

# 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](mailto: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

<b>Police</b>	111
<b>Fire</b>	111
<b>Ambulance</b>	111
<b>Queenstown Police Station</b>	11 Camp Street, Queenstown 03 441 1600

## Doctors and Hospitals

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

## Pharmacies

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

## Eye Care and Dentist

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

# Other Contacts

## Supermarkets

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

## Banks

<b>ASB Bank</b>	Camp Street
<b>BNZ</b>	Rees Street
<b>Westpac</b>	Shotover Street
<b>Travelex</b>	Camp Street

## Transportation

<b>Green Cab Taxi</b>	0800 464 7336
<b>Orbus</b>	<a href="#">Check out timetable here</a>
<b>Queenstown to Frankton Ferry</b>	<a href="#">Click here</a>

## Ski Fields

<b>The Remarkables</b>	03 442 4615
<b>Coronet Peak</b>	03 442 4620
<b>Cardrona</b>	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!

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## **BAR HERO**

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

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## **QUEENSTOWNNZ**

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

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## **FOOD ON Q**

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

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## **THE QUEENSTOWN APP**

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

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## **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](mailto:rebecca@tahunahideaway.com)

[www.tahunahideaway.com](http://www.tahunahideaway.com)

**Tahunā** HIDEAWAY