



During Your Stay

CareLine

Forget something? Need something? Want something? Just call the CareLine or stop by the front desk. We want this to be a great stay, and we know that the details make all the difference.

Warm Welcome, Convenient Goodbye

Our check-in time is 4:00pm. Our check-out time is 11:00am, but if you need more time, give us a call and we'll make arrangements.

Something Missing?

Did you forget something? No worries. We've got a wide range of personal care items we're happy to share. Just call the CareLine or stop by the front desk.

Accessibility for All

We want everyone to enjoy every corner of our hotel. But if we've missed something or made it difficult in any way for you to get around with a wheelchair, cane, service dog or other aid, please let us know and we'll do everything we can to make it right and make you more comfortable.

For any questions or comments regarding the services, amenities, accommodations, or facilities provided, call the CareLine and ask to speak with the duty manager.

No Calls, Please

We know the world is getting noisier with a range of ringers and alerts. So if you'd like to tune out and turn it all off, just let us know and we'll be sure any call goes directly to voicemail. Simply call the CareLine.

Wake-Up Call

Let us know when you want to be awake and we'll not only give you a call, we'll say good morning, too. Simply call the CareLine. Or set your alarm clock, located on the bedside table, with a wake-up time.

Leave Something Behind

Our Housekeeping department keeps track of items left behind – call the CareLine and we'll connect you or dial Housekeeping directly.

Do Not Disturb

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 confirm the condition of the room.

At Your Service

A-Z Listing of Our Services

A range of services are available for your convenience, all within easy reach.

Beverages and Snacks

Ice, soda, snacks? We got 'em. But we've also got healthier treats. Whatever you need for some in-between fuel, it's at Wakatipu Grill.

Get Going

Queenstown Ferries is a water transportation service that transports you from Kelvin Heights to Queenstown Bay. Simply buzz the front desk or view the In-Room Newsletter to check schedule times. No reservations are required.

Healthy Matters

For ailments large and small, discomforts to illnesses, we not only have health care providers on call, but we also have the most up-to-date lists of nearby hospitals, urgent care centres and walk-in clinics. Just let us know how you feel and we'll get you the help you need.

Meetings and Conference

When you invite friends, colleagues, or clients to a meeting at DoubleTree, you can be sure that everything will run smoothly. We'll make sure the details are dialed in so you can focus on everything else you need to get do. We'd love to give you a tour of our facilities. Just stop by the front desk.

So Much More Than a Place to Rest Your Head

Valuables

We work hard to ensure every guest room is as safe as can be. But we do encourage all guests to use extra precautions with especially valuable or personal items like jewellery or passports. We've provided you with a small, in-room safe with easy-to-use instructions. You are also welcome to keep items in our hotel vault. Just stop by the front desk.



eforea: spa at Hilton

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. Just dial 9416.

[View Spa Menu Online](#)

Take DoubleTree Home

Now you can enjoy the details that make your DoubleTree visit special at home. Visit our Sweet Dreams Collection for bed and bath at DoubleTreeAtHome.com.

Telephone Information and Rates

Telephone Information

Room-to-Room

To call a guest within the hotel, dial 2 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 Hilton Queenstown Resort & Spa, dial 1 followed by the guest room number.

Call the CareLine for the following services:

Front Desk

Concierge

Spa

Room Service

Minibar

Housekeeping

Restaurant Reservations

Emergency

Call 88 if there is an emergency.

Message or Voicemail

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. Your guest room phone is equipped with a voicemail system. The light on your phone will flash when you have a message/voicemail. Call the CareLine to access and listen to your voicemail.

Wake-Up Call

Let us know when you want to be awake and we'll not only give you a call, we'll say good morning, too. Simply call the CareLine. Or set your alarm clock, located on the bedside table, with a wake-up time.

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

No charge | Dial 0 111

Toll Free (0800 or 0508)

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

Feed the Body, Feed the Soul



Wakatipu Grill

Reflecting the best of New Zealand, this lakefront restaurant offers fine dining in a magnificent setting. Admire the stunning views over Lake Wakatipu or take to the terrace and relax by the outdoor fire pit. Call the CareLine for reservations.

