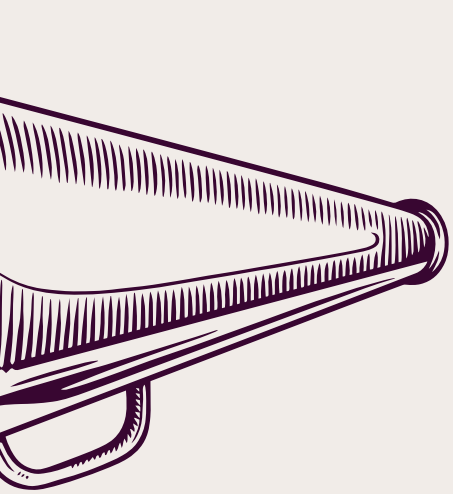


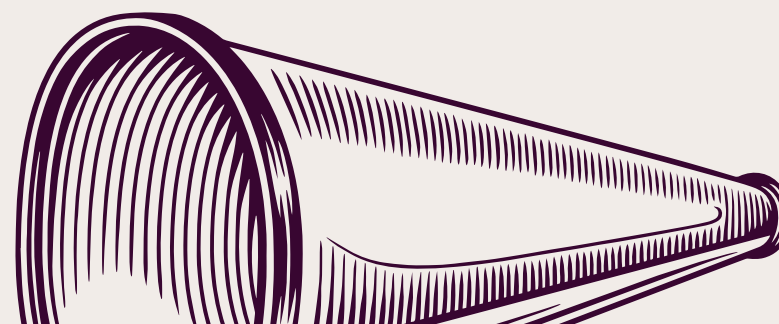
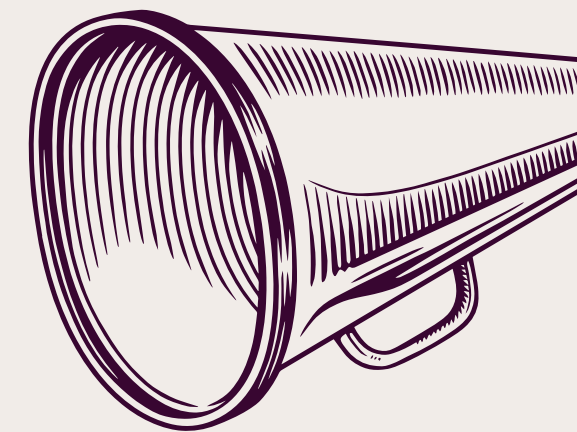


# AVANI

Hotels & Resorts

Just ask...

Guest Service Directory



# Welcome to Avani Queenstown

Whether you're visiting Queenstown for a relaxing escape, a fun family holiday, or a business trip with a view, Avani Queenstown is your perfect base. Nestled on the edge of Lake Wakatipu, our spacious one and two-bedroom apartments feature full kitchens, laundry facilities, and cozy living spaces. Step outside to explore the lakefront, local cafés, restaurants, and adventure activities just minutes from your door.

|              |        |
|--------------|--------|
| RECEPTION    | DIAL 0 |
| OUTSIDE LINE | DIAL 1 |

## NEED TO KNOW

### Paying the Bill

*Please note, all credit card payments incur a service fee of 2%.*

Payments can be made by cash, credit card, or EFTPOS.

### Breakages & Damages

If anything is broken or damaged please let us know. Guests are responsible for the cost of replacement or repair.

### Check-in / Check-out

Check-out is 10:00am on your day of departure. Incidentals that are not finalised at check-out will be charged to your card.

Enjoy the suite for a little longer by contacting reception to organise a late check-out for additional fees. Subject to availability.

### Parking

Undercover parking is available for registered guests only for \$25 per night. Please use only the allocated spaces, as unauthorised vehicles may be towed at the owner's expense. Avani Hotels & Resorts accepts no responsibility for loss or damage to vehicles in this facility. Please note the maximum height clearance is 2.2 metres.

### Keys

Please keep your room keys with you at all times. For security, ensure all doors and windows are locked when leaving your apartment. Two keys are provided per room. Lost or unreturned keys will incur a \$10 fee per key. Room key cards are magnetically encoded and may malfunction if placed near mobile phones, televisions, or other cards. For security reasons, the front doors are locked between 11pm and 4am. Use your key to enter during these hours.

### Security

Help us keep the resort peaceful for everyone. Please keep noise to a minimum and contact Reception at 0, anytime, to report any noise or security concerns.

### Smoking

All rooms and common areas are completely NONSMOKING. If there's any evidence of smoking or littering inside the room, extra cleaning charges will apply. There are designated smoking areas around the resort.

### Pets

While we love animals, pets are not permitted on the property. Registered assistance dogs are welcome.

### Battery Charging

Charging of lithium-ion batteries are strictly prohibited anywhere on the property. This includes, but is not limited to, EVs, ebikes and scooters.

### Drones

Flying drones from, near or around the property is strictly prohibited. We are within the airport no-fly zone and fines up to \$100,000 by the local council may apply. The privacy of all guests is also paramount.

