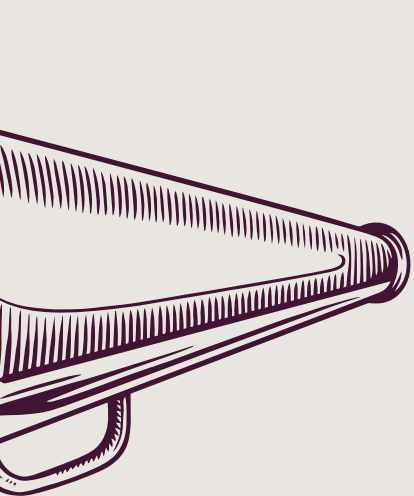
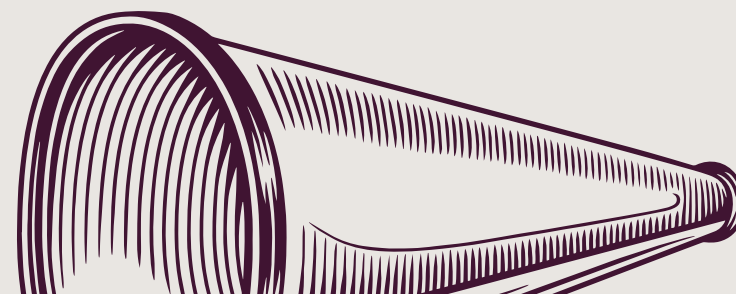
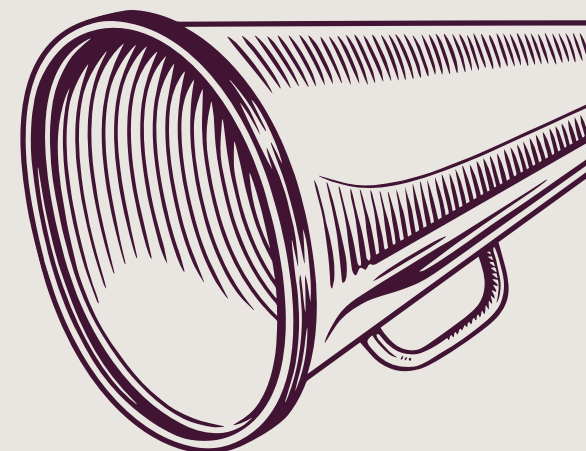




Just ask...

Guest Service Directory



Welcome to Avani Cypress Lakes Resort

Rolling vineyards, sparkling lakes and the Hunter Valley right outside your door. Whether it's a family trip, a romantic escape or some well-earned solo time, you're in the right place.

Our one- two- and three-bedroom villas and suites come with a fully equipped kitchen, laundry facilities and a private balcony or courtyard. Some have views over the lakes and vineyards too. Pools, a spa, a BBQ and great food are all here when you want them.

Our team is always close by. Swing by Reception or give us a call.

HOTEL SERVICES

Account Settlement

Cash, credit card or EFTPOS, we're happy with all of them.

TRANSPORT

Airport

Newcastle Airport is 66 km away, around a 53-minute drive. Plenty of time to enjoy the scenery on the way in.

Taxis

Need a taxi or airport transfer? Call Reception and we'll sort it.

Car Parking

Complimentary parking is available at your villa and in the public car parks near Reception. Lock your car and keep valuables out of sight. We can't take responsibility for theft or lost items.

CHECK-OUT

Check-out is at 10:00 am. Need a bit longer? Call Reception and we'll see what we can do. Late check-outs depend on availability and may come with a fee. Any outstanding charges will be added to the credit card on file.

HOP ON, HOP OFF

Our complimentary shuttle runs between your villa and Reception daily from 7:00 am to 10:00 pm. Dial 9 from your in-villa phone or swing by Reception to get on board.

RECREATIONAL FACILITIES

The gym is open from 6:30 am to 9:30 pm. Three outdoor pools are open daily from 6:00 am to 8:00 pm, with towels available from Reception. Tennis courts are also open from 6:00 am to 8:00 pm, and equipment can be hired from the Pro Shop.

