



Guest Guide

2021



+64 27 8585814
rebecca@tahunahideaway.com
www.tahunahideaway.com



The Goldmine

Arrowtown Holiday Home



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rebecca@tahunahideaway.com
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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

Heat pumps – There are heat pumps in sitting room and hallway. To operate make sure the heat pump is set to the ‘sun’ symbol for warmth and ‘snowflake for AC. Then use the arrows to increase or decrease the temperature.

Underfloor Heating – There is underfloor heating all through the home (bathrooms & living area). This should be set at an appropriate temperature however you can alter this on the screens.

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: Twentyflynn

Password: Arrow20#flnA

Ski Gear

Under no circumstances are the skis/snowboards to be brought inside the house, please keep these in the car. You can store and dry ski gear in the garage over night.

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.

Instructions on how to use, [click here](#).

Mountain Bike

There is a mountain bike available in the garage for guest use. There are some fantastic tracks around to use this on or even to pop into town with. This is to be taken care of and cleaned down if used while you are staying. If there is any damage to the bike after your stay we will be charging the repairs to your account. Please make sure it is back in the garage every day. Enjoy!

Property Information

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.

Washing Machine Instructions:

- Reach under the door grip to pull the door open and load your laundry
- Turn the program selector to the required program
- The wash time is shown in the time display and the pre-set temperature and spin speed light up in the control panel
- To add detergent, pull out the dispenser drawer:
- Detergent for pre-wash goes on the left
- Detergent for the main wash goes on the right
- Fabric softener or capsules go in the front section of the drawer
- To start the machine, touch the flashing 'Start/Stop' sensor. The door will lock, and it will start
- At the end of the program, the time displays 0.00
- The lock symbol will remain on the control panel - Touch the Start/Stop sensor
- The door should then unlock
- Turn the program selector to the 'Off' position at the top

Tumble Dryer Instructions:

- Open the door and load laundry loosely in the drum
- Turn the program selector (the dryer will switch on)
- A drying level may light up, and durations will appear on the time display
- Select the drying level you want, it will light up brightly
- To adjust the drying time, select the left or right arrows
- To start the program, touch the washing 'Start/Stop' sensor
- When the program ends '0.00' lights up, and the 'Start/Stop' sensor goes out
- The dryer will switch off automatically 15 minutes after the anti-crease phase
- Open the laundry door to remove the laundry. Turn the program selector to 'Off'

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 Freeview for your entertainment.

Using the LG remote:

- Power on with pressing the power symbol
- Press the home button (house symbol)
- Scroll through to select, 'Live TV' for Freeview
- Or Netflix to sign into your personal account

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.

Sunday night please take the bins out to be collected for Monday morning to be placed on the kerb side. The colours alternate each week but the red bin always goes out, if you cannot see others out for reference, give the team and call and we will let you know.

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.



Property Information

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:

- Clean your dishes and leave to dry on the bench
- 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

Spa/hot tub

- Shower before use, otherwise the spa will become cloudy.
- Remove the cover from the top of the spa and place it gently to the side.
- Pressing the bubbles on the spa modem will start the jets and create bubbles for the spa, please do not alter the temperature for health and safety reasons.
- Once you have finished with the spa, please sprinkle the spa chemicals into the spa, these can be found on the balcony or in the laundry cupboard.
- Always return the cover back to the hot tub so it has time to reheat.
- If the spa is cloudy (chemical in balance) on departure a spa draining charge may be applicable.
- Please beware that quiet time is between 10pm – 7:30am, your cooperation with this is appreciated.

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.



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Property Information

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.

Outdoor

Fireplace: The outdoor fireplace can be used at any point in your stay, however, we do ask that you abide by the council rules regarding noise. Quiet time is between 10 pm-7 am therefore no outdoor music can be played after this time. Using the fire:

- There is kindling in the basket next to the sliding door.
- Extra firewood and kindling in the garage.
- The firelighter is located in the cutlery draw.
- The fire starters are located in the draw below the cutlery draw. Please put everything back to where you found it to make it easy for the next guests.

Outdoor furniture: There are cushions for all the outdoor chairs. The cushions for the outdoor dining table are located in the window chair opposite the kitchen, lift the cushions to open this up. The larger cushions are in the garage. The outdoor lounge set can be used either in the hot tub area or can be moved up behind the house to the private grass patch. We ask that all cushions be inside after use.



T Ā H U N A H I D E A W A Y

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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 wash and lay the dishes out to dry
- 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
Hot tub – slipping when exiting the spa	Slippery when wet sign in the area
Hot tub – children finding the chemicals or accessing the hot tub when unsupervised	Hot tub chemicals are placed on a high level in the kitchenette cupboard. The hot tub always clipped in and covered when the spa is not in use.
Wooden entrance – The wooden flooring near the front door is shaded and in the colder months can cause you to slip on the icy ground	A slippery when wet sign has been placed, we suggest walking near the wall and proceeding with caution.
BBQ	Make sure the gas is turned off after use and you stand back from the fire when turning it on.
Fire place - children around the fire and lighting it	Children are to be supervised at all times around the fireplace when on. Keep your physical body distanced from the fireplace when lighting or stoking in case sparks come out.

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.](#)



TĀHUNA HIDEAWAY

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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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