

WELCOME TO NESUTO NEWHAVEN

Here's all you need to know...



YOUR ROOM

INTERNET ACCESS

Complimentary high-speed Wi-Fi is available to you in your apartments. You will notice a sticker on the modem saying Liverton Networks. Scan the QR code on the modem and click on the yellow bar. You should be connected automatically. If you experience any difficulty in connecting, call 0800 847 824 or email help@liverton.com. Check that the power cable has not dislodged.

AIR CONDITIONING

COOLING - Press the MODE button so that the display indicates COOL. Set the desired temperature. The range of 22-24°C is recommended. Set the fan speed to Auto. Please do not set the A/C lower than 22°C in cooling mode to prevent damaging the condensing units. We recommend closing all non-essential rooms (bedrooms/bathroom) to gain optimum cooling effect.

HEATING - Press the MODE button so that the display indicates HEAT. Set the desired temperature. The range of 25-28°C is recommended. Set fan speed to Auto.

Please note, not all apartments are fitted with air conditioners. Where no air conditioners are fitted, free standing fans are provided in your apartment. Free standing heaters are available in each apartment. Please ensure these are switched off when leaving your apartment to prevent any accidents.

TELEVISION

For your entertainment Freeview channels are available on your television.

HOW DO I CALL RECEPTION?

Call reception on +64 9250 4730. For after hours assistance call 0800 700 001.

WASHING MACHINE AND DRYER

All apartments are equipped with a washing machine and dryer. Please ensure to leave the fan ON whilst the dryer is in use. Please do not dry laundry on the balcony as this contravenes Auckland City Council by-laws. **CAUTION:** Please do not dry any towels or clothing containing oils or any flammable product like heat creams in the dryer as this is a fire hazard.

IRON & IRONING BOARDS

For your convenience an Iron and ironing board is available inside your guest room wardrobe. Please ensure the iron is turned off when leaving your apartment and stand upright.

DRINKING WATER

The tap water in New Zealand is safe for drinking.

TEA AND COFFEE MAKING FACILITIES

Complimentary tea and coffee making facilities are available in all apartments.

MAINTENANCE

If you have any issues, please call our office during office hours unless the maintenance is an emergency.

DISHWASHER

All apartments are equipped with a dishwasher. Please only use the dishwashing powder provided.

INSINKERATOR

Use only for disposing food waste and please keep water running when in use. Please do not dispose of hard substances (like eggs shells, meat bones).



SERVICES

HOUSEKEEPING

Please call our office should you require any extra blankets, pillows, cots or sofa bed linen.

On check in, please refer to your check-in paperwork to ascertain when long stay guests will receive linen service. Additional service, if required can be provided, however a fee may be applicable.

At Nesuto, we are dedicated to providing excellent service while minimising our environmental impact. For guests staying 7 nights or more, we offer full room servicing on the 7th night, including fresh linen and a thorough cleaning. For extra towels, amenities, or rubbish collection, please contact reception. The Nesuto Travel Promise ensures your safety and comfort through the highest standards of cleanliness and care during your stay.

CLEANING

A vacuum cleaner is provided in your apartment.

PARKING

All apartments come with one dedicated car park. Please ensure you park in the correct parking bay as shown on your check-in arrival sheet. For additional parking, or high vehicle parking, please contact the office.

DRYCLEANING

A dry-cleaning depot is situated in the Botany Hub.

DOCTOR

The nearest doctor is at 'East Care Accident & Medical 24 Hour Clinic' at 260 Botany Road, Golflands, Auckland 2013.

RECEPTION

Reception is open from 9am to 5pm.

FACILITIES

GYMNASIUM

The gym is open from 6am – 9pm. The black tag on your keys will give you access to the recreational facilities. Please follow all rules for the use of the facilities. The lights and air conditioner are on a timer. Press the switch which will come on for a 30min time period. Press again, if a longer time is required. When leaving, press the switch again and the lights will be switched off. Patrons from the pool area are not permitted into the gym with wet swimming attire.

