



Guest Guide



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www.tahunahideaway.com



The Alps

Apartment



Welcome!

Welcome to your Tāhuna Hideaway Home. Below is some information to help you enjoy your stay, including our own suggested itineraries for Queenstown. We hope you have an amazing time here in your own little hideaway.

We are here to help while you are staying with us, please refer to the information in this document first to see if it answers any of your questions. Our hours are 8:30am - 5pm Monday through to Sunday, if your situation is a genuine emergency, such as a power outage, burst pipe or leak please call immediately on +64 27 8585814



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Property Information

Heating

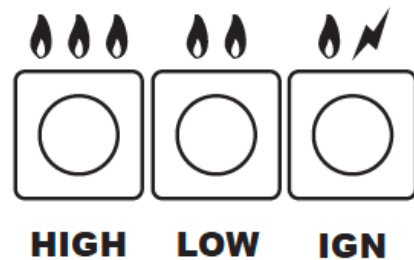
Wall Heaters – these can be switched on at the walls and temperature adjusted on the monitor. There will be one wall heater in each room to keep the bedrooms warm during the day and night.

Gas Fire – the gas fire in the lounge can be operated by the switch on the left side of the fireplace. Follow instructions below. Please ensure this is turned off when you are popping out during the day.

- Ignition – Firmly press the IGN button for 10 seconds and release. This operates the built-in safety device and starts the electronic spark (lights to pilot).

If the pilot does not remain alight, wait 2 minutes before retrying ignition. If the heater does not ignite on initial use it may be due to air remaining in the gas supply line.

- Adjusting the heat – Press the buttons from ‘LOW’ to ‘HIGH’. This will ignite additional burners as shown above.
- Turning off – Press and release the buttons from ‘HIGH’ to ‘IGN’ until they are in the off position. The fan will stop when the heater cools.
- Fan operation – The fan will operate automatically when the heater warms up and will stop when it cools. When the heater is on the ‘LOW’ setting the fan may turn off as the heater cools and restart when warm.
- In the event of a power failure – If there is a power failure, turning the heater to the ‘LOW’ setting may allow the heater to continue operating without overheating. Remaining on the ‘HIGH’ setting will cause the overheat protection switch to activate. This will shut down the appliance.



Internet

The apartment has wireless Internet accessible to guests throughout their stay. To access this, head to your Wi-Fi settings on your device and click on our username and enter the password when prompted.

Username: Apartment 11

Password: T@hun@11

Property Information

Ski Gear

Under no circumstances are the skis/snowboards to be brought inside the house, please keep these in the car. Boots and other equipment can be brought inside and placed on a towel/mat to dry overnight.

Coffee Machine

There is a Nespresso coffee machine in the kitchen for your use. There will be a complimentary coffee pod sleeve next to the machine. If you run out of pods throughout your stay and would like to purchase more, please contact us in office hours and we can supply you with and price and deliver these to your apartment.

To use the machine:

- Fill the water tank at least halfway - the water from the tap is suitable for this
- Press any button on the top to turn the machine on
- Place a suitable cup below the coffee outlet at the front of the machine
- Open the capsule container on the front top of the machine
- Place the pod in the machine and secure the lid
- Refer to the pictures displayed behind the water container of the coffee machine, select type of coffee, temperature etc.
- Add milk into the silver jug, place it under the nozzle and turn on the steamer, you do not need to hold the jug while doing this
- Give the machine a few seconds to start pouring. If nothing happens press the button again
- Please remove the used capsules and dispose of these if the compartment is full

Laundry

Please feel welcome to use the laundry facilities in this holiday home. Please ensure you clean out the lint filter of the dryer after every use. If you require dry cleaning, please contact Central Dry Cleaning at 51 Gorge Road or call on +64 (3) 441 1066.

Property Information

Supplies and Consumables

You will note that initial stocks of some consumables have been provided for your convenience, however these will not be replenished during your stay. Food items such as condiments, spices, sauces and tea may be found in the kitchen cupboards. These may have been left by previous guests so please feel free to use these. You are welcome to return the favour for the next guests and leave any non-perishable items if you have any left over from your stay.

Television

The TV in the lounge is an LCD smart TV that can use Netflix and SKY TV for your entertainment.

