



Welcome to Millennium Hotel, Queenstown

It is our absolute pleasure to welcome you as our guest to Millennium Hotel, Queenstown. We are truly privileged to be a part of this amazing town, and would like to take this opportunity to thank you for choosing us to be part of your Queenstown adventure.

A popular holiday destination any time of the year, Queenstown is renowned for its four distinctive seasons, each offering something unique and special. Our staff are dedicated to making your stay here in Queenstown one to remember, no matter your age, comfort level or budget there is an amazing experience waiting for you right here.

Please, if there is anything we can do to make your stay more comfortable just let us know we are here to help.

Paul Philp

Regional General Manager

Millennium Hotel, Queenstown

Copthorne Lakefront Hotel and Resort

Copthorne Lakeview Apartments

Transit of Venus

It was on the site of the Millennium Hotel Queenstown on December 9, 1874 that an American Scientific party observed the rare phenomenon of a Transit of Venus across the Sun.

The scientists, under the auspices of the US Navy arrived in New Zealand aboard the vessel 'Swatara' with parties being distributed to various locations around New Zealand.

The purpose of this and other observations made simultaneously in other parts of the world was to gather data in order to determine the exact distance of the Sun from the Earth.

The day of the Transit was cloudy and rainy, however, intervals of sunshine allowed vision of both the leading and latter edges of the planet on the disc of the sun.

It was learned afterwards that bad weather had defeated all other observations throughout New Zealand.

Other Transits occurred in December 1874, December 1882, June 2004 and most recently in June 2012.

HOTEL FACILITIES

OBSERVATORY RESTAURANT & BAR- LEVEL 3

Breakfast:

07:00 – 10:00 Monday – Sunday

Dinner: (bookings recommended)

17:00 – 20:30

Club Bar:

17:00 – 21:30

IN ROOM DINING

Open for your convenience. Our menu has something for every appetite. All meals are served in the comfort and privacy of your room. Please refer to the dinner menus in your room, a room service delivery charge applies.

GYMNASIUM / SPA / SAUNA – LEVEL 5

Open from 6am until 10pm; access these facilities using a valid room key. This is an unsupervised area children under 15 years must be accompanied by a responsible adult. For more information, please contact reception.

TELEPHONE INFORMATION

Concierge	Dial 9
Emergency	Dial 111
Housekeeping	Dial 9
House Bar	Dial 7246
Laundry and Dry Cleaning	Dial 9
Luggage Assistance	Dial 9
Manager on Duty	Dial 9
Outside Line	Dial 0
Reception	Dial 9
Restaurant	Dial 7260
Room Service	Dial 7260
Room to Room	Dial 8 plus room number

LOCAL CALLS

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

NATIONAL CALLS

Dial 1, followed by the Telecom National Access Code (0) and 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, charged on a per night basis.

CREDIT CARD FACILITIES

EFTPOS, American Express, J.C.B., 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 OUT

Check-out time is 10:00am

For a later check-out, please contact reception. Charges may apply.

COOKING IN ROOMS

Due to fire safety regulations, cooking of any kind is prohibited in accommodation rooms. The in room kettle is for the sole purpose of heating water only, please do not utilise the kettle to reheat food items including, but not limited to, noodles, soups and milk. Please be advised that any kettles found to have been used to boil anything other than water may be charged the replacement cost.

Food safety regulations prohibit us for reheating any food items not purchased and prepared in our commercial kitchen. The only exception to this rule would be to warm a baby bottle or baby food at the discretion of the Manager on Duty.

D

DRY CLEANING AND LAUNDRY

Millennium Hotel employs the services of an external dry cleaning company which offers a same day dry cleaning service, Monday through Friday, excluding public holidays. Please contact reception before 8.00am to arrange the collection of your dry cleaning. Dry cleaning after 8.00am will be picked up and returned the following day. The Hotel will not be liable for any damage caused by the dry cleaning company.

DO NOT DISTURB

If you do not want to be disturbed, please put the "Privacy Requested" sign on the door and ask reception 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 basic first aid supplies. Please note that we do not stock medication on site.

H

HOSPITAL

Lakes District Hospital is located at 20 Douglas Street, in Frankton approximately a 12-minute drive from the hotel. If you are experiencing an emergency, please contact reception immediately or dial 111.