Please note the Cinema on Level 7 & Private Dining on Level 7M is for the exclusive use of Residents Only.

See our Activites Flyer for a full list of on property activities and facilites and events timings.

GENERAL DIRECTORY

Print Support

Email your documents to focypresslakes@avanihotels.com.au and collect them from Reception. No USBs, please.

Explore the Hunter Valley

Our team can help you book tours and local attractions around the Hunter Valley. Pop by Reception for brochures and complimentary maps.

Lost Something?

Get in touch with Reception. We'll hold onto lost items for three months and can post them back to you at your expense.

Assistance Dogs

Only assistance dogs are welcome at Avani Cypress Lakes Resort. No other animals.

Local Wildlife

Our bushland setting means insects are part of the experience. Please stay out of garden beds and don't try to handle any wildlife. Keep an eye on little ones. Close your doors and windows at night to keep the bugs away from the lights.

Rubbish and Recycling

Recycling goes in the yellow-lid bins: plastics, glass, paper, cardboard and aluminium. Everything else goes in the red-lid bins. Bins are located throughout the property.

Under the Weather?

Reception can direct you to the nearest chemist or doctor. For anything more serious, John Hunter Hospital is open 24/7 and approximately 46 minutes away.

Tee Time

Cypress Lakes Golf Course is open daily from 6:30 am to 5:00 pm, with all rates including cart hire. Golf clubs are available for hire.

The resort shop stocks golf apparel and essentials for your stay. Guests interested in joining Cypress Lakes Resort Country Club can contact the Pro Shop.

Celebrate in Style

Planning a wedding, conference or special event? A range of function rooms is available. Contact the Events Team on 806.

VILLAS & WELLNESS SUITES

Air Conditioning

Each villa or wellness suite has its own air conditioning, controlled with your remote. We recommend keeping it between 21 and 24 degrees Celsius. Turn it off when you head out.

Balconies

Please don't hang towels, clothes or other items over balcony railings, and do not throw anything from balconies. All balconies are strictly smoke-free.

No Smoking Zone

All rooms and common areas are completely non-smoking. Any evidence of smoking or littering inside the room will result in additional cleaning charges.

Daily Servicing

Daily service is included in some reservations. Contact Reception if you're unsure whether your booking includes service. Service generally occurs after 2:00 pm.

Additional items such as blankets, cots or portable bedding can be arranged through Reception. Charges may apply.

Wellness Suites Guest Laundry

A washing machine and laundry powder are available near Reception at AvaniWell for \$4 per load. Dryers are located in villas. Airing racks are available on request.

Screen Time

Your villa or wellness suite includes Foxtel and local channels. Access all TV channels through the Foxtel unit in the cabinet. Contact Reception if assistance is required.

Me-Time, Please

Display the "Do Not Disturb" sign if you do not wish your apartment to be serviced. To arrange servicing, remove the sign and contact Reception before 12:00 pm.

Breakages and Damages

Please report any breakages, missing items or damage to Reception. Guests are responsible for replacement or repair costs.

Lock and Key

Electronic swipe keys are provided at check-in. Lost keys should be reported to Reception. Keep keys away from mobile phones and credit cards to prevent deactivation.

Maintenance

Report maintenance issues to Reception. The maintenance team is available until 4:00 pm, seven days a week.

Stay Connected

Complimentary WiFi is available in-room. Free-to-air digital television channels are also provided.

To connect to WiFi, follow the instructions:

1. Turn TV on, scroll down to 'Services For You'
2. Select 'Guest Wifi'
3. A QR code, network name and password will appear
4. To connect to the Wifi, either scan the QR code and click 'connect' or go to the Wifi settings on your device, select the network name and enter the password

Phone

Local and international calls are chargeable and added to your account. Press 0 to dial outside. Internal villa-to-villa calls are complimentary.