- SKY – SKY will allow you to watch the standard channels NZ supply such as one, two and three. There are also a range of other channels that may be of interest. Make sure the SKY box is showing a blue light in the cabinet, if not click the power button on the above remote control. You can also click the guide to see what is showing throughout the day on each channel and can record something if you would like to watch it later by pressing the 'R' button.
- Netflix – You may need to change to AV to access this, click the 'source' button to change this. If you would like to watch Netflix, use the other remote control and press the home symbol button to access the main menu. Scroll through the options until you reach Netflix, you will need to use your own account to be able to use this feature.
- Bedroom TV – 123 (number pad) when pressed. A number strip appears on the screen. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, enter a zip code etc. If the colour button appears with a number strip on the screen, select the colour button and then select the specific colour by using the directional pad (up/down/left/right). Use this to access additional options that are specific to the feature use.

SKY remote:



Property Information

Rubbish



You will find the bins outside the house in front of the garage. If the rubbish bins need emptying in the house, please take these outside and distribute the rubbish into the correct bins. There will be more plastic bags underneath the kitchen sink to reline the bin inside the apartment. If you are staying on Thursday night, please place the bins on the road for collection on Friday morning.



Refer to the QR code on the rubbish bin to see the up to date instructions on how to recycle correctly in Queenstown. Please place recyclable items loose in your bins and not in plastic bags. If in doubt, place rubbish in the bin.

Cleaning



We understand that you are on holiday and are enjoying some time to relax. We just have a few expectations regarding how to leave the apartment on your departure. Please note your departure time of **10am** as we have professional cleaners organised to be in after this time.

If you have not arranged a late check out with one of our staff members and you are still at the property after this time you will be charged a late check out fee to the credit card supplied.

Below are the following requirements:

- Wash, dry and put away any dishes used
- Leave the property in a generally tidy condition
- Dispose of all rubbish to the large bins outside the property
- If any furniture has been moved around in this stay, please return them to the original position

Be as we say in New Zealand “a tidy kiwi”. However, we do not expect the below as we understand you are on holiday:

- Mopping or vacuuming of the floors
- Removal of the sheets and pillowcases (these are professionally laundered off-site)
- Bathroom cleaning

Property Information

Lost Property and Valuables

Please check the apartment thoroughly before departure. While we are not responsible for any valuable items, vehicles or personal items left at the property. We understand that this can happen so just let us know and we will do our absolute best to retrieve these items for you.

Smoking

Please do not smoke/vape inside the property under any circumstances. If you do need to smoke during the duration of your stay, please do this outside away from any open doors or windows. If we do detect the odour of tobacco inside the home during the departure inspection, a damage cost will be charged of \$300 to the credit card on file and any cleaning, fumigation costs.

Breakages

We can understand items around the apartment can break from time to time, especially with little ones around. If this does occur during your stay please contact us immediately to let us know. This ensures the property is kept in the same standard for the next guest, some supplies may also be able to be replaced during your stay if required.

Fees and Penalty Charges

Terms and conditions will be supplied to you when you were booking, if you need these for reference they can be found on our website.

In the event of a damage or spill reported we will let you know of any additional costs this may incur. If this has not been reported before departure and found during the inspection of the property each damage will be assessed on a case by case basis and a team member will email you of the cost and evidence. In the case of excess damage and booked guests have had to be relocated, you may be charged for loss of revenue while the apartment is being repaired.

Property Information

Checking out

We are sad to see you go and hope to see you again soon! Please vacate the property by 10am unless prior arrangements have been made.

Just a little reminder to please ensure the below is completed before departure:

- Turn off all heating throughout the apartment, including any electric blankets on the beds, towel rails, underfloor heating
- Turn off all cooking appliances, ovens, hobbs etc.
- Complete a final check of the property once your gear has been removed to make sure nothing has been left behind
- Please put on the dishwasher or make sure all dishes have been washed and put away
- Switch all lights and bedside lamps off
- Close and lock all windows and doors upon check out
- Don't forget to place the key back in the lockbox with the code provided on your arrival, then spin the numbers around to lock this again

客人退房流程

(在退房前, 请务必阅读此流程, 并照此流程进行。谢谢!)

