Applicant Guide

The Farm at Cape Kidnappers sits atop rolling hills and rugged cliffs that give way to vast sea views and an ever-present horizon. Located in Hawke’s Bay, this world class lodge comprises 26 luxury guest suites, a 6000 acre working farm, and the No.17 ranked golf course in the world and No.2 in New Zealand.

OUR STORY

When financier and philanthropist Julian Robertson and his late wife Josie opened their inaugural lodge just north of New Zealand’s Bay of Islands in 2001, they combined classically warm hospitality with an unwavering commitment to excellence, to create an escape that would quickly become one of the world’s greatest.

What followed The Lodge at Kauri Cliffs was more than a decade of innovation and development, as Julian, Josie and their family unveiled The Farm at Cape Kidnappers in Hawke’s Bay (2007) and Matakauri Lodge in Queenstown (2010).

A trio of stunning properties, the lodges form a chain of luxurious destinations spanning the length of this remarkable country, each distinct and authentic to the region they inhabit.

With enduring and elegant interiors, gracious and dedicated owners, enriching experiences, delicious cuisine and the Relais & Chateaux seal of approval, a stay with the Robertson Lodges is a memorable escape that will remain with you for a lifetime.
Living in Hawke’s Bay

From Mahia in the north to Porangahau in the south, Hawke’s Bay’s 360 kilometres of coastline and beaches hug the vast Pacific Ocean.

Blessed with fertile soils and a warm temperate climate, Hawke’s Bay’s prosperity is founded on its land-based economy. With its thousands of acres of farms, orchards, and vineyards, along with the local industries that have grown up in support, there is a good reason why the region is held in such a high regard as New Zealand’s agricultural powerhouse, and why life here beats to a seasonal drum.

The forces of nature that gifted Hawke’s Bay its most notable landmarks, including Lake Waikaremoana, Te Mata Peak and Cape Kidnappers, have also wreaked havoc on the local population to reshape and define the region we know today.

Napier City is considered the Art Deco Capital with the highest concentration of art deco buildings anywhere in the world, while Hastings is also home to an impressive collection of Art Deco, Spanish Mission and Stripped Classical buildings.

Hawke’s Bay is a year-round events destination offering something for everyone and hosts a number of key annual events such as the Hawke’s Bay Marathon and the Enchanted Ball.
Basking in a mild Mediterranean climate, Hawke’s Bay boasts some of New Zealand’s best and most consistent weather. If you’re a sunseeker, look no further. Thanks to subtropical conditions and Hawke’s Bay’s East Coast location, summer offers some of the driest and warmest temperatures you’ll find in the country. Winter, when the cooler months roll round, brings blue-skied, crisp mornings and average rainfall.

Summer (December to February) 22°C high, 13°C low  
Autumn (March to May) 19°C high, 10°C low  
Winter (June to August) 14°C high, 5°C low  
Spring (September to November) 18°C high, 9°C low

Aotearoa (New Zealand) is home to people from many cultures and many lands. But before significant migration from around the world, there were the Māori (indigenous people of Aotearoa). In Māori mythology, the formation of Hawke’s Bay’s geography is found in the legend of Maui, who hauled up the North Island while out fishing one day without his older brothers. This is also why the Hawke’s Bay is sometimes referred to as ‘Te Matau a Maui’ - The Fishhook of Maui.

**Culture**

He aha te mea nui o te ao?  
What is the most important thing in the world?  
He tangata, he tangata, he tangata  
It is people, it is people, it is people

— Māori proverb
Our Team

Our team is our greatest asset. We’re proud to be a family of professional, motivated and dedicated people with a diverse range of skills and experiences from all around the world. We are passionate about hospitality and committed to providing outstanding customer service to our guests. We all share the same can-do, positive attitude and work ethic which makes our team that much stronger. We love working and living in the most beautiful locations New Zealand has to offer. We offer an excellent work environment where promoting a positive work life balance is key to our success. Whether enjoying a leisurely round of golf on one of your two consecutive days off, or making the most of the Robertson Lodges ‘Perks’ app, we pride ourselves on looking after our people.

Our Guests

Robertson Lodge welcomes discerning guests from around the world seeking a unique and luxurious New Zealand experience. They want to come away feeling rejuvenated and enriched, equipped with memories that last for a lifetime. Our commitment to the guest experience goes beyond expectations which is why our guests consider our lodges ‘a home-away-from-home’.

"Aside from the guests and the opportunities, the best thing about working here is the team. You can tell by how long they’ve been there that they love it, and we really are a family who care about each other. We all know and respect how hard each other works and we all have each other's backs, that's not just limited to our lodge - but across all of the Robertson lodges throughout the country."

Averil, Assistant Lodge Manager
A FAMILY'S COMMITMENT TO SUSTAINABILITY
The Sanctuary was founded by Andy Lowe, Julian Robertson and their families.

