the dramatic Huka Falls, Huka Lodge is celebrated as New Zealand's oldest luxury lodge. With humble beginnings nearly a century ago as a fishermen's camp made famous for its trout-rich waters, the property features a central lodge with restaurant and terraces surrounded by gardens studded with private dining nooks. Twenty guest suites and two ultra-exclusive cottages are dotted around the park-like estate, all with views onto the turquoise-green waters of the Waikato River.

## Our culture

Attention to detail is evident throughout the Baillie Lodges guest experience, from operational processes through to design and the broad product offering, and is core to the overarching culture and values. Baillie Lodges' commitment to product excellence and reinvestment is evident in the significant lodge refurbishments and routine maintenance closures at each property to ensure that they remain at their world-class standard.

Detailed process systems ensure Baillie Lodges delivers comprehensive, on-the-job training for the team and ultimately guarantees an exceptional guest experience every time. Working at a Baillie Lodges property offers a chance to really work as part of a collegiate team, where departments work together to deliver an exceptional and personal guest experience and learning across departments is encouraged.

## Our team

The team at Huka is relatively small, though quite diverse and unique. The most common roles include Chefs, Food and Beverage Attendants and Housekeepers. Smaller departments include Front Office and Maintenance. Whilst position descriptions are provided to individuals, it is a team effort that makes all Baillie Lodges operate effectively - this spirit of cooperation also allows our team members the opportunity to develop new skills in areas they have not previously worked in.

## Our guests

Huka Lodge's target market is predominantly discerning guests seeking an exclusive experience of new Zealand's North Island. Guests stay for a minimum of two nights and the lodge welcomes children. The lodge operates at consistently high occupancies year round, however, the summer months are particularly popular and it is always very busy over the festive season.

### Accommodation discounts

After six months of service, your immediate family can visit Capella Lodge, Huka Lodge, Silky Oaks Lodge and The Louise for the discounted rate of \$300pppn and Clayoquot Wilderness Lodge and Longitude 131° for \$400pppn. Rates are subject to availability and conditions apply. Advance reservations are essential and must be approved by the Lodge Manager.



# What's provided

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## Accommodation

Huka Lodge has a three bedroom staff house positioned close to town. Rooms are in high demand so it's best to check availability as soon as possible if you are looking to secure your place. Another option is to privately rent a room or house nearby. [Trade Me](#), New Zealand's most widely used classifieds website, will provide you with many options for furnished, unfurnished, single or shared accommodation.

The Taupō Times local newspaper is published on Tuesday, Thursday and Friday. Browse the classifieds section for advertisements for flat-mates. As an alternative, a house can be rented through a real estate agent. For this you will need to budget for a bond of three weeks' rent plus another two weeks' rent in advance.

## Meals

A meal is provided during your shift and there are two staff dining areas.

## Uniforms

Uniforms are provided for staff at Huka Lodge. You will be required to provide or purchase your own footwear - the type and style required varies by department.

## Communications

If you need your own internet provider, Spark, Vodafone and 2 Degrees all offer competitive plans for phone and data.



# What's nearby



## Staff lifestyle

Taupō is an adventure playground, offering an exciting lifestyle for staff. The ever-changing Waikato River and broader Lake Taupō region provide a magnificent natural setting for Huka Lodge. Taupō is found on the central plateau of New Zealand's North Island, distinguished by its vast lake and endowed with a gentle climate, a leisurely pace and spectacular landscape.

## Things to do

Taupō's natural attractions are right on the doorstep for exploring on days off and the town is surrounded by fantastic hiking and biking trails. Mount Tauhara offers a relatively easy walk into the hills overlooking the lake while the popular Craters of the Moon trail is set within an active geothermal field (admission fees apply). Spa Thermal Park is home to the Otumuheke Stream hot pools on the Waikato River. From here, you can also explore the Huka scenic walking trails and the Rotary Ride mountain bike trail. The Tongariro National Park is within easy reach for fun adventures including the famous Tongariro Alpine Crossing. For thrill-seekers, there's plenty of outdoor sports to try from fishing and lake kayaking to jet boating and skiing during the wintertime.

## Local shops & services

Huka Lodge is located an easy five-minute drive from the township of Taupō, described as the Queenstown of the North Island with an a estimated population of 26,000.

Supermarkets such as the Pak'n'Save or Countdown can be found in town, as can various cafes, restaurants and take-away shops.

