

# Your Essentials

## Need Something?

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Dial **MAGIC** for the following:

- Front Desk
- Room Service
- Housekeeping
- Spa
- Minibar
- Restaurant Reservations

## Hungry?

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### Wakatipu Grill

🕒 7:00am - 10:00pm

Savour New Zealand culinary favourites throughout the day, while taking in the sights of glistening Lake Wakatipu with a magnificent mountain backdrop.

📍 Entrance on Wakatipu Steps



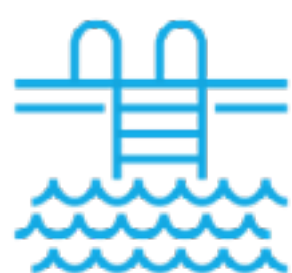
### Breakfast

Monday to Friday

6:30am - 10:30am

Saturday, Sunday, Public Holidays

6:30am - 11:00am



### Leisure Facilities

Swimming Pool, Hot Tub, Steam Room & Sauna

6:00am - 10:00pm



### Gym

Open 24 hours



### Check-Out Time

11:00am

# At Your **Leisure**



## **Wakatipu Grill**

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**We think locally. We cook seasonally.**

📍 **Open Daily** 7:00am - 10:00pm

**Breakfast** Weekdays 6:30am - 10:30am  
Weekends 6:30am - 11:00am

**Lunch** 12:00pm - 3:00pm

**Bar** 3:00pm - 10:00pm

**Dinner** 6:00pm - 10:00pm

Impeccable service from expert team members, local and seasonal produce, an extensive wine list and cosy fireplaces make Wakatipu Grill the perfect setting for your next culinary destination.

**[Click here to view menu](#)**

📍 Level 1     **Dial MAGIC** for bookings

# At Your **Leisure**



## **Pinot Pit by Wakatipu Grill**

The ultimate lakefront bar

📍 **Open Daily 7:00am - 10:00pm**

Be spoilt for choice with a wide selection of New Zealand and international wines. Savour a single malt at the end of the day on the outdoor terrace or order tapas to accompany your favourite drink.

📍 Level 1 **Dial MAGIC** for bookings



## **Stacks Pub**

Casual dining with a gourmet twist

📍 **Wednesday to Sunday 3:00pm - 10:00pm**

Relax outside by the roaring fire on the sunniest deck in Queenstown, or revel in the lively indoor atmosphere. Stacks Pub is the ideal destination for your next chilled-out dining experience.

[Click here to view menu](#)

📍 Wakatipu Steps **Dial MAGIC** for bookings

# Our Facilities

## eforea: Spa at Hilton Queenstown

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### Emerge Brighter

📍 **Open Daily** by appointment

eforea, the global spa experience from Hilton, combines five distinct ranges of treatments for men and women alike. Hilton adopted the best elements and practices from Europe, Asia Pacific, the Middle East, Africa, and the Americas to create a unique spa experience for today's global travellers. Each journey focuses on organic, natural, and scientific, results-driven practices giving every type of traveller the unique therapeutic treatment they seek. Choose from a wide variety of body and beauty therapies and enjoy innovative facilities, including ten treatment rooms with two couple's suite and a presidential spa suite with a private balcony, en suite bathroom and large hot tub. Gender-divided saunas and steam rooms are available.

[Click here to view menu](#)

📍 Level 4     **Dial 9416**

## Fitness Centre

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### Stay fit while staying with us

📍 24 hours, 7 days a week

Personalised fitness for a balanced lifestyle while on the road. Featuring the latest generation of cardio and strength-training equipment, Hilton Queenstown Resort & Spa takes a personalised approach to help you feel your best during your stay. Guests must be at least 16 years of age to use the facilities. Make the most of complimentary access to our air-conditioned Fitness Centre with your guest room key. Towels are provided for your use whilst in the facility.

