

Copthorne

GREY MOUTH

Welcome to the Copthorne Hotel Greymouth!

We would like to thank you for choosing to stay with us at the Copthorne Hotel Greymouth.

Visiting the West Coast is like stepping back in time, to how New Zealand used to be. Wild and beautiful landscapes; warm, genuine and inviting hospitality; and a relaxing pace of life. A place the soul needs to recharge and soak up the beauty that is abundant in this special part of New Zealand.

Situated in the centre of Greymouth, Copthorne Hotel Greymouth stands proudly beside Mawheranui (The Grey River) and offers fantastic views of the river, the entrance to Grey Valley, and from higher floors the mouth of the river where it meets the Tasman Sea. The hotel is perfectly located to base your explorations of the wider West Coast and its many attractions from the mountains to the sea. The Tranz Alpine train station is a short 300m stroll away and directly across the road is the West Coast Wilderness cycle trail.

Copthorne Hotel Greymouth is ideal for both leisure and corporate guests, and after a busy day exploring or working, returning to our modern hotel filled with old-fashioned NZ hospitality is a magical experience. There is no better place to be than relaxing in Jimmy Cooks Kiwi Kitchen and Bar, which offers an array of local and international beers, wines and ciders; and Jimmy Cooks Kiwi Kitchen with its locally inspired menu using local produce, serving daily breakfast and dinner. Proudly Kiwi, we would love you to join us for a meal or a drink and enjoy some great West Coast hospitality.

Once again, welcome to our hotel and thank you for choosing to stay with us on your visit to Greymouth. If you need anything during your stay please approach any of our staff and they will point you in the right direction.

Yours Sincerely,
The team at Copthorne Hotel Greymouth.

HOTEL FACILITIES

Jimmy Cooks Kiwi Kitchen and Bar

Breakfast:

07:00 – 10:00 Monday – Sunday

Dinner and bar service: (bookings recommended)

16:00- 21:30 Monday - Saturday

IN ROOM DINING

Available during the above service times. Our menu has something for every appetite. All meals are served in the comfort and privacy of your room. If you would like a copy of our current menus please contact Jimmy Cooks or our reception team.

TELEPHONE INFORMATION

Emergency	Dial 111
Reception	Dial 0
Manager on Duty	Dial 0
Housekeeping	Dial 0
Luggage Assistance	Dial 0
Jimmy Cooks Kiwi Kitchen and Bar	Dial 8006
Room Service	Dial 8006
Outside Line	Dial 1
Room to Room	Dial 8 plus room number

LOCAL CALLS

Dial 1, then the telephone number required. (Do not wait for a dial tone) Charges apply

NATIONAL CALLS

Dial 1, followed by the Area Code, then the telephone number required. (Do not wait for a dial tone) Charges apply.

INTERNATIONAL CALLS

Dial 1, followed by the Telecom International access Code (00) and the Country Code, then the area code and the telephone number required. (Do not wait for a dial tone) Charges apply.

A – Z GUEST DIRECTORY

C

CAR PARKING

We offer limited car parking facilities, the parking is free of charge and available on a first in first parked basis.

CREDIT CARD FACILITIES

EFTPOS, American Express, JCB, Visa and MasterCard are all accepted. There is an additional transaction fee of 2% for credit card purchases.

CREDIT CARD PRE AUTHORISATION

Upon your arrival, we require a credit card in order to take a preauthorisation - this is when we hold the amount of your room rate for the duration of your stay, (unless your accommodation has been prepaid), along with \$50 per night for any incidentals.

CHECK IN

Check in time is from 14:00pm daily. Earlier check in is available. Charges may apply

CHECK OUT

Checkout time is 10:00am

For a later checkout, please contact reception. Charges may apply.

D

DO NOT DISTURB

If you do not want to be disturbed, please put the "Privacy Requested" sign on the door and ask the operator to screen incoming calls.

E

ELECTRIC CURRENT

New Zealand power supply is 240-volt AC. Please contact reception if you require a universal adaptor for a 240-volt appliance. We do not provide transformers; these are available from electronic stores. For store locations, contact reception.

F

FIRST AID

For first aid assistance, please contact reception, they will be able to assist with first aid supplies or a qualified first aider. We do not stock any medication on site.

A defibrillator is located at reception.