Andy had become extremely worried by the silent native bush where bird numbers had obviously collapsed and wanted to provide a model for other private landowners to implement large scale conservation projects to protect and enhance New Zealand’s threatened species.

A small team of dedicated staff have been supported by a large number of volunteers. Support from councils and government agencies has helped the Cape Sanctuary thrive. It is now home to extremely rare petrels, has a self-sustaining population of Eastern Brown Kiwi and runs a highly successful Kiwi crèche.

The Cape Sanctuary believes in open source conservation, sharing lessons from the Cape with others involved in conservation.

Our philosophy is that for New Zealand’s biodiversity to thrive knowledge needs to be shared, especially with other non-governmental conservation projects.
Kauri Cliffs and Cape Kidnappers were designed by experts in combining unique New Zealand landscapes within the golfing ranges.

The creation of the Kauri Cliffs Golf Course by David Harman of Golf Course Consultants, Orlando, Florida, was the catalyst for the Robertson Lodges in New Zealand; a journey that would result in three of Asia-Pacific’s most feted luxury lodges and two of the very best golf courses in New Zealand and the world. Fifteen holes at Kauri Cliffs have stunning views of the vast Pacific Ocean, while six are played alongside cliffs which plunge into the sea. The beautiful inland holes wind through marsh, forest and farmland in this truly special part of the world.

Completed in 2004, Cape Kidnappers is the product of legendary golf architect Tom Doak and is hailed as one of the great modern marvels of in golf.

With cliff-edge fairways perched 140 metres above sea level and with a surface that remains firm and fast, this course offers holes, unlike anything you find elsewhere in the world. While every hole has spectacular views of the Bay, some play cautiously alongside deep ravines as others intimidate golfers with deep cliff top bunkers and sheer drops off the very edge of the earth.

The Golf

Staff at Robertson Lodges are afforded complimentary green fees at both Kauri Cliffs and The Farm at Cape Kidnappers world class courses.
Relais & Châteaux, established in 1954, is an association of 580 unique hotels and restaurants throughout the world, owned and operated by independent entrepreneurs – most often families – who are passionate about their craft and deeply committed to forging warm, lasting relationships with their guests.

Established on five continents, from the Napa Valley vineyards in Provence to the beaches of the Indian Ocean, Relais & Châteaux invites people across the globe to savor delicious journeys, to discover the inimitable art de vivre engrained in each local culture and to share an incomparable, unforgettable experience.

Relais & Châteaux members protect and promote the wealth and diversity of the world’s culinary and hospitality traditions, to ensure they continue to thrive. They are equally dedicated to preserving local heritage and the environment, as articulated in the association’s Vision presented to UNESCO in November 2014.

In support of the relationship shared through our Relais & Châteaux network, and recognizing the value of our personnel, all Robertson Lodge employees are entitled to the Relais & Châteaux staff rate of $250 per person per night inclusive of GST, double occupancy. On a room, dinner, and breakfast basis at any Relais & Châteaux property subject to availability and approval.
Accommodation

Cape Kidnappers does not provide staff accommodation and you are required to find your own residence. Napier, Hastings and the community of Havelock North are all within 30 – 40 minutes’ drive of the Lodge. Te Awanga and Haumoana are coastal villages, with a small grocery store, only 15 minutes from the Lodge.

www.trademe.co.nz/property is a good online option to start looking for accommodation in advance of your arrival to Hawkes Bay.

Meals & Uniform

Uniforms are provided for most staff at Robertson Lodges. You’ll receive details for the specific role you’re applying for during the interview process.

You will be required to provide or purchase your own footwear, which should be comfortable, clean, tidy and simple. Our full grooming policy is available to view in our onboarding journal.

A delicious staff meal is provided during your shift.

Driving

The public transport system does not operate to The Farm at Cape Kidnappers so for your own convenience and work commitments you need a driver’s licence and a vehicle to get to the Lodge. Employees who need to drive from the main centres into work receive a daily travel allowance as contribution towards fuel costs. You can drive in New Zealand on most overseas licences for a maximum of 12 months. After 12 months you need to apply for a New Zealand Driver’s Licence. The Automobile Association or “AA” is a great point of contact for driver licencing, car insurance (and other insurance) and vehicle registration. There are AA Service Centres located throughout New Zealand. For info on used cars, car inspection tips, insurance and driving in New Zealand, go to www.newzealandnow.govt.nz/live-in-new-zealand/getting-started/transport.
Hawke's Bay is a shoppers delight with a number of shopping precincts to explore - Central Napier, Ahuriri, Taradale, Hastings and Havelock North.

Food and wine is a huge part of the culture here. From casual to fine dining, degustation dinners or just a cheeky sweet treat, you are guaranteed to find something that your tastebuds will thank you for.