📍 Level 2     **Dial MAGIC**



## Our **Facilities**

### **Indoor Lap Pool and Hot Tub**

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#### **Refresh and revive**

🕒 6:00am - 10:00pm

Wake up by swimming invigorating laps in our 25-metre heated indoor pool, or have fun splashing around with younger members of the family. After a day spent exploring the sights, soothe tired muscles in the large hot tub then enjoy poolside dining. Pool and hot tub access is complimentary with your guest room key. Towels are provided for use whilst in the facility. Note that children aged 13 or under must be accompanied by an adult at all times.

📍 Level 2     **Dial MAGIC**

### **Saunas and Steam Rooms**

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#### **Time to unwind**

🕒 6:00am - 10:00pm

Relax after an energising gym session or a day on the slopes. Hilton Queenstown Resort & Spa offers gender-divided saunas and steam rooms for guests.

📍 Level 2 - Spiral Staircase

**Dial MAGIC**

# Important Numbers

## Who to Call

## Dial

Useful numbers you may need during your stay

### Emergency

**88**

If there is an emergency

### Concierge

MAGIC

For 24 hour help with travel arrangements, local information, and sightseeing queries

### Front Desk

MAGIC

Here to help 24 hours, 7 days a week

### Housekeeping

MAGIC

For extra pillows, duvets, towels, toiletries, or any other Housekeeping needs

### Restaurant Reservations

MAGIC

To book or change a restaurant reservation

## Useful Local Numbers

### Hospital

Lakes District Hospital

+64 3 441 0015

### Limousine

Limousine Line

+64 3 442 2040

### Taxi

Queenstown Taxi

+64 3 450 3000

### Water Taxi

Queenstown Ferries

MAGIC

# Telephone Rates

## TYPE OF CALL

## RATES\*

**Direct Dialed**

**Bill to Room**

**Room-to-Room**

**No charge** | Dial 1 + Hilton room number or dial 3 + Hilton Residence number

**Emergency  
Toll Free (0800 or 0508)**

**No charge** | Dial 0 111  
No charge for the duration of the call | Dial 0 for an outside line

**Local**

**\$1.00** to initiate call, then **\$0.13** per minute | Dial 0 for an outside line

**National / STD Call**

**\$2.00** to initiate call, then **\$1.11** per minute | Dial 0 for an outside line

**Mobile Call  
(within New Zealand)**

**\$2.00** to initiate call, then **\$2.50** per minute | Dial 0 for an outside line

**National Directory  
Assistance**

**\$2.00** plus a handling fee may apply | Dial 0 018

## INTERNATIONAL DIALING RATES

**USA & Canada**

**\$3.93** to initiate call, then \$3.93 per min | Dial 0 for an outside line

**Australia**

\$4.00 to initiate call, then \$2.46 per min | Dial 0 for an outside line

**All other countries**

\$4.49 to initiate call, then \$4.49 per min | Dial 0 for an outside line

A handling fee will be charged on all collect and transfer calls made with the assistance of the operator. The fee will be charged whether the call is collected or not.

## EMERGENCY CALLS

**Dial 88** for the hotel emergency line, or dial 0 111 for the national emergency hotline

## OUTSIDE CALLS

**National Calls**

**Dial 0** | Area code + Required number

**International Calls**

**Dial 0** | Country Code | Area Code + Required number

# TV, Phone & Internet

## DVD Player

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DVD players are available from the Front Desk. [Dial MAGIC](#) for help. Subject to availability.

## TV Instructions

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Only use the remote control to operate the TV. Do not use the controls on the TV as this will result in a loss of picture. Verify that the TV power is on by looking for the green light on the TV's front panel.

## Telephone

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### Incoming Phone Calls

The phone in your guest room accepts incoming calls. Give callers the hotel phone number +64 3 450 9400 and your room number. [Dial MAGIC](#) for help.

### Outgoing Phone Calls

For information and help with making calls both within and outside New Zealand, refer to the telephone rate card in your room or [dial MAGIC](#).