SWIMMING POOL

- The pool hours are from 6am – 9pm. The black tag on your keys will allow you access to the pool. Please ensure that all gates are properly closed after you enter.
- The pool does not have a lifeguard. Children under 15 are not permitted in the pool areas unless supervised by an adult.
- No glass or alcohol is permitted in pool area.
- For safety, the pool is locked at night.
- Please **do not** open the gate for anybody requesting you to do so. The pool is for the exclusive use of the Newhaven residents only, who should have their own access tag to enter and exit the pool area.

BABY AND CHILDREN FACILITIES

Baby cot and highchair can be provided upon request, free of charge, through our office.

The black tag on your keys will gain access to the children's playground. Children are not to be left unsupervised.

TENNIS COURT

Please follow the tennis court guidelines found on the sign in the tennis court area.

Tennis racquets and balls are available at the office. Please arrange to pick these up during office hours. A fee of \$50 will be charged to your account if items are not returned or damaged. Please ensure that the gate is properly closed when exiting the tennis court. Please wear appropriate clothing and shoes on the Tennis court. No bathing suits are allowed, and men must wear shirts. Do not sit on the net. Please report any damage or issues you experience whilst using these facilities, to the office.

Only tennis is permitted on the court. No other ball games are permitted. No scooters are permitted on the court.

BBQ

Please follow the BBQ guidelines found on the sign in the BBQ area.

The BBQ needs to be booked 24 hours in advance by arranging it at the office during office hours. An amount of \$50 will be charged to your account if all rubbish is not taken away with you and the area left clean and tidy.

GENERAL INFORMATION

CAN I SETTLE MY BILL BY CREDIT CARD?

We accept all major credit cards and a 2% surcharge applies. There is no surcharge when paying by EFTPOS. Cash transactions are not accepted.

WHAT TIME DO I HAVE TO LEAVE BY?

Our check out time is 10am. Should you require a late check out, please contact our reception team. Additional charges may apply.

ON CHECK OUT

Please ensure all doors & windows are locked and keys are returned to drop box outside reception.

PHOTOCOPYING

Available at Reception. Charges apply.