请您确保您在10点之前离开酒店, 我们的清洁工预计将会在10点抵达, 并开始打扫工作。如您需要延迟退房, 请务必提前致电我们联系。

- 请将使用过的碗碟放在洗碗机内, 洗净
- 将垃圾或回收物放在提供的垃圾箱中
- 关闭所有加热器和烹饪器具, 包括加热器, 电热毯, 加热毛巾架, 烤箱, 炉盘和煤气
- 离开时关闭所有门窗, 并上锁
- 检查房间中可能遗留的任何个人物品
- 关闭所有灯和床头灯
- 使用您的抵达说明中提供的密码, 将钥匙放回锁箱中

如果您有任何关于退房的其他问题, 请致电+64 3 442 7013, 在营业时间内与Relaxaway保持联系。

我们希望您在皇后镇度过愉快的假期, 希望再次见到您! 放松一下, 如果您可以花一点时间完成我们的“客人反馈”表单, 为我们提供一些关于您体验的反馈意见, 这将会帮助我们向其他客人提供最好的皇后镇假期体验。我们重视客人的反馈意见, 因为它向我们展示了我们将来如何超越您的期望。

祝你安全旅行。



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Property Information

Health and Safety

As a guest of Tāhuna Hideaway Holiday Homes, it is your responsibility to familiarize yourself with any hazardous areas/situations. Please note the below outlined hazards, all guests are required to practice all advised control methods to ensure no harm is caused to any persons staying at the property. This property has a fire extinguisher and first aid kit for emergencies. The First Aid kit is in the entrance cupboard, and the fire extinguisher is on the entrance wall. Please use when you feel required.

Risks & hazards specific to this property – please familiarise yourselves with the below.

Risk	Prevention
Balcony tiles become slippery when wet or in the colder months – slipping over when walking on it.	Slippery when wet sign. Avoid going onto the balcony when like this. Use the railing for safety.
Gas stove – burning yourself when in use.	Not spilling any oil etc onto the ignited flame. Using protection if a handle is hot.
Icy driveway in the colder months – slipping over or the car slipping when going in/out of the drive.	If ice is seen or believed to be on the driveway not entering. Wearing the correct footwear and proceeding with caution.

Review us!

We love to hear what your guest feedback is!

If you have booked via a guest portal such as Airbnb, booking.com etc., you will be prompted on your departure to supply feedback about your stay. If you have booked directly please take time to email us any feedback or suggestions you have to queenstown@tahunahideaway.com

We have our Instagram and Facebook account that we would love for you to tag us in any pictures you take while you are here.

If you have any suggestions or maintenance requirements, please email us and we will action this as soon as possible.



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Directory

Here you will find directory pages to help you with local attractions. If you have a unique question or would like a personal chat with one of the team, please do not hesitate to call inside office hours to +64 27 8585814.

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Health contacts

Emergency services

Police	111
Fire	111
Ambulance	111
Queenstown Police Station	11 Camp Street, Queenstown 03 441 1600

Doctors and hospitals

Lakes District Hospital	20 Douglass St, Frankton 03 442 0015
Queenstown Medical Centre	9 Isle St, Queenstown 03 441 0500
Queenstown Medical Centre	Remarkables Park, Frankton 03 442 3500

Pharmacies

Wilkinson's Pharmacy	Corner of Ballarat & Beach St, Queenstown 03 442 7313
Queenstown Pharmacy	Corner of Brecon & Isle St, Queenstown 03 441 0590
Remarkables Park Pharmacy	Shopping centre, Frankton 03 442 2800

Eye care and dentist

Specsavers	Remarkables Park Shopping centre, Frankton 03 409 2678
Lumino Dentist	7 Shotover Street, Queenstown 03 442 2800

Other contacts

Supermarkets

Pak'n'Save	302 Hawthorn Drive, Frankton 7am-10pm
New World	Remarkables Park Shopping Centre 7:30am-10pm
Countdown	30 Grant Road, Frankton 8am-10pm

Banks

ASB Bank	Camp Street
BNZ	Rees Street
Westpac	Shotover Street
Travelex	Camp Street

Transportation

Green Cab Taxi	0800 464 7336
Orbus	Check out timetable here
Queenstown to Frankton Ferry	Click here

Ski Fields

The Remarkables	03 442 4615
Coronet Peak	03 442 4620
Cardrona	03 443 7341

Resources

In Town

Skyline Gondola & Luge
Disc Golf in the Gardens
Jet Boating with KJet
TSS Earnslaw Lake Cruise

Short Hikes

Bob's Cove
Moke Lake
Fernhill Loop
Queenstown Hill
Wye Creek (Jack's Point)
Sawpit Gully (Arrowtown)
Lake Alta (only in summer)

