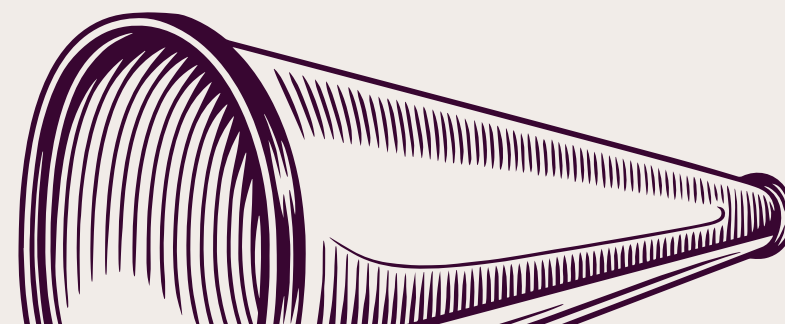
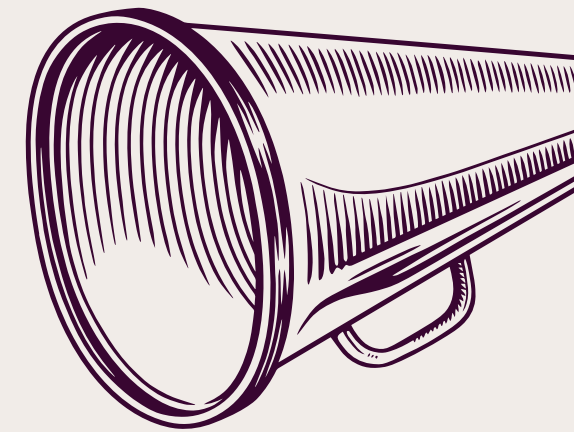


# AVANI

Hotels & Resorts

Just ask...

Guest Service Directory



# Welcome to Avani Auckland Metropolis Residences

Settle in, unpack and RELAX. Here is some handy information for your stay. If you have any questions please don't hesitate to call reception and quiz our Guest Experience team. Have a great stay!

RECEPTION 24 HOURS	DIAL 0
OUTSIDE LINE	DIAL 1

## NEED TO KNOW

### Paying the Bill

*Please note, all Visa, Master Card and Union credit card payments incur a service fee of 2% and Amex and Diners credit cards incur a fee of 3.35%.*

Payment can be made by cash or card upon or prior to check-out. Company charge cards or cheques will only be accepted by prior arrangement. American Express, China Union Pay, Diners, MasterCard & VISA accepted. EFTPOS is available, however we don't offer cash out.

### Keys

Two sets of keys are available per suite. Lost or unreturned keys/access cards will attract a fee of \$80 per set.

### Check-out

Check-out is 10am on your day of departure. 12pm check-out can be requested for an extra \$50 and is subject to availability. Incidentals not finalised at check-out will be charged to your card.

### Parking

Undercover parking is available for \$30 per night. Parking is subject to availability so we recommend pre-booking. Park in designated areas and display your AVANI parking permit. Unauthorised parking may result in your car being towed at your expense.

### Security

Please ensure you lock all doors and windows when leaving your suite. The lobby entrance doors on level 3 are locked between 9:00 pm and 6:00 am daily. To enter during these hours please use the intercom or your suite access card. The level 2 lobby access will require your suite access card.

### Smoking

We are a non-smoking building, which extends to smoking on balconies and also includes e-cigarettes. Auckland legislation prevents smoking in common areas and foyers. Should you wish to smoke please do so outside via the level 2 exit.

### Pets

We love our furry companions, however with the exception of assistance dogs, animals are not permitted in the building.

## FORGET ME NOT

If you have left home without some creature comforts, the following items are complimentary at reception:

- Sewing Kit
- Shaving Kit
- Slippers
- Dental Kit
- Vanity Kit

These items are available for complimentary loan:

- GHD Hair Straightener
- Yoga Mat
- International Adaptor
- Phone Chargers

## RECEPTION SERVICES

### Email, Printing and Fax

Guest emails, printing and faxes received by reception can be collected at your convenience. Printing can be sent via email. Charges may apply.