Hours:

Breakfast: Monday to Friday 6:30am – 10:30am;

Saturday, Sunday, Public Holidays 6:30am – 11:00am

Dinner: 6:00pm – 10:00pm

The bar is open for snacks, lunch and drinks from 11:00am to 10:00pm

Location: Level 1 – Hilton Queenstown Resort & Spa

[View Menu Online](#)



Stacks Pub (Temporarily Closed)

Catch the latest sports games on the big screen at this lively venue or enjoy ice-cold beer and gourmet pizza by the outdoor fire. Call the CareLine for reservations.

Open Thursdays to Sundays

Hours: 3:00pm – 10:00pm

Location: Entrance on Wakatipu Steps

[View Menu Online](#)

Explore the Area

Running Trails and Walking Paths

Take a jog or a stroll – no matter what pace you want to set, we've got some lovely trails for exercise and relaxation right next door. 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.

Queenstown Ferries

Located outside the Hilton – 90m

Located at Hilton Jetty. Queenstown Ferries is a water transportation service that transports you from Kelvin Heights to Queenstown Bay. Simply buzz the front desk to check schedule times. No reservations are required.

[View Schedule Online](#)

Queenstown Golf Club

Distance from hotel – 6km

Queenstown Golf Club, situated in the amphitheater of the Remarkables Mountains, is internationally known as one of the world's most picturesque golf courses. The Clubhouse facilities include a cafe and bar, open daily, with amazing views of the Remarkables, Lake Wakatipu and Queenstown. Visitors are welcome, and reservations are recommended.

Jacks Point Golf Course and Clubhouse

Distance from hotel – 9km

Jack's Point is one of the most visually spectacular golf courses in the world. Admire 2300 vertical metres of the Remarkables mountain range along with outstanding panoramas of the lake.

Go Orange Jet Boat Queenstown

Distance from hotel – 10km

Discover Queenstown from a jet boat with twin V8 engines. These 25 or 60-minute tours race down the Kawarau river at speeds of up to 95kmph and offer plenty of 360-degree spins.

The Remarkables Ski Area

Distance from hotel – 16km

Experience big mountain terrain at The Remarkables with sun-soaked chutes and

Explore the Area

AJ Hackett Bungy Kawarau Bungy Centre

Distance from hotel – 20km

Thrill-seekers won't want to miss the world's first commercial Bungy jump site. AJ Hackett Bungy offers jumps from as high as 134 metres, plus catapults and zip lines.

Coronet Peak Ski Area

Distance from hotel – 26km

Spectacular roller coaster terrain makes Coronet Peak one of New Zealand's most exciting skiing destinations. After the sun goes down, Coronet Peak lights it up Wednesday, Friday and Saturday nights for night skiing and epic parties.

Cardrona Alpine Resort

Distance from hotel – 40km

Cardrona is New Zealand's ultimate mountain playground. This fun and family-friendly alpine resort has the most reliable snow conditions in the region. Cardrona is the perfect place for beginners and intermediates. It offers the country's only combined gondola chairlift along with easy-to-use surface lifts, specialized beginner packages and plenty of wide-open trails spread over three basins. During the summer, Cardrona is the only place to find mountain carting adventure in New Zealand. Don't miss downhill mountain biking, hiking, gondola rides and more.

Stay Safe and Secure

TravelSafe

Unfortunately, emergencies and accidents do happen. While we've taken many steps to ensure our hotel, you and your belongings are safe and secure, we'd like to point out a variety of ways you can further protect yourself from the unforeseen, and also provide instructions on what to do in case of an emergency. Whatever happens, you can first and foremost be assured that hotel staff is highly trained to handle the unexpected. We have a specialised Emergency Response Team, as well as a range of Security and Engineering staff that are skilled at protecting our guests and your property, as well as the hotel itself.

Step One

We'd like to recommend you take just a few minutes to look around and make a mental picture of where fire extinguishers, fire exits and windows are located. Count how many doors are between your room and the nearest fire exit. Take a moment to review the evacuation plan card on your door. While none of us likes to consider the possibility of a fire, having this information in the back of your mind can be extremely useful in case of a real emergency. A couple of minutes invested in precautions means you'll be better equipped to help yourself and your loved ones, should the need arise.