Local Spots

Searchlight Brewery
Buzzstop Café
Provisions of Arrowtown
Altitude Brewery
Chur Fish n' Chips

Breakfast

The Boatshed Café (Frankton)
Vudu Café & Larder
Bespoke Kitchen
Ivy & Lola's Kitchen & Bar
Chop Shop (Arrowtown)

Lunch

Yonder
The World Bar
Fat Badgers
Chur Fish
Meat Preachers
Devil Burger

Local Secrets

Buzzstop Shop
Miss Lucy's Quiz Night (Monday)
Remarkables Farmer's Market (Saturday)
Free yoga @ Lulu Lemon (Sunday)

Tips & tricks

Below are some of our favorite apps and websites to use in our everyday lives in Queenstown. Read each description below to find out more on how to save your money and time while you hideaway with us!



Book Me

Offers the best deals and discounts on Queenstown activities and things to do!



Bar Hero

Choose a bar and a time slot and save 20% off your bill for two hours.
\$10 charge per booking.



QueenstownNZ

Follow them on Instagram to keep up to date with the latest updates & suggestions!



Food on Q

Instead of Uber Eats, use this app to get Queenstown's best restaurants delivered to your door!



The Queenstown App

This app gives you everything in one- News, Tours and Activities, Events, Weather & Traffic, etc.



First Table

Book an early table and you will get 50% off your food bill for up to four people!
\$10 charge per booking.

Recommendations

Here is what we recommend for 5 days in Queenstown.

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Day 01 – Explore

Brunch @ Yonder

Start your day off in the centre of town at one of our faves. There is plenty of outside seating on a sunny day or enjoy the dining room's aesthetics (aka a plant lover's dream) inside. With its diverse and fresh menu, it is the perfect place for a cool conversation and to plan for the days to come. Our favorite vibes in town by far! [Check out their menu here.](#)

Skyline Gondola and Luge

Located at the top of town, Skyline has something for everyone. Ride up the gondola, have a drink or entree at the observation deck and check out its stunning views of the town and landscapes. Compete in a gravity-fueled luge ride afterwards- enjoyable for kids and adults. We recommend buying the three multi-ride luge pass - once is never enough!

Health tip: You can walk the Tiki Trail from the bottom of Skyline to the top (Bob's Peak) if you are wanting a bit more movement on your first day. Then take the gondola down and enjoy the view.

The Fat Lamb for dinner

From paddock to plate, this kiwi-owned restaurant will have you forgetting all about your mum's Sunday lamb roast. With its sustainable farming, the restaurant gives guests a taste of some of the best lamb around Central Otago (Te Mana, Provence, and Cardrona lamb to name a few). This restaurant brings the 'kiwi' back to the iconic 'touristy' Queenstown. [Check out their menu here.](#)



Day 02 – Adventure

Hike Queenstown Hill

You took the easy way up on the gondola last night. Now it is time to work (a little) for some of the most picturesque views in Queenstown. This hike is less than an hour to the top, through a forest terrain trail until you hit the clearing. You know you have reached the “first top” when you see the basket. Keep going a little further for the best panoramic views of Lake Wakatipu and The Remarkables - you will not regret the extra climb! Local’s Tip: Start from the car park on Belfast terrace.

Vudu for Breakfast

Fantastic food and such a great atmosphere- one of our favorite hipster vibes in town. Best cabinet food and will leave you feeling fresh and healthy for your active day. It is usually crowded, the space is small, but if you’re looking to get into one of the most well-liked cafés in town – the queue is worth the wait.

Jet Boating/AJ Hackett Bungy

You can’t come to the adventure capital of the world without trying one of these. Feel incredibly satisfied and take the plunge at AJ Hackett Bungy, the birthplace of the first jump. Or go for the group thrilling jet boat ride, with its famous 360-degree spins while accelerating at 90kmph. Whichever adrenaline-fueled adventure you choose, you’ll gain the courage points of a lifetime.

The Cow for Dinner

A great hidden spot for a wind-down from your outgoing day! Located in the alley of Cow Lane, this restaurant resembles a stone cottage & is usually lit with a cozy fire. The inside is dark and rustic, the perfect setting for a glass of Central Otago Pinot Noir and spaghetti Bolognese (or amazing pizza). Treat yourself and get the garlic bread for a starter - it’s absolutely to die for!