Getting here
Once you arrive in Auckland, you can choose to drive or fly to Hawke's Bay.
Air New Zealand and Jetstar operate daily flights from Auckland Domestic Airport to Napier/Hawke's Bay Airport. The flight time is approximately one hour and the cost will vary from airline to airline depending on the day and time of day that you want to fly. It is certainly worthwhile comparing costs.

Driving from Auckland to Hawke's Bay will take 6 hours. There is plenty to see along the way and driving might be a good way for you to familiarise yourself with the central North Island.

A good place to stop between Auckland and Hawke's Bay is the geothermal town of Taupo. Taupo is distinguished by its lake front setting and is known for its hot springs, mountain bike tracks, trout fishing and proximity to ski fields in winter. Taupo is frequented by backpackers and overseas travelers in both summer and winter.

Local Shops & Services
Hawke's Bay is a shoppers delight with a number of shopping precincts to explore - Central Napier, Ahuriri, Taradale, Hastings and Havelock North.

Food and wine is a huge part of the culture here. From casual to fine dining, degustation dinners or just a cheeky sweet treat, you are guaranteed to find something that your tastebuds will thank you for.
Communications
It is important to be contactable for work. A New Zealand sim card can be purchased at Auckland International Airport arrivals or at any NZ mobile phone provider throughout the country.

Banking & Tax

OBTAIN A NEW ZEALAND BANK ACCOUNT NUMBER
To open a new bank account in New Zealand you will need to complete a ‘Tax Residency and Foreign Tax Information’ form and take it to your nearest bank branch together with original copies of:

- your passport
- Immigration letter/Work Visa.
- Proof of residential address

OBTAIN AN IRD (TAX) NUMBER
In New Zealand, an IRD number is required when you earn an income from any source. To obtain an IRD number you will need to apply online at www.ird.govt.nz

You must have the following information:

- Your passport details
- Your most recent overseas tax number (if you have one)
- Your immigration New Zealand application number (from your visa letter)
- A New Zealand bank account number.

Once completed, it should only take 1-2 days for the Inland Revenue Department to allocate you an IRD number that will be emailed to you or text messaged to your New Zealand cell phone number.
HIKING, CYCLING, HORSE RIDING
Hawke’s Bay is gifted with dozens of safe, mostly flat trails for all types of fitness. The region’s renowned cycling network covers nearly 200 kilometres between the Pacific Ocean and mountains. From casual walks to multi-day hikes and hard-core mountain bike trails, there’s something for everyone.

NATURAL WONDERS
Hawke’s Bay / Te Matau-a-Māui is home to many natural wonders with rich geological and cultural history. From expansive, pristine lakes, to mighty waterfalls and rugged landscapes, Hawke’s Bay’s natural wonders reflect this vast and varied region. Explore Te Mata Peak, Bell Rock, Lake Waikaremoana, Cape Kidnappers, and more.

MÖRERE SCENIC RESERVE AND HOT SPRINGS
Rare in the world of hot springs, the Mőrere Springs produce 250,000 litres a day of hot sea water from an ancient fault line. High rainfall, a mild climate and fertile mudstone soils have created the environment for a notable area of pristine rainforest, best known for the nikau palms. The reserve is home to a wide variety of indigenous trees and birdlife including tūi, bellbird, kererū and shining cuckoo.

GOLF
Take advantage of the world class course at your fingertips. Our staff can play for free.

Things to do
The Hawke’s Bay has a wealth of natural attractions. Locals and visitors alike love getting outdoors and exploring. Whether it be a walk up Te Mata Peak, an adrenaline-filled rafting trip down the Mohaka River, or perhaps a lazy day at Waimarama Beach, the diversity of our outdoor experiences means there’s something for everyone to enjoy.
HAWKE’S BAY RECREATION
Award-winning food and wine, outstanding architecture, and warm balmy days surrounded by magnificent landscapes – Hawke’s Bay is pure paradise.

www.newzealandnow.govt.nz/choose-new-zealand/regions-cities/hawkes-bay
www.hawkesbaynz.com/see-and-do
www.eventfinda.co.nz/whatson/events/hawkes-bay-gisborne

TRACKS AND WALKS
There are many opportunities to stretch your legs, clear your lungs and get close to nature on the walkways and tracks you’ll find wherever you go in New Zealand. Check the Department of Conservation site to find the great walks available in the region.

SPORT
The Hawke’s Bay Regional Council provides a range of recreation facilities including sportsgrounds, parks and gardens. The local community center also runs many different activities and groups for the community to join.

www.sportnz.org.nz/

Helpful links
YOUR GUIDE TO LIVING & WORKING IN NEW ZEALAND
These New Zealand Government websites are packed with useful, reliable information to help you get settled.

www.newzealandnow.govt.nz/
www.immigration.govt.nz/
FOR MORE INFORMATION
PLEASE CONTACT:

Kari Swa
Human Resources Manager
Kari@robertsonlodges.com
+64 21 438 684

www.robertsonlodges.com/careers