E. FOMetro@avanihotels.co.nz | F. 09 303 3696

### Lost Property

For lost property enquiries please contact reception. Lost property items are held for 3 months, postage can be arranged by contacting our Guest Experience team.

### Taxis and Airport Transfer

Auckland Airport is located 27kms from the hotel. Allow about 25 minutes drive time in light traffic and up to an hour during peak traffic. Taxis and shuttle bus services can be arranged at reception.

Auckland Co-operative Taxi 09 300 3000 (dial 1 for an outside line).

Please contact reception if you require further assistance.

You are staying at: Avani Auckland Metropolis Residences,  
40 Kitchener St. Auckland

### Tour Desk

Our team can assist you with booking tours and attractions around Auckland. Please call reception for a full list of companies and recommendations.

## HOTEL FACILITIES

### Swimming Pool and Gymnasium

Our heated indoor swimming pool and gym are located on level 8. Operating hours are 6:00 am to 11:00 pm daily. Children 12 years and under must be accompanied by an adult at all times. Guests must be 16 years or older to use the gym. To keep things safe please don't bring glass into the area. See us at reception if you want some pool toys for the kids. Love to swim but forgot your goggles? We can help you out.

## IN YOUR SUITE

### Internet Access

Get connected with free Wi-Fi up to 1GB a day. If you need more you can add extra download capacity for \$10 a day. For access, select "AVANI Public Wireless" from the list of available Wi-Fi networks. Open your Internet browser, select 'In House Guests' and enter your suite number and surname on the booking and follow the instructions.

### Balcony

Please do not hang towels, clothing or other items over the balcony and also be mindful of items placed on balconies in high winds. Throwing of 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.

### Garbage Disposal

Garbage and recycle bins are located on each floor in the service area.

We'd encourage all of our guests to consider the environment when disposing of garbage and recycle where possible.

Please help us out by breaking up cardboard boxes prior to disposal.

### Television Channels

A selection of Sky and local Free-to-Air Channels are available on your in-room television. Please select HDMI input to view Sky channels and TV input for Free-to-Air channels.

### DVD & Media Streaming Devices

We've got you covered when it comes to entertainment. See us for a DVD player, DVD's for the kids and chromecast (Google's media streaming device). We can also lend a hand setting this up for you.

### Telephone

Each suite is fitted with a direct dial telephone. All external calls are automatically recorded on our Call Accounting System. For external calls please dial '1' first followed by the number.

Telephone calls are charged at the following rate:

Local:	\$0.40 per minute
Local Mobile:	\$0.80 per minute
ISD:	\$1.50 per minute

The red light on the top of the telephone indicates that a message is waiting for you. To retrieve a message, press the voicemail button.

## 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 our Guest Experience team at reception.

### Cleaning / Servicing

Please be aware that daily cleaning services may not always be included in your booking. Please contact reception if you would like to arrange this service for a fee.

Daily service includes: rubbish removal, placing dishes in the dishwasher, wiping over kitchen, replacing towels, cleaning the bathroom, making the beds with existing linen.

Full service (once per week) includes: as above plus a linen change, full vacuum and cleaning of the suite.

Please note: beds with personal items on them will not be made.

### Maintenance

We perform very frequent maintenance schedules however, if anything is broken or damaged please let us know. We'll have our maintenance team fix it as soon as possible.

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE	DIAL 1,111
RECEPTION (24 Hours)	DIAL 0
AFTER HOURS SECURITY	DIAL 0

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:

1. If the fire alarm or automatic evacuation system sounds, please make your way to the nearest fire exit. Do not run. Do not use the elevators.
2. Do not phone reception as we may require the phone lines for emergency calls.
3. Assemble at the meeting point indicated 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.