AVANI WELL

Our wellness precinct designed to put your health first, includes a Watsu pool suite, Magnesium pool, AvaniSpa treatment rooms, relaxation lounges, gym and fitness studios, restauaurant and theatre to host wellness seminars.

Robes may be worn from your villa to Spa appointments. Arrive approximately 10 minutes early and leave valuables secured in your villa safe.

Reception & Housekeeping: Dial 201
Outside Line: 02 4993 8500

Reception
Our main reception is located at the top of the stairs in the main building.

Opening Hours
Spa Reception
9:00 am to 6:00 pm

Pool
6:30 am to 6:30 pm

Gymnasium
6:30 am to 9:30 pm

Wellness Centre
8:30 am to 5:00 pm

Meditation Hill
Located at the heart of the property and designed according to Ying/ Yang principles.
Two pathways lead to the summit, adjacent to wellness suites 20 and 44.

Change Rooms, Spa Baths & Steam Rooms
Available daily from 6:30 am to 6:30 pm. Facilities include showers, towels, amenities and indoor and outdoor relaxation areas.

Indoor Pool
A heated 25-metre indoor infinity pool open daily from 6:30 am to 6:30 pm. Home to Deep Water Running classes.

Outdoor Pool
Located on the northern side of the spa building and open daily from 6:30 am to 6:30 pm. Please note that the pool is not heated.

Tennis Courts
Two courts are located outside the Activity Centre. Equipment is available for guest use.

Theatre
Exclusive to AvaniWell guests. Hosts seminars, wellness activities and guest speakers throughout the week.

Library
A relaxed space with books, reading materials and games. Guests are welcome to swap books.

AvaniFit Gymnasium
Fully equipped with resistance and cardiovascular training equipment. Open daily from 6:30 am to 9:30 pm.
Personal Trainers are available for AvaniWell Program Guests. Book through Reception.

Activity Studios
Three studios are available:

- Main studio with sprung timber floor
- Cycling studio
- Yoga and meditation studio
-

Classes include yoga, pilates, indoor cycling, meditation, stretching and fitball sessions (additional class fees may apply, speak to the Activities Desk to find out more).

Indoor Activity Court
Hosts volleyball, indoor hockey, racquet sports and morning stretch classes.

DINING

Breakfast

Bistro:
Weekdays: 7:00 am to 10:00 am
Weekends: 7:00 am to 10:30 am
Guests are encouraged to arrive before 9:30 am.

Wellness Packages Breakfast:
If you are booked into a wellness package with one of our Wellness Suites, you have breakfast included at Fusion Restaurant each morning of your stay. Open daily for breakfast from 7am to 10am (10.30am on weekends and public holidays),

Dining Options
Chakraya
Open Tuesday to Saturday evenings from 6:00 pm to 9:00 pm.
Bookings available through Reception. Located behind Reception.

Bistro & Bar
All-day dining from 12:00 pm to 9:00 pm, including takeaway options. The bar opens Friday and Saturday evenings from 6:00 pm. Located downstairs from Reception.

Fusion Restaurant
Open daily for breakfast from 7am to 10am (10.30am on weekends and public holidays), Lunch midday to 2pm and dinner 6pm to 8pm. A focus on fresh wholefood menus located in the AvaniWell precinct, Fusion offers panoramic Hunter Valley views.

The Pantry
Open daily from 10:00 am, located in the Bistro & Bar downstairs from Reception.

Dietary Requirements
AvaniWell wellness package guests with food allergies or dietary requirements should ensure their details are up to date with the Wellness Centre and introduce themselves to the restaurant team prior to dining.

EMERGENCY INFORMATION

Police, Fire or Ambulance: Dial 000

In Case of Fire
If the fire alarm or automatic evacuation system sounds, proceed to the nearest fire exit.
Do not call Reception.
Assemble at the designated meeting point shown on the evacuation plan.

Do not re-enter the building until authorised by emergency services or resort staff.