HOUSEKEEPING

Our Room Attendants will service your room daily if you do not wish for this service please place the Privacy Request sign on your door. Alternatively, if you select to hang the Going Green door hanger, your rubbish will be removed and an express tidy done. If you require any additional room amenities, please contact reception.

I

ICE

Should you require ice, please contact the Club Bar - 7246

IN-ROOM DINING

A comprehensive A La Carte menu is available during advertised times. Please contact the restaurant - 7260

INTERNET ACCESS

We understand the importance of being connected, Millennium Hotel Queenstown offers complimentary unlimited Wi-Fi. Instructions on access will be provided by reception.

N

NON-SMOKING POLICY

All of our rooms are strictly non-smoking. We have a designated smoking area at the front of the hotel, to the left of the main entrance. Please see reception for alternative smoking locations. An additional cleaning fee will apply of \$250 if we find that an accommodation room has been smoked in and /or smells strongly of residual cigarette smoke.

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.

S

SAFETY DEPOSIT BOXES

The Hotel is not responsible for property left in guest rooms. We strongly recommend that you use the safety deposit box that is located in the wardrobe of 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 wardrobe 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 the restaurant.

TOILETRIES AND AMENITIES

A small selection (listed below) is available from Reception.

- Toothbrush and toothpaste
- Razor and shaving cream
- Sewing kit
- Shower caps
- Vanity kit
- Shampoo and Shower gel

TAXIS OR SHUTTLE SERVICE

Please see reception who will gladly arrange a taxi or Super Shuttle for you.

W

WAKE UP CALLS

To book your morning wake-up call, please dial 9.

TELEVISION CHANNELS

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

Channel	Programme	Channel	Programme
1	TVNZ 1 (HD)	61	ESPN 2 (HD)
2	TVNZ 2 (HD)	62	TAB Trackside 1 (HD)
3	Three (HD)	63	TAB Trackside 2 (HD)
4	Prime (HD)	70	Discovery
5	SKY 5	71	Discovery Turbo
7	BBC UKTV	72	National Geo
8	Jones!	73	History
11	Comedy Central	74	BBC Earth
12	Bravo	76	Animal Planet
14	E!	82	Te Reo
17	Living Channel	85	Sky News
18	Vibe	86	Parliament TV
19	Maori Television	87	CNN
20	The Edge TV	88	Fox News
21	HGTV	89	BBC World
22	MTV Hits	91	CNBC
23	TVNZ Duke	102	Cartoon Network
24	Choice TV	103	CBeebies
29	Three Life	104	Nick Jr
30	SKY Movie Premier	105	Nickelodeon
31	SKY Movie Comedy	201	Shine TV
33	SKY Movie Greats	204	Hope Channel
34	SKY Movie Classics	206	Firstlight
37	SKY Movie Family	501	TVNZ 1 - plus 1
51	SKY Sports 1 (HD)	502	TVNZ 2 - plus 1
52	SKY Sports 2 (HD)	503	Three - plus 1
53	SKY Sports 3 (HD)	512	Bravo - plus 1
54	SKY Sports 4 (HD)	514	Prime News - plus 1
60	ESPN (HD)		

ENVIRONMENTAL SUSTAINABILITY OPTIONS

FOR IN-HOUSE GUESTS

At the Millennium Hotel, Queenstown 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.

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.

Choosing this option saves energy, water consumption and service times. As a result, we will donate staff time to community projects for every going green room.

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. To make it easy for you, your bed linen will be changed only when the conservation card in your room is placed on the bed, and towelling only if it is placed in your bathtub or shower.

We have placed energy saving light bulbs where possible in your room, they can sometimes take time to brighten when you turn them on.

EMERGENCY & FIRE SAFETY

OUR SAFETY

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

FIRE SAFETY

Please note it is illegal to remove or cover any fire safety features for example, smoke detectors, heat detectors or sprinklers. Any rooms that are found to have been tampered with will incur a **\$500** charge.

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.

EVACUATION ASSEMBLY AREA

At the front of the hotel to either side of the main entrance door on the footpath.

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.

DO NOT USE THE ELEVATORS UNDER ANY CIRCUMSTANCES