## RECEPTION SERVICES

### Printing

Guest printing received by reception can be collected at your convenience. Printing can be sent via email. | E FOQueenstown@avanihotels.co.nz

### Lost Property

For lost property enquiries please contact reception. Lost property items are held for three months, postage can be arranged by contacting our Guest Experience team.

### Taxis and Airport Transfer

Queenstown Airport is 8km from the hotel. Taxis and shuttle service can be arranged at reception.

### Tour Desk

Our team can assist you with booking tours, attractions & directions to the nearest public transport around Queenstown. Please see reception for a full list of companies and recommendations.

### Feeling Unwell?

Reception can point you to the nearest chemist or doctor. For serious cases, Queenstown Lakes District Hospital is open 24/7 and just 6 minutes away.

## HOTEL FACILITIES

### Recreational Facilities

Gym - Allocated on level 6 block 3 at the back of conference centre, open daily from 6am to 10pm. Guests under 16 years of age may use gym equipment with supervision

- Sauna - Open daily from 6am to 10pm
- For use of Sauna guest must be over 16 years of age
  - Be dressed in swim wear and seated on a towel

### Laundry Facilities

Located in level 5 carpark near block 3 lifts. Guests staying in 2-bedroom apartments will still have private laundry facilities in their apartment. Alternatively, 'Liquid Laundromat' services are available in Queenstown CBD.

## IN YOUR SUITE

### Internet Access

Complimentary internet is available for all guests. To connect, turn on Wi-Fi on your device and select AVANI Public Wireless. Open your internet browser and you will be directed to the Reivernet site. Select "Visitor" and enter the code "Bookdirect!". Please contact reception for any issues.

### Balcony

Please do not hang towels, clothing or other items over the balcony railings. Throwing objects off balconies or out of windows is strictly prohibited and can cause serious injury to people or property below, if such an incident occurs police will be called.

### Climate Control

Each room has its own climate-controlled air conditioning, adjustable using the wall-mounted remote. Please contact reception for any assistance.

### Dishwasher

Apartments with kitchens include either a single or double drawer dishwasher. Use the dishwashing powder supplied and do not add any other liquids, as this may cause damage. Contact reception if you experience any difficulties.

### Television Channels

Local Free to Air channels and Chromecast (must be connected to the wifi) are available on your television free of charge.

### Winter Conditions

During winter, ice can form on pathways around the property, so please take extra care when walking or driving.

### Ski & Snowboard Storage

All snowboards and ski equipment must be stored in the designated drying room in the car park on Level 5. Fees may apply for damage or extra cleaning if gear is brought into the apartments.

### Fireplace & Heating

Apartments are equipped with either a gas fireplace or electric heater. For safety, do not leave heaters or fireplaces on when the apartment is unattended. Keep clothing and furniture clear of heaters and fireplaces. Close all windows and doors for maximum efficiency. Ensure the main fireplace or heater switch on the wall is turned on. Contact reception for directions on using in-room heating. If the gas fireplace is on, do not touch the glass, as it is not heat resistant.

### Restaurants

Our restaurant is now open for:

- Breakfast every day from 6:30am to 10:30am
- All day dining every day 12pm to 9:30pm
- Evening dining set menu Wednesday to Sunday 6:30pm to 9pm
- Bar is open every day 11am to 10pm
- Teatime from 2pm to 5pm, Wednesday to Sunday

## HOUSEKEEPING

### Do Not Disturb

Please place your 'Do Not Disturb' sign on the outside of your suite door to ensure your privacy is upheld. Your suite will not be serviced with this sign in place. Should you remove this sign during the day and wish for your suite to be serviced, please contact reception before 12:00pm.

### Cleaning / Servicing

Our housekeeping team provides daily servicing to keep your room fresh and comfortable. If you prefer to skip a service, just let us know. We're passionate about sustainability, so please help us by recycling cardboard and plastics where possible. Reusing your towels also makes a big difference and is much appreciated.

### Maintenance

If you notice that something is broken or faulty please notify an Avani team member. We will get our maintenance team to fix it as soon as possible.

## IN AN EMERGENCY

|                                      |          |
|--------------------------------------|----------|
| POLICE, FIRE DEPARTMENT OR AMBULANCE | DIAL 111 |
|--------------------------------------|----------|

A fire evacuation plan is located on the back of your suite's door, please ensure you have familiarised yourself with the nearest fire exit. IN CASE OF FIRE – DO NOT USE LIFTS.

This property is fitted with an advanced fire protection system. In case of fire, please follow the procedures outlined below:

- If the fire alarm or automatic evacuation system sounds, please make your way to the nearest fire exit. Close your suite's door firmly behind you when all occupants of the suite have vacated. Do not run. Do not use the elevators.
- Do not telephone reception as we may require the phone lines for emergency calls.
- Proceed to the assembly meeting area as shown on the evacuation plan on the front door of your suite.
- Do not re-enter the building unless you are advised to do so by the Fire Brigade.
- Please note: if a false alarm is found to be caused by the occupant of a suite, a false alarm fee will be charged to the occupant.

For all other information please contact reception – dial 0.