H

HOSPITAL

Te Nikau Hospital and Health Centre is located approximately 5 minutes' drive from the hotel. If you are experiencing an emergency, please contact reception immediately or dial 111.

HOUSEKEEPING

If you require any additional room amenities, please contact reception.

Our Room Attendants will service your room everyday unless you place the Privacy Request sign on your door or have chosen the going green service option.

HAIR DRYER

Your room has a hair dryer for your use. This is located on the small shelf next to the in room safe.

I

ICE

Should you require ice, please contact the House Bar.

IN-ROOM DINING

A comprehensive A La Carte menu is available during advertised times. Please contact the restaurant.

INTERNET ACCESS

Wireless internet is available throughout the hotel and each guest will have unlimited data for the duration of their stay.

To connect please log into Copthorne wireless and follow the in- room instructions choosing the free 24 hour option. If staying longer than 1 night this process will need to be repeated daily.

N

NON SMOKING POLICY

All of our rooms and buildings are strictly non-smoking.. If we find that the room has been smoked in or smells strongly of smoke, a \$250 cleaning fee will apply.

P

PETS

We regret that pets are not permitted on the Hotel premises due to health regulations. Special arrangements may be made for sight-impaired guests accompanied by a licenced guide dog.

R

REFRIDGERATOR

As part of our sustainability policy and to save energy, the in room refrigerator is switched off. This is easily turned on by the switch labelled "Fridge" located in the power point on the bench.

S

SAFETY DEPOSIT BOXES

The Hotel is not responsible for property left in guest rooms. We strongly recommend that you use the safe deposit box that is located in your room. This facility is provided free of charge.

SECURITY AND SAFETY

To ensure that you have a pleasant stay, we ask for your co-operation in observing the following

- Please check your door is closed properly when leaving your room.
- When checking out, please return the key card to reception.
- Use the safe in your room for your valuables.
- Advise if you wish to screen incoming calls.
- Call the Manager on Duty if you see a suspicious person.
- Do not leave valuables in your vehicle.
- Visitors are allowed on site solely at the discretion of the hotel. Any anti-social behaviour may result in the removal of both the visitors and hotel guests.

T

TEA AND COFFEE MAKING FACILITIES

Complimentary tea and coffee making facilities are located in your room. Should you require fresh milk, please contact reception.

TOILETRIES AND AMENITIES

A small selection (listed below) is available from the reception shop.

- Toothbrush and toothpaste
- Razors

TAXIS OR SHUTTLE SERVICE

Greymouth taxis can get you around town and also run a shuttle service to Hokitika Airport and Shantytown. Reception can arrange this on your behalf.

TOURS

Please see the information held at reception provided by NZ Brochures, Have a look at <https://www.westcoasttravel.co.nz/> for a range of guided tours available including Shantytown, the pancake rocks and blowholes or have a chat to our reception team.

W

WAKE UP CALLS

To book your morning wake-up call, please dial 0.

TELEVISION CHANNELS

For your viewing pleasure, please find our list of TV channels.

Television 1	Channel 1
Television 2	Channel 2
Television 3	Channel 3
Prime Television	Channel 4
Bravo	Channel 12
Maori TV	Channel 19
HGTV	Channel 21
Duke TV	Channel 23
Eden	Channel 24
Rush	Channel 29
SKY Movie Premiere	Channel 30
SKY Movie Comedy	Channel 31
Sky Sport 1	Channel 51
Sky Sport 2	Channel 52
Sky Sport 3	Channel 53
Sky Sport 4	Channel 54
SKY News	Channel 85
Parliament TV	Channel 86
BBC World News	Channel 88
Shine	Channel 201
Hope	Channel 204
First Light	Channel 206
Television 1 + 1	Channel 501
Television 2 + 1	Channel 502
Television 3 Plus	Channel 503
Bravo Plus 1	Channel 512
Prime Plus 1	Channel 514

GREYMOUTH ATTRACTIONS

Please contact our front office team for assistance with booking any sightseeing or attraction activity.

Dial 0

SHANTYTOWN- www.shantytown.co.nz

A West Coast pioneer village the way we once were, Fantastic attraction showing West coast history. Take a steam train ride to the old saw mill, Sit in the holographic theatre, Grab an old time photo in the gold nugget saloon. Great day out for all ages

Address: 316 Rutherglen Road, Paroa
Telephone: +64 3 762 6634
Opening Hours: Open daily 9am – pm (except Christmas Day)
Train rides: 10.45am-11.45am-1.15pm-2.15pm-3.15pm

PUNAKAIKI BLOWHOLES AND PANCAKE ROCKS- www.punakaiki.co.nz

A must see location located approx 45 minutes' drive north of Greymouth on the famous Coast Road (State Highway 6). Talk to reception to find out the best way to get there if you do not have a vehicle with you.