Day 03 – Experience

The Boatshed Cafe

With its local and seasonal menu, this is the perfect hideaway breakfast/brunch spot in Queenstown. Their motto - simple food done well. Although, we would say its done the best! You can walk there from Queenstown along the Frankton track 5km or grab a bike rental in town. [Menu.](#)

Golf @ Jack's Point

If you're a golfer, it's a must for you to play a round at this championship course on the edge of Lake Wakatipu (closed in winter). Hidden away from Queenstown, this course puts you up close and personal with The Remarkables. There's a few loop tracks you can also walk through on the course if you're just wanting to check out the stunning views! Checkout Millbrook or Arrowtown courses in the winter.

Wine Not?

Central Otago is a well-known wine region in New Zealand. Check out some of our favorites below!

Wet Jacket – historic wool shed, umbrellas, bean bags, Taco Medic food truck (summer)

Kinross – orchard station, great space for a larger group, outdoor fire pizza

Cargo Brewery – old church, family friendly, yard games, & epic fries

Akarua – quaint cottage, cozy garden area, & shareable style lunch

Attiqua & Sundeck

After a long day of indulging, try this Mediterranean-inspired, tapas style, for a late-night meal. Or head straight up to the roof top for some sensational cocktails while you stay warm by the fire pits. There's usually a low-key DJ playing at the top- a great place to settle in for the night!



Day 04 – Excursion

Milford Sound

Whether you rent a car or take a bus tour, you can't come all the way to Queenstown without taking a day trip to see this spectacular natural attraction. Book the 2-hour boat cruise to get out on the water and experience the stunning cliffs surrounding you. If you don't feel like driving the 9-hour return, treat yourself to a scenic helicopter tour to experience all of Fiordland National Park.

[*Check out Book Me for the best deals!](#)

Arrowtown

If you decide not to take the long haul to Milford, Arrowtown is just a short 20-minute drive from Queenstown. This historic gold mining town is well known for its autumn colors and charming shops. We never leave without indulging on a Patagonia ice cream or having a coffee outside in Provisions' garden. *Free shuttle service from Queenstown (Thursday-Saturday).

TSS Earnslaw Cruise

Take the 1.5-hour cruise across Lake Wakatipu in Queenstown's most notable steamship. There are snacks and a bar available on board. If you decide to skip out on Milford, the Earnslaw also offers a stop at Walter Peak for a farm tour and BBQ lunch (subject to change on availability). [Book here!](#)

Perky's Floating Bar

Situated in the heart of Queenstown, Perky's is the perfect place for local tap brews and Central Otago wines. What we love most about it? You can bring your favourite snacks or takeaways on board! If you don't get food beforehand, you can order Devil Burger from the bar staff and get it delivered to the boat while you enjoy a drink.



Day 05 – Relax

Disc Golf in the Gardens

Let's face it, Queenstown is not the most affordable city in New Zealand. Which is why we love this cheap activity right in town! The course starts and ends in the Queenstown Gardens. You do need to purchase your own disc, which you can get from one of the snow/surf shops in town. On the way: Grab a kiwi-classic pie at Ferg Bakery & a takeaway coffee from Mackenzies around the corner.

Onsen Hot Pools

Even a holiday can be hard on the body- it's time to relax & soak in your last day in this spectacular place! Overlooking the Shotover River, enjoy this one-hour private hot tub experience for yourself or a group up to four. A complimentary snack and drink are included with your soak. *If you're looking for a longer day at the spa, we also recommend Nugget Point.

Cargo Brewery at Gantley's

With its four regular brews, this taproom and beer garden is the perfect family-friendly experience. Try a beer flight, nibble on some pub food, and listen to some local weekend entertainment. Perfect place for a larger group or a casual (no-fuss) drink before your last dinner.

Kamana for Dinner

Cheers to your last night at this favorite hideaway spot of ours! Located in Fernhill, just a five minutes' drive from town, Kamana Lakehouse is the ultimate spot for elegant comfort. Their restaurant and bar, The Nest, features floor to ceiling windows of stunning views of the Remarkables and Lake Wakatipu. We could stay here for hours snuggled up to their modern fireplaces on the spacious couches or sit down for a Mediterranean shared-style menu in the restaurant.



Thank you!

Please come back soon



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