

Go Cook Islands

Frequently Asked Questions

What is the procedure if I want to make a booking?

Once we have found the appropriate accommodation for you within your budget you will be emailed a Go Cook Islands booking form that we kindly ask you fill in the information and send it back to us.

What sort of deposit is needed to secure a booking?

To secure a booking we kindly ask for a 50% deposit to secure your dates and accommodation with us. If you would like to pay in full that is an option also. In terms of ways to receive payment we prefer credit card but we can supply bank details to receive a wire transfer. The second 50% payment is invoiced 45 days before your arrival. Once we have processed your booking we will send you an itinerary/receipt providing all the information for your booking including transfer information and or rental car information

Does Go Cook Islands offer transfers to and from the airport?

Go Cook Islands can arrange for your transfers to and from the hotel by local transfers or we can organise a car rental to be at the airport for your arrival to save you additional transfers fees.

Am I able to use the Go Cook Islands voucher booklet on the website?

The Go Cook Islands voucher booklet is available to all our customers for download at any time. If you like a particular voucher to can just print this. We only kindly ask you print the voucher and hand it into the sales person at the accompanied business. Alternatively you can find our voucher booklets at the Tourism office in town, the police station and many hotels around the Island.

Is Go Cook Islands a local business?

Rest assured we owned and operating out of the Cook Islands. We are also available at anytime if you need any assistance.

Does Go Cook Islands offer vehicle hire?

Go Cook Islands offers the best rate guaranteed for your rental needs. We will beat/match any quote offered that has met or standard. We also offer an industry discount so if you work for any airline or are in the hotel business we will give you a 10% discount off your rental car.

Do you have a cancellation policy?

Go Cook Islands does have a cancellation policy and this can be viewed directly off our website located at the bottom of the web page.

Why should I book my holiday through Go Cook Islands?

This is a great question- in all honesty because we live in Rarotonga and have relationships with all our properties and are very hands on we are able to offer our guests the best prices at the best places. Combine that with our lowest price guarantee with our rental cars we ensure that you are given the very best package possible guaranteed!