Common Sense Reminders

Here are some gentle reminders. Just because we care.

- Go ahead; lock the door behind you when you come back to your room. In fact, use all the locks we've provided. While you're at it, make sure any doors connecting your room to an adjoining room are also locked.
- Make sure you know who is on the other side of the door before opening it. If someone unexpected knocks and says he or she is a hotel employee, take a moment to call the front desk and check. If he or she really is an employee, we promise they will not be offended.
- If it's dark out, use the front entrance of the hotel.
- Treat your key card like your car keys. It's safest in a pocket, wallet, or purse. We also offer in-room safes and a hotel vault for the really valuable stuff.
- Don't be afraid to speak up. If you see anything at all that seems even a wee bit suspicious, call us. We'd much rather check it out and find out it's nothing, than have a situation escalate or go unnoticed.

Stay Safe and Secure

Safety Procedures: Fire

Fires are fortunately extremely rare occurrences. And we have a wide range of security measures already in place, from alarms to sprinkler systems. But if you see smoke or flames, take immediate action.

Here's what you need to do: If the fire is in your room, get out right away, close the door behind you, get to the closest fire alarm, and pull the alarm. Don't take the time to collect your personal belongings. You may waste precious minutes, and the sooner you report the fire, the more likely it is your items will be saved.

- If you hear a fire alarm, first see if there is smoke in your room. If there is, roll out of bed and crawl along the floor to the door. Because smoke and gasses will rise, the air at the floor is the most fresh.
- If there is no smoke, grab your key and head to the door, but don't open it. While your first instinct will be to flee, fast, it's important that you first feel the door and handle. You're looking for heat, which will tell you there may be active flames on the other side. If it's cool to the touch, open the door slowly, but be ready to slam it shut immediately if you see flames. If there is a fire in the corridor, the safest place for you to be is in your room, behind the door.
- If the door is cool, and there are no flames on the other side, look into the corridor. If it's clear, close your room door and walk to the nearest exit; if you see smoke, get low, stay close to the wall, and crawl to the nearest exit.
- Do not use the elevator. It is dangerous for you to use.
- Walk down the nearest stairway and try to remain as calm as you can. Holding the handrail will help. If you encounter a lot of smoke in the stairwell, leave the stairway at the nearest floor and find an alternative route out of the hotel.
- If you must stay in the room, grab some towels, drench them with water, and use them to block smoke from seeping in around your door.
- Cover your nose and mouth with a cloth to protect yourself from inhaling smoke.
- Turn off the heater or air conditioner.
- Fill the tub with water and grab the ice bucket – it can be used to bail water onto flames.
- Call the operator, front desk or anyone you can so they can report the fire to emergency crews.
- Grab a sheet and wave it from the inside of your window to signal where you and the fire are.

Stay Safe and Secure

- Remove drapes from the windows, but do not break the windows. Open windows can cause a dangerous back draft.
- If you must leave your room, be sure to stay low and crawl along the floor, near the walls, where the air is most fresh.
- As difficult as it may be, try to stay calm and listen for instruction. Hotel staff members are highly experienced and trained in assisting guests in the unlikely event of emergencies. Your safety is always our greatest concern.

Bad Weather? Be Prepared

Our staff monitors weather advisories and has plans in place to assist you if a severe weather event does occur. You will not hear any alarms, but our staff will keep guests informed and begin preparations to ensure your safety. Feel free to contact the front desk if you have any concerns. But in the event of severe weather, please take note of the guidelines.

Safety Procedures: Earthquake

- **DROP** down on your hands and knees. This protects you from falling but lets you move if you need to.
- **COVER** your head and neck (or your entire body if possible) under a sturdy table or desk (if it is within a few steps of you). If there is no shelter nearby, cover your head and neck with your arms and hands.
- **HOLD** on to your shelter (or your position to protect your head and neck) until the shaking stops. If the shaking shifts your shelter around, move with it.

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.

Fire Prevention

- For your own safety and for the safety of others, we ask that refrain from using candles.
- Turn off electrical appliances after use and exercise caution when using matches or candles.
- All of our guest rooms are nonsmoking. Violators will be subject to a cleaning fee.