



# 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

### 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

## 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](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.



# 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<br>03 441 1600 |

## Doctors and Hospitals

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

## Pharmacies

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

## Eye Care and Dentist

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

# Other Contacts

## Supermarkets

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

**Tahunana** HIDEAWAY