

Guest Guide



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

Heating

Property Information

Snow Gear

Coffee Machine

Laundry

Property Information

Washer / Dryer Instructions

Property Information

Supplies and Consumables

Television

Property Information

Rubbish



Cleaning

Property Information

Lost Property and Valuables

Smoking

Breakages

Fees and Penalty Charges

Property Information

Anything Additional To Know

Property Information

Checking Out

Property Information

Health and Safety

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.



[Click on the links to leave a review](#)



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

Breakfast

Short Hikes

Lunch

Local Spots

Local Secrets

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.

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rebecca@tahunahideaway.com

www.tahunahideaway.com

Tahunā HIDEAWAY