### Room-to-Room Calling

To call a Guest in another room within the hotel, [dial 1](#) followed by the guest room number. In the Lakeside Residences, [dial 3](#) followed by the guest room number. If you are calling a guest room in the DoubleTree by Hilton Queenstown, [dial 2](#) followed by the guest room number.

## Messages

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All messages received by the hotel on your behalf will be delivered to your room at the earliest opportunity. Let us know if you are expecting any urgent messages so we can forward them immediately.

## Voicemail

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Your guest room phone is equipped with a voicemail system. The light on your phone will flash when you have a message. [Dial MAGIC](#) to access and listen to your voicemail.



# Phone And Internet

## High-Speed Internet Access

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Wireless and wired internet is available in all guest rooms, for an additional charge.

## Wireless Internet Access

Wireless internet is complimentary in public areas, and complimentary internet access is provided at the Connectivity Centre in the Level 4 Lobby.

## Wired Internet Access

Wireless internet is complimentary in public areas, and complimentary internet access is provided at the Connectivity Centre in the Level 4 Lobby.

**Dial MAGIC** for internet rates. Hilton Honors members receive complimentary internet access. Terms and conditions apply.

## Wifi Login Instructions for Hilton Honors Members

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To join Hilton Honors for free, [click here](#).

1. Select the 'Hilton Honors' network
2. Open your web browser. You will be directed to the main login page.
3. Enter your last name (as in the reservation) and your 3-digit room number
4. Hilton Honors members enjoy complimentary Wifi. Please select plan or no. of days as they appear on screen.
5. Click CONNECT!
6. Dial 9 or press MAGIC button on the phone for any Internet Assistance.



# Here On **Business**

## **Meetings and Events**

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### **Let us help plan your special event**

Located in one of the world's most picturesque regions, our hotel creates a stunning backdrop for banquets, weddings, and other memorable occasions. Choose from flexible event suites, boardrooms, and meeting rooms, some featuring outdoor balconies, stunning breakout areas and lake views.

The contemporary Remarkables room is designed for versatility and accommodates up to 220 attendees theatre-style or 120 attendees banquet style. This pillarless venue offers flexible staging options, together with plenty of pre-function space. For smaller gatherings, our event suites divide easily to create more intimate spaces. Whether for an executive meeting, annual conference or private function, we have the space, facilities, and expertise to ensure an event to remember.



**Cardrona - Level 1**

**Remarkables 1 and 2 - Level 1**

**Coronet 1 and 2 - Level 3**

**Lakeside Boardroom - Entrance at Wakatipu Steps**

**Dial MAGIC**

# Out And About

## Attractions

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To learn more about the attractions, tours, or activities available in Queenstown and the Southern Lakes region, ask the Concierge or dial MAGIC.

## Golf

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Tee-off at two of the world's most picturesque golf courses. Kelvin Heights and Jack's Point are both close by, and each offers challenging play along with spectacular panoramas of the Remarkables and Lake Wakatipu.

## Kawarau Village

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Explore vibrant Kawarau Village, right on the doorstep of Hilton Queenstown Resort & Spa. Plan adventures with our Team, rent an eBike at the on-site bike rental shop, or book an appointment at the hair salon in the village.

## Skiing and Snowboarding

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Take to the slopes of the renowned Remarkables Ski Field, try out night skiing at Coronet Peak or experience heli-skiing. Our Team in Kawarau Village can assist with arrangements and equipment hire.

## Thrill-Seekers

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Discover a world of excitement in Queenstown. From the famed Kawarau River bungee jump to white water rafting and jet-boating at Skippers Canyon, there is plenty to get the adrenaline pumping.

## Walking and Cycling

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Explore the region's breathtaking natural scenery on the many walking, hiking, and cycling trails. One of them, Queenstown Trail, runs right along the front of Kawarau Village.

## Wine Trails

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Take a tour of the award-winning vineyards dotted throughout Central Otago. Sample a few varieties of wine and discover why the area is New Zealand's fastest-growing wine region.

