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Kia Ora!

We are happy to host you while you are visiting Queenstown!

We hope you will enjoy your time with us and in beautiful Queenstown. With our apartments on the southern side of the Wakatipu Lake you will not only enjoy the great views but also the location has direct sunlight year round. As part of the Kawarau Village we are surrounded by a number of restaurants, bars and other facilities which we share with the Hilton Queenstown Resort and Spa as well as the DoubleTree Hotel Queenstown.

Few important points:

- **Breakfast** We can arrange breakfast at \$32 per person (usually \$42 per person) at the the Double Tree Hotel. This would need to be booked in advance. Call us on the number below.
- **Daily clean** Can be arranged at a charge. Please contact below number.
- **Check out time** 10 am
- **Hot water** Each apartment has its own hot water tank. Please be mindful of usage for everyone.
- **Wifi** Unlimited. If you need assistance please call 0800 479 434
- **Staircase** Please be mindful on the corners.
- **BUGS!** Be sure to keep you windows closed to avoid bugs flying in, more so in the evenings with lights on.
- **Booking activities** You can see the concierge at the Hilton hotel who can assist you with booking any activities in and around the area including taxis or car rentals.
- **EMERGENCY** **Call 111**

During the warmer weather it is suggested to keep the curtains closed to avoid the sun heating up the room. When going out we would appreciate if you can please turn of the lights and heaters.

Should you have any questions or require any assistance you can reach us weekdays from **9.00 to -18.00 at 09 666 1188**. Anytime other time dial **0274 449 276** or **0212 809 407**.

Have a great stay!

Queenstown Village Apartments Team

TV & DVD Operation

Operating Instructions for TV & DVD



Useful Information

Emergency number 111

Airlines

Air New Zealand	0800 737 000
Jetstar	0800 800 995
Qantas	0800 808 767
Virgin Australia	0800 670 000

Car rental

Avis	03 4423808
Go Rentals	03 4414340
Thrifty	03 4423532

Hospital

Lakes District hospital	03 441 0015
Wakatipu Medical Centre	03 442 2288

11 Mc Bride Street, Frankton

Limousines

Limousine Line	03 442 2040
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Public transportation

Queenstown Ferry	03 441 1124
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Taxis

Corporate Cabs	0800 789 789
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Excursions

Q-book	03 450 9452
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Based here in the Kawarau Village at the DoubleTree hotel entrance
www.qbooknz.com

Events Centre Queenstown

Alpine Aqualand	03 450 9005
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pool/waterslides/gym

Browns Ski Rental	03 451 0003
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based at Kawarau Village during Ski Season

A-Z Information

A

Airport

Queenstown International airport is approximately a 5 minute drive from the apartments.

Please contact the concierge at the Hilton hotel if you need to arrange transportation.

Bank and ATM's

ASB Bank is the nearest bank located at the Remarkables Park in Frankton.

B

Baby Cot

Available upon request at cost.

Balconies

Please keep balcony doors locked at all times when you are not in the apartment. Children should be accompanied at all times whilst on balconies.

Blankets

In the closet in the living room you will find extra blankets.

Breakfast

We can arrange breakfast at \$32 vs \$42 per person at the Double Tree Hotel. This would need to be booked in advance to arrange vouchers. Call us at 09 666 1188

C

Check out time is 10am

Chemist

The nearest chemist is UNICHEM a 5 minute drive from the apartments in Frankton in the Remarkables Park. Tel 03 4422800

Concierge

Please contact the concierge at the Hilton hotel if you would like to book excursions or transport.

D

Dentist

The nearest is Remarkables Dental, 1092 Frankton Road, Frankton, Tel 03 4423531.

Doctor

Wakatipu Medical Centre, 11 McBride Street, Frankton, Tel 03 4422288.

Drinking water

The water in Queenstown is perfectly safe to drink from the tap. Bottled water is available to purchase at the Wakatipu Grill or Stacks Pub.

E

Earthquake procedure

Stay calm. A clear head is essential to following directions and making appropriate decisions. If you are indoors, do not go outside. Blowing and falling debris can be dangerous. Move away from all glass windows and doors so you will not be hit by glass if a window is broken by blowing debris. Move away from furniture that fall on you. If possible move to an interior corridor away from windows and doorways. If you are in your room, close your drapes, go to the bathroom, close the door behind you and get into the tub or shower. This area offers you the best protection. If there is an earthquake you can also take cover under a sturdy desk or table. Hold onto the furniture and be prepared to move as it moves. Stay there until the shaking stops.

Electric Current

240 Volts

F

Fan

On request

FIRE

Queenstown Village Apartments are 100% smoke free. Please note that all of our apartments are non-smoking and you should not use candles. Extreme care should be exercised in the use of electrical appliances, especially in the vicinity of water. The assembly point for evacuation is situated at the Wakatipu Steps.

First Aid Kit

On request

G

Garbage

There are garbage bins next to each of the buildings. They are located next to apartments A101, A604 and B102.

Groceries

Nearest supermarket is NEW WORLD at the Remarkables Park in Frankton.

12 Hawthorne Drive, Frankton. Open 8am-10pm

Online grocery shopping: www.countdown.co.nz & www.freshchoice.co.nz

H

Hairdresser

The Salon, located opposite the entrance of the DoubleTree hotel. T: 03 4510152

Hot Water

Each apartment has its own water tank. Please be mindful of usage for everyone.

Housekeeping

Daily cleaning possible please contact 09 6661188

Please be informed that when you stay for 7 nights you will receive a mid clean free of charge.

I

Internet access

High speed wireless and wired internet available in all apartments. Enjoy unlimited free wifi. Simply connect your laptop to Queenstown Village Apartments network. The Wifi username and Password are mentioned in your check-in instruction along with door code on the attached PDF.

L

Lost and found

All Items found within the apartments are kept with the Property Manager. Should you have misplace any item whilst staying with us, please call 09 6661188.

Laundry

Each apartment has its own laundry in one of the bathrooms or in the garage.

P

Parking

Pay parking is available under or behind the Double Tree hotel at a cost of \$16 per day. Be sure to pay onsite via the QR code at the parking area. Or on Peninsula Road near Kawarau village entrance.

Postal Services

Local and international stamps are available from the concierge at the Hilton hotel.

S

Spa

eforea Spa at the Hilton Hotel. You can use the pool too if you book one of their treatments.

[View the spa menu online.](#)

Swimming Pool

At the Queenstown Events Centre, Joe O'Connell Drive, Frankton. 6am-9pm

T

Telephone

Incoming calls:

The phone in your living room accepts incoming calls. Please provide callers with the apartment number +64 9 666 1188 and follow the voice instruction. When providing your room number you need to include the prefix number of your building before your room number. The prefix numbers: Building A is 2, Building B is 3 and Building C is 4. So as an example room number 202 in B Building would be 3202

Outgoing calls:

To contact a person outside the apartment, Please dial their local number directly. Not valid for mobile numbers.

To contact another apartment inside the complex: Dial the building number followed by the apartment number. The prefix numbers are: Building A is 2, Building B is 3 and Building C is 4.

Transportation

Queenstown Ferry: The Queenstown Ferry leaves from the dock in front of the Hilton Hotel. You will find the timings on a notice board where the boat leaves from. No booking is required.

[Click here to view timings online.](#)

Taxi: For Taxi service you can call Corporate Cabs at 0800789789

Television Channels

The apartments have Free to view TV

V

Valuables

The management cannot accept responsibility for any cash, jewelry or valuables left in your apartment.

W

Water Heating

Each apartment has its own hot water tank. Please be mindful of the usage for everyone. It takes a few hours to heat up the water tank again.