For international arrivals in need of a New Zealand bank account, there are a number of banks to choose from in Taupō. An account can be opened upon presentation of your passport and a bank card can be issued on the spot.

There are a number of doctors, medical centres and dentists to choose from in Taupō and the town also has a small hospital. If you have an accident in New Zealand, you are covered by the ACC (Accident Compensation Corporation).

### Getting around

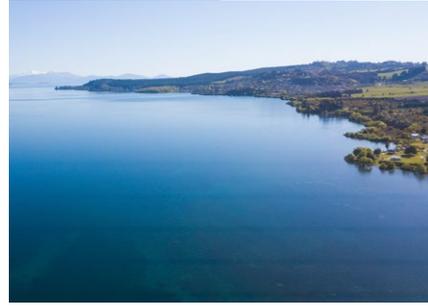
There are no public transport options for getting to and from Huka Lodge, with the exception of a taxi.

If you intend on purchasing a car it is important to note your vehicle must have a current warrant of fitness and must be registered. Insure your car as you would do at home. New Zealand law permits driving on an international driver's license for up to a year.

Bicycles are very popular in New Zealand and can be purchased from several bike shops in town. Trade Me and the Taupō Times classifieds are good places to look for a second hand bike. Be aware that wearing a helmet is compulsory in New Zealand.



# How to get there



## Flights

International flights operate to Auckland and Wellington Airports on New Zealand's North Island. Scheduled domestic flights operate daily to Taupō Airport from Auckland and Wellington. Taupō Airport is a 15-minute drive to Huka Lodge. For those arriving into Taupō Airport, a transfer will be provided to the lodge. Those flying into Auckland Airport will need to take a bus to Taupō where they can then be picked up and taken to the lodge by a staff member.

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### Please note

Flights are not provided as part of the onboarding process and need to be arranged by the arriving team member.

## Arriving by bus

For those arriving into Auckland Airport, a bus is the most economical way to make your way to Taupō. Prices vary depending on ticket type and can be booked on the [Inter City](#) website.

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### Freight costs

Associated freight costs are at employees' own expense.

## Self drive

Staff who are self-driving can expect a three and a half hour road trip from Auckland, a five hour drive from Wellington or a one hour drive from Rotorua.

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### Car parking

There is a staff car park in the Huka Lodge grounds.

## Moving to Huka Lodge

### Lodge address

271 Huka Falls Road, Taupō 3377

### Postal address

Huka Lodge, P.O Box 95, Taupō 3351

Phone +64 7 378 5791

## What to bring

Bath towels, pillows, bed linen and blankets are provided for those moving into staff housing. Staff are required to supply their own toiletries and other personal effects. Those moving into a private rental have the choice of bringing all essential items with them, or purchasing supplies in Taupō.

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### Useful links

[hukalodge.com](http://hukalodge.com)  
[baillielodges.com.au](http://baillielodges.com.au)  
[trademe.co.nz](http://trademe.co.nz)  
[lovetapu.com](http://lovetapu.com)  
[intercity.co.nz](http://intercity.co.nz)



# How to apply



## Your journey starts here

We consider our team to be our greatest asset and we're looking for professional, motivated and dedicated people with a diverse range of skills and experience. Our opportunities range from chefs to gardeners and front office to food and beverage. We're looking for people who are passionate about hospitality, committed to providing outstanding customer service, who have a can-do, positive attitude and great work ethic. We're looking for people who see working and living in locations of unique natural or cultural significance as an opportunity not to be missed.

## Express your interest

Don't miss out! If joining the Huka Lodge team is of interest, please view our [current opportunities](#) and apply online. Or [register your interest](#) and we'll be in touch should a suitable opportunity arise in the future.

If you're looking to start sometime in the future, it's best to send in your resume around eight weeks ahead of your ideal start date. If an advertised position interests you and your availability differs to this timeframe, please apply and indicate your specific availability on your application.

## Next steps

Applications take a few days to process and if you're a potential candidate for the role we'll be in touch with you to discuss the next steps within one week of the closing date. Due to the high volume of applications only those selected for a short-list will be contacted.

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### How to apply

Apply online, email your application to [careers@baillielodges.com.au](mailto:careers@baillielodges.com.au) or call on +61 2 9918 4355.

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### Minimum commitment

To deliver memorable experiences for our guests we're committed to building a stable team. To be successful you will need to be able to commit to working with us for at least six months - and ideally more.

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### More questions?

Prospective employees can find answers to commonly-asked questions in our [FAQ](#). If you can't find an answer to your question please [contact us](#).