



Guest Guide

Mountain View

18a Sainsbury Road, Queenstown.



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 3 442 5185**

Property Information

Internet

The house 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.

House:

Username: Mountain Views

Password: Mountain1

Studio:

Username: Mountain Views Studio

Password: Mountain1

Heating

Heat pump –

The heat pump in the lounge/hallway will keep the area nice and warm for your stay. Use the remote to alter the heating up and down. Please note the sun symbol is for hot air and the snow flake symbol is for cold air.

Wall heaters –

There are wall heaters in each bedroom, these can be switched on at the wall. Please make sure these are turned off during the day when you are out.

Master Bedroom Heater –

This heater can be turned on by pulling down the latch below the screen. Please only leave this running for 3 hours maximum at a time, as this is an older heater it does not have the capacity to run for longer. Please make sure it is off when unoccupied.

Property Information

Snow Gear

Under no circumstances are the skis/snowboards to be brought inside the house, please keep these in the garage. 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

Washer / Dryer Instructions

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:

- Add detergent over the clothes
- Select the program required for your wash
- Press start to process the load

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
- For programs with drying levels, select the drying level you want, it then lights 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. Use the Panasonic remote:

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

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.

Please place recyclable items loose in your bins and not in plastic bags. If in doubt, place rubbish in the bin.

Yellow Bin- Paper, cardboard, plastic + aluminium cans only (every other week)

Blue Bin - Glass only (every other week)

Red Bin - General Waste (every week)

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

Anything Additional To Know

Property Information

Checking Out

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

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。

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 refer to the documents on the front door, 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 & Fire Extinguisgher is located above the fridge in the cupboard. Please use when you feel required.

Please advise staff of any accidents that have happened at the property that have caused injury while you are staying at the property.

Review Us!



Click on the links to leave a review

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.



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 3 442 5185.

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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

Local Favourites

In Town

Skyline Gondola & Luge
Disc Golf in the Gardens
Jet Boating with KJet
TSS Earnslaw Lake Cruise
Time Tripper (10% off booking online)

Breakfast

Franks Eatery
Vudu Café & Larder Bespoke Kitchen
The Dishery (Arrowtown)
Odd Saint
11th Ave by Franks (Lake Hayes)

Short Hikes

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

Lunch

Yonder
Fat Badgers
Tanoshi (Frankton)
Love Chicken (Frankton)
Taco Medic (Frankton)
Devil Burger

Local Spots

Searchlight Brewery
Buzzstop Café
Provisions (Arrowtown)
Altitude Brewery
Chur Fish n' Chips
Fork & Tap (Arrowtown)

Local Secrets

Buzzstop (Country lane)
Quiz Nights (ask our team for current ones this week)
Remarkables Farmer's Market (Saturday)

Tips and 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.



Thank you.

Please come stay with us again.

Rebecca Freeman

+64 3 442 5185

rebecca@tahunahideaway.com

www.tahunahideaway.com

Tahunua HIDEAWAY