MONTEITHS BREWERY - www.thebrewery.co.nz

Take a 45 minutes craft brewing tour and learn about the brewing process, pour your own beer from the tap and take home a 6 pack of your favorites, all included in your tour price. Tours start daily from 4pm.

Address: 60 Herbert Street, Greymouth
Telephone: +64 768 4149
Opening Hours: Check the website for current operating hours

ON YER BIKE ADVENTURES - www.onyerbike.co.nz

Activities for the thrill seeker or the happy go lucky observer, take part in one of the many guided off road tours with on yer bike. If it's a quad or buggy or you want to experience the Hagglund 4X4 military vehicle. There is something for everyone. Tours taken in all-weather with full gear provided. It guarantees a fun time.

Telephone: +64 3 762 7438
Opening Times: See website for tour availability.

ENVIRONMENTAL SUSTAINABILITY OPTIONS

FOR IN-HOUSE GUESTS

At Copthorne Hotel Greymouth we recognise that our business and our activities have an impact on the environment in which we operate, and that it is our responsibility to take steps to achieve sound environmental performance.

We invite our guests staying in the hotel to join us in our endeavours to reduce our impact on the environment by taking advantage of a number of options made available to you.

'GOING GREEN' DOOR CARD

If you are staying more than one night in the hotel, you may wish to take advantage of our 'Going Green' door card, which offers you the option to decline housekeeping servicing of your room.

Please place the 'Going Green' door card on the outside of your door before you go to bed at night or in the morning before you leave your room. This will let us know that you do not require housekeeping assistance on this day. Choosing this option saves energy, water consumption and chemical use.

If you decide on any other day of your stay that you would like your room serviced please remove the card from your door and your room will be serviced.

RECYCLING

Guests are invited to recycle all glass, plastics (including your used bathroom amenity Bottles), cans and paper from in their accommodation rooms by simply placing the items in your recycling bin.

Bottles, cans and plastic containers should be rinsed, and papers should be folded to A4 (Standard paper) size and stacked. If you have any doubts as to what is and is not recyclable, please leave it beside the waste receptacle and we can determine this for you.

ENERGY CONSUMPTION

In order to conserve energy and water and reduce the level of detergents and chemicals used and discharged into the environment, we invite you to make a choice on our current practices.

It is our policy to change your bed and towelling linen every day of your stay, however, you do have a choice. Put out your going green hanger and help us to help the environment one little step at a time.

We have installed fridges that are able to be turned on by you and cool quickly to save energy consumption when rooms are vacant, Just flick the switch on that is located by the kettle.

JIMMY COOKS KIWI KITCHEN

With Jimmy Cooks Kiwi Kitchen we are showcasing local products, Produce and suppliers where available to make the carbon foot print of our menu as small as possible. Please see the back of our menu for our wonderful partners bringing great food and products to your table.

EMERGENCY & FIRE SAFETY

YOUR SAFETY

Your safety is our utmost concern. Please take a few minutes to familiarise yourself with your emergency procedures.

FIRE EXITS

The fire exits are clearly marked, but if there is heavy smoke you may have difficulty locating them, please take time to observe the following

Always use the stairs when there is an emergency evacuation.

Please read the information displayed on the back of the entry door to your room.

Please take note of the closest emergency exit to your room.

EVACUATION ASSEMBLY AREA

Located in the centre of the main carpark on Mawhera Quay. Please make your way there via the nearest and safest fire exit.

IF YOU FIND A FIRE

Activate the nearest alarm

Leave the building, if possible. Take your room key with you.

IF A FIRE STARTS IN YOUR ROOM

Evacuate your room immediately. Take your room key with you.

Close the door securely behind you.

Activate a fire alarm and notify your immediate neighbours.

Proceed to the nearest emergency exit.

EARTHQUAKE

Find a safe place to drop, cover and hold

Wait until the shaking stops before proceeding to the nearest emergency exit.

In all emergencies please follow the directions of our staff and the emergency services and do not use the elevators under any circumstances.