# Good To Know

## **Adaptors and Mobile Phone Chargers**

Power adaptors and chargers for most mobile phones are available to use, free of charge, throughout your stay. Note that a \$20 deposit is required. See Reception.

## **Airport Transfers**

Queenstown International Airport is approximately a five-minute drive from our hotel. The Concierge is happy to help with pricing and booking. Our Team can arrange for limousine or taxi transfers with advance notice.

## **Car Parking and Rental**

Covered car parking and valet parking services are available. Parking charges apply. Ask our Team for further details or dial MAGIC. A large range of vehicles can be sourced through various car rental companies. Our Team will be happy to answer any questions.

## **Check-Out/Extending Your Stay/ Express Check-Out**

**Check-Out time is 11:00am** on your day of departure. Late Check-Out is based on availability and an additional charge may apply. Speak with the Front Desk or [dial MAGIC](#) for a late Check-Out.

**Extension of stay** We would be delighted to extend your stay with us and will do our best to accommodate your revised travel plans. [Dial MAGIC](#) to make arrangements.

**Express Check-Out** Express Check-Out is available through Reception for a quick and easy Check-Out. A guest room folio will be emailed to you on your day of departure. Verify the information is correct, sign, and drop the folio in the Express Check-Out box at the Front Desk.

## **Chemist**

The nearest chemists, five minutes away from the hotel, are in Frankton and the Remarkables Park Shopping Centre.

## **Childcare**

**Baby facilities** - Cots and high chairs are available.

# Good To **Know**

## **Courier and Postal Service**

We are happy to help with mail, packages, and courier service. Let us know if you are expecting a package or delivery. We'll let you know as soon as it arrives. Local and international stamps are available from the Front Desk or [dial MAGIC](#) for more information.

## **Drinking Water**

The tap water in Queenstown is perfectly safe to drink. Bottled water is available to purchase from room service, or mini bar.

## **Dry Cleaning, Laundry and Ironing**

We provide comprehensive laundry and dry cleaning services along with an express service for those last-minute needs. A laundry ticket is located in your guest room's wardrobe. Clothes picked up before 9:00am will be returned to your guest room by 5:00pm the same day. Clothes picked up after 9:00am will be returned the following day. No service on holidays and Sundays.

## **Electricity Supply**

The local voltage is 240 volts. We recommend that you check the voltage of your appliance before plugging it in. [Dial MAGIC](#) for power adaptors.

## **Fax**

To send or receive a fax, visit our Front Desk or [dial MAGIC](#).

## **Financial Services**

### **Banks**

Addresses for local and international banks are available from the Concierge.

### **Credit cards**

We accept Mastercard, Visa, and JCB.

## **Fireplaces**

Fireplaces are operated from either the switch on the wall or from a remote situated on the table in the lounge area. Be sure to turn the fireplace off when leaving your guest room.

## Getting Around

### Bicycle hire

Unisex mountain bikes along with helmets and locks are available for hire at **BetterByBike**, located at the bottom of the Wakatipu Steps in Kawarau Village.

### Limousine service

Airport transfers and a range of other services such as weddings, private tours, sightseeing, and corporate events are available at competitive rates. Speak with our Team for information and bookings.

### Taxi cabs

Taxis are available at the main entrance to the hotel. For bookings, dial MAGIC or visit the Concierge.

### Queenstown Ferry Service

An independant water taxi service to Queenstown, departing from the jetty near the Wakatipu Steps, is available. Ask our Team for the timetable or dial MAGIC. No booking is required.

## Guest Room Amenities

### Air conditioning and heating

Each guest room has individually controlled air conditioning and heating thermostats.

### Bathrobes

Our comfortable bathrobe, hanging in your guest room's wardrobe, is complimentary for the duration of your stay. It is also available for purchase.

### Hairdryers

All guest rooms are equipped with hairdryers, located in the right-hand side drawer in your guest room's wardrobe.

