



Tauranga Resident Card

FAQ

Why do residents receive a discount?

It was a historical conscious decision by the Council to offer the residents of Tauranga a discounted rate to access the Mount Hot Pools. This discount brings the entry costs closer aligned with our other Tauranga aquatic venues and helps make this venue more accessible to residents on a more frequent basis.

Why do we say 'Resident' not 'Local'?

We have found that the connotation that comes with the use of the word 'local' for Iwi, Te Puke residents or people who have grown up in the area and since moved away can cause great dismay. When saying 'Current Resident' it is very specific to the criteria.

Why can't I use my library card as resident identification?

The Tauranga resident discount is only available to residents within the Tauranga city boundaries. Tauranga library memberships are also available if you live in the Eastern and Western bay regions.

Why can't I use my TECT card as resident identification?

The Tauranga resident discount is only available to residents within the Tauranga city boundaries. TECT cards are distributed to all Trust Power account holders and therefore can be held by people living outside of the Tauranga city boundaries. TECT contributed to the construction of Baywave hence the TECT card discount at that venue.

Why can't I use my business card as resident identification?

The Tauranga resident discount is only available to residents within the Tauranga city boundaries. While applicants may work within the Tauranga city boundaries this does not provide evidence of their residential address.

Why do I need to show proof that I am a resident?

Because the Tauranga resident discount is only available to residents within the Tauranga city boundaries it's important that we can confirm applicant's residential address. Proof of residency needs to be something that has your name and address on it, such as a power or phone invoice or a bank statement. We do not accept driver's licenses as these have a 10 year expiry on it and our TRCs expire within two years.

Can I get two cards on one family account?

We only issue one card per family. If family members do not physically have their TRC with them, they can provide reception staff with their name accompanied by a form of identification that has their name on it and we will apply the discount.

I have a Bay Venues gym / aquatic membership. Does this entitle me to the resident discount?

The Tauranga resident discount is only available to residents within the Tauranga city boundaries. While applicants may hold other Bay Venues memberships this does not provide evidence of their current residential address.

Can I use my School Student ID to obtain the resident discount?

Yes you can. If you have a current school student ID then you can bring that with you to the Hot Pools and receive the resident discount. We only apply the discount to the school student ID card holder. We do not accept Polytech or University student IDs.

How common is it to apply a discount to residents?

Polynesian Pool has a Rotorua Resident Card, Waiwera has a Rodney District Resident Card and Hanmer Springs has a Hurunui Council Resident Card ... so yes, this is very common.