

NORMAL HOURS OF OPERATION APPLY UNLESS STATED BELOW

Some core Council services will continue throughout the holiday period.

For urgent matters please call our 24 hour phone line on 07 348 4199.

ROTORUA LAKES COUNCIL CIVIC CENTRE

Closed from midday, Fri 20 December 2024

Reopening: 8am, Mon 6 January 2025

Phone: 07 348 4199 (24/7)

ENERGY EVENTS CENTRE

Closed from midday, Fri 20 December 2024

Reopening: 8am, Mon 6 January 2025

RUBBISH COLLECTION

No rubbish or recycling collections on Christmas Day (25 December). All collections will move one day later. This year, Christmas Day falls on Wednesday. If that is your normal collection day, put your bins out on Thursday. Thursday collections move to Friday and Friday bins will be collected on Saturday 28 December. Collections will return to normal the following week. There is no change to rubbish and recycling collections over the New Year.

ANIMAL POUND

Closed from midday, Fri 20 December 2024

Reopening: 11.30am, Mon 6 January 2025

Phone: 07 348 4199 (24/7)

Collection of impounded dogs can be arranged by appointment only.

TRANSFER STATIONS

All are closed on Christmas Day

Normal hours:	Normal hours:	Normal hours:	Normal hours:
Mamaku:	Reporoa:	Ōkere Falls:	Tarawera:
8.30am – 11.30am	1pm – 4.30pm	8.30am – 12pm	1pm – 4.30pm
Wed & Sat	Wed & Sat	Thurs & Sun	Thurs & Sun

RECYCLING CENTRE

(TE NGAE ROAD)

Normal hours:

Mon to Sat 7.30am – 4.30pm

Sundays and public holidays 9.30am – 4.30pm

Closed on Christmas Day

LANDFILL

(STATE HIGHWAY 30)

Normal hours:

Mon to Sat 7.30am – 4.30pm

Sunday & public holidays 9.30am – 4.30pm

Closed on Christmas Day

ROTORUA STADIUM

Closed from midday, Fri 20 December 2024

Reopening: 8am, Mon 13 January 2025

Phone: 07 348 4199 (24/7)

COMMUNITY SAFETY HUB (1161 HINEMOA ST)

Between Mon 23 December and Fri 3 January the Hub will be open 8am – 1pm Mon-Sat

Closed Sundays and public holidays.

Safe City Guardians are working every day except Christmas Day

Ph: 07 351 8394

ROTORUA LIBRARY

AT TE AKA MAURI

Closed:

Public holidays and Sundays

Reduced opening hours from:
24 Dec – 4 Jan (10am – 4pm)

Open all other days:

9am – 5.30pm

Phone: 07 348 4177

**The Rotorua eLibrary is available throughout this time with access to thousands of eBooks, eMagazines and other online resources to library members. Sign up for a free digital membership online to access these resources.*

ROTORUA VISITOR CENTRE

& I-SITE (FENTON STREET)

Open 7 days: 8:30am – 5pm

Closed on Christmas Day

Phone: 07 348 5179

REDWOODS I-SITE

(TE TOKORANGI DRIVE)

Normal hours:

9am till late (7 days)

Closed on Christmas Day

ROTORUANZ

Closed from midday Fri 20

December 2024

Reopening: 8am, Mon 6 Jan 2025

Phone: 07 348 5179

WAIPA I-SITE

(WAIPA MOUNTAIN BIKE PARK)

Open 7 days: 9am – 4pm

Closed on Christmas Day

SIR HOWARD MORRISON CENTRE

Closed from: Fri 20 Dec 2024

Reopening: Mon 6 Jan 2025

BOX OFFICE (FENTON STREET)

Closed: 2pm Fri 13 December 2024

Reopening: 10am Wed 22 January 2025

Otherwise open: 10am – 2pm, Wed & Fri

ROTORUA AQUATIC CENTRE

Open: 6am – 6pm, Tues 24 December 2024

Closed on Christmas Day

Open: 7.30am – 9pm, Thurs 26 December 2024

Open: 6am – 6pm, Tues 31 December 2024

Open: 7.30am – 9pm, Wed 1 January 2025

Normal operating hours continue outside these days (6am - 9pm daily).

*Mayor Tania Tapsell,
councillors, community board
members, management and
staff wish residents a safe
and happy Christmas, and a
prosperous New Year.*