### Iron and ironing board

An ironing board and steam iron are located in your wardrobe or laundry cupboard. [Dial MAGIC](#) to have your clothes professionally pressed for an additional charge.

## Lost and Found

All items found in the hotel are kept with Housekeeping. [Dial MAGIC](#) and we will do our very best to help you locate any lost items.

## Luggage

Allow us to help with transporting and storing your luggage. Our luggage storage service is complimentary for our Guests. To arrange luggage collection from your guest room or storage, dial MAGIC. Note that for security reasons, storage limitations may apply. Unclaimed luggage left for longer than one month will be donated to charity.

## MAGIC

Discover MAGIC, a 24-hour centralised communications centre. Dial MAGIC button on your guest room's phone and access a one-stop service that seamlessly provides everything needed for your stay with us. MAGIC replaces the long list of phone extensions listed in other hotel directories, and can be used to access different departments including Housekeeping, In-Room Dining, and Laundry. In case of emergency, dial 88.

## Maintenance

For any maintenance required in your guest room, dial MAGIC.

## Newspapers

Morning newspapers are available. Dial MAGIC to place your order.

## Outdoor Hot Tub

If your guest room has an outdoor hot tub, see Reception for operating instructions. Lock the hot tub's covers when not in use. Photocopying and Scanning  
A range of services are available for an additional charge. Ask the Front Desk or dial MAGIC.

## Translation Services

Our Team Members speak many languages. We can arrange for an interpreter on your behalf. Call the Front Desk or Concierge.

## Umbrellas

Umbrellas are available to use, free of charge, throughout your stay. Note that a \$35 deposit is required. See Reception.

## Worship

Call the Concierge or dial MAGIC for information about local places of worship.

# Your Safety

**WE UNDERSTAND AND RESPECT YOUR NEED FOR PRIVACY. THE HOTEL RESERVES THE RIGHT TO VISUALLY INSPECT ALL GUEST ROOMS EVERY 24 HOURS TO ENSURE THE WELL-BEING OF OUR GUESTS AND CHECK THE CONDITION OF THE ROOM.**

**YOUR SAFETY IS IMPORTANT TO US. TAKE A MOMENT TO FAMILIARISE YOURSELF WITH THE FOLLOWING INFORMATION ABOUT HILTON QUEENSTOWN RESORT & SPA.**

## **BALCONIES**

Keep balcony doors locked at all times when you are not in your room. Children should always be supervised by an adult.

## **EARTHQUAKE SAFETY**

In the event of an earthquake:

- Stay away from windows
- Seek shelter under a table to protect yourself from falling or moving objects
- Await instruction before evacuating the building
- Familiarize yourself with the emergency exit plan on the back of your guest room door

## **FIRE PREVENTION**

For your own safety and for the safety of others, we ask that you do not smoke in bed or empty ashtrays into wastebaskets. Turn off electrical appliances after use and exercise caution when using matches or candles.

## **IN-ROOM SAFE**

An in-room safe is located in your guest room's wardrobe.

## **KEYCARD**

Your electronic keycard is programmed to your guest room for the duration of your stay. For an additional or replacement key or for help, dial MAGIC.

## **POOL SAFETY**

Follow the posted safety instructions at the pool. Always make sure that children are supervised by an adult. No glass is allowed in and around the pool.



# Your **Safety**

## **SAFETY ADVICE**

Take a moment to read the emergency exit plan located on the back of your guest room door. Familiarise yourself with the fire exits and evacuation procedures.

The evacuation assembly point is situated at the roundabout between Hilton Queenstown Resort & Spa and DoubleTree by Hilton Queenstown.

## **TRAVELLER'S TIPS**

Do not admit unidentified individuals into the guest room. Use the guest room door's peephole to verify the visitor's identity.

Close the guest room door securely whenever you are in your room and engage the privacy lock. A Do Not Disturb hanger is also available for your added privacy.