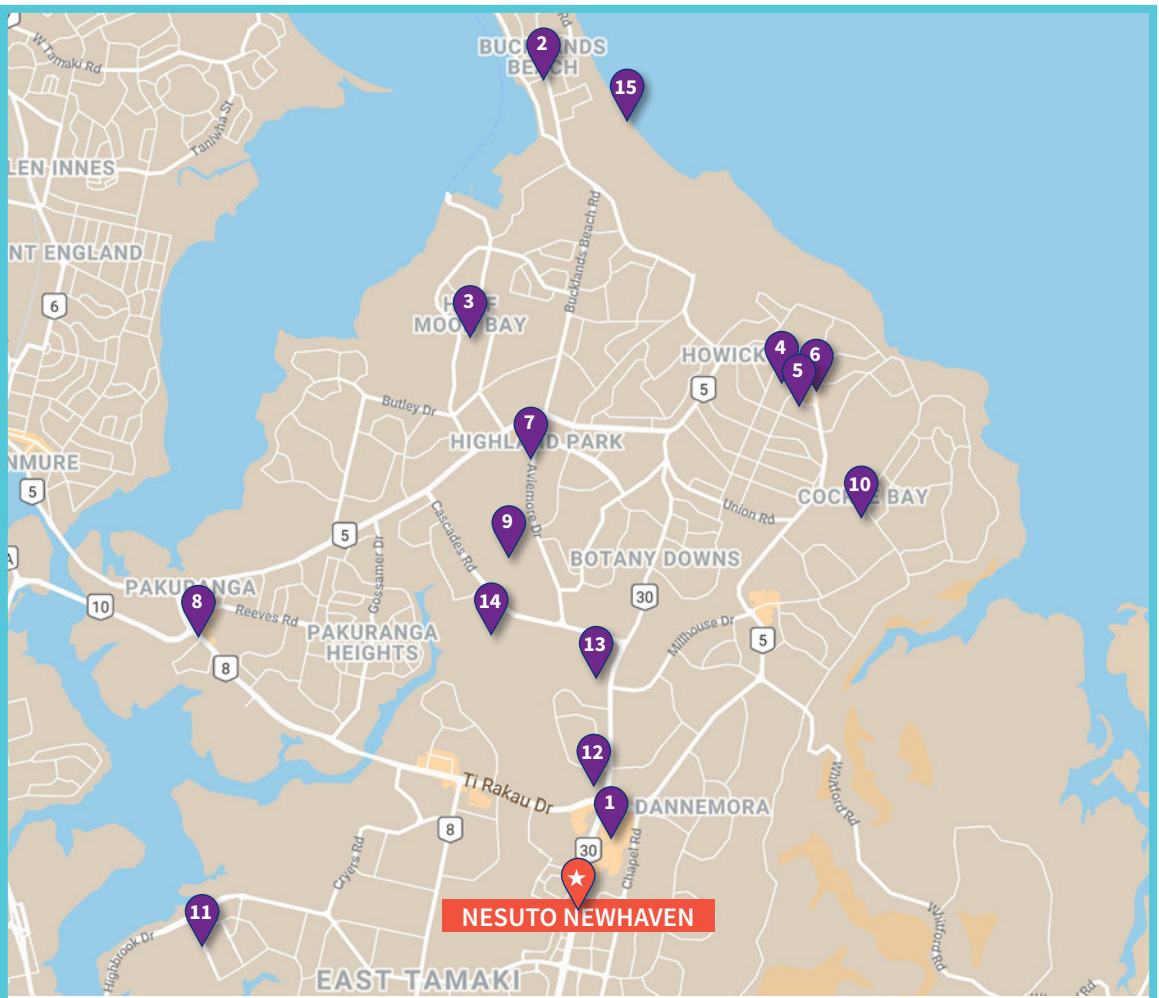
NO SMOKING

All apartments are strictly non-smoking and non-vaping. Smoke detectors are fitted throughout the building. Should the main fire alarm be activated due to smoking, you will be liable for fees associated with the alarm and fire department attending.

Should smell or evidence of smoking in your apartment be found, a cleaning fee will apply.

Tampering, removing or covering of any smoke detector is an offence and will incur an additional fee.





WHAT'S NEARBY

1. Botany Town Centre
2. Bucklands Beach
3. Half Moon Bay
4. The Apothecary Restaurant
5. Howick Village market
6. UXBRIDGE Arts & Culture
7. Howick Golf Club
8. Pakuranga Night market
9. Howick Historical Village
10. Cockle Bay
11. Highbrook Business Park
12. Paradise Ice Skating
13. Pakuranga Golf Club
14. The Fieldhouse Sports Centre
15. Eastern Beaches

AIRPORT SHUTTLE / BUS

We recommend SuperShuttle as a reliable and cost effective airport transport service, please book directly by visiting www.supershuttle.co.nz or by calling 0800 SHUTTLE or +64 9 522 5100.

Cost from Newhaven to the airport is \$41.00 for 1 person and \$50.00 for 2 people. Please check rate changes on the website

TAXI SERVICE

Auckland Co-op Taxi's	(09)300 3000
Corporate Cabs	(09)377 0773
Green Cabs	0508 447 336
Discount Taxi's	(09)529 1000

(Special rates apply if paying cash)

Please ensure you use the taxi that was called for you by confirming guest room number or your name with the driver.

TRANSPORTATION

The nearest bus stop is located opposite Newhaven at the Botany Town Centre. The nearest train station is Manukau Train Station which is approximately 10 minutes' drive from Newhaven. A bus will connect you to the train station. Please go to www.at.govt.nz or 0800 103 080 for public transportation times and information.

Whatever you decide to do during your stay in our magnificent city, our friendly Reception team can assist with arranging tours and transport.

CONTACT

Nesuto Newhaven
40 Haven Drive, East Tamaki, Auckland,
New Zealand

Tel: +64 9 250 4730

Toll free: 0800 700 001

Email: reception.newhaven@nesuto.com

Website: nesuto.com/newhaven

