

WELCOME TO NESUTO ST MARTINS

Here's all you need to know...



YOUR ROOM

INTERNET ACCESS

Wireless internet is accessible from all apartments. The Wi-Fi password is written on the key wallet you received at check-in. Instructions for connecting to the Wi-Fi are printed inside the key wallet.

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. Fans may be requested from the Reception.

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.

TELEVISION

Your room is equipped with an Android Smart TV.

TELEPHONE

Please dial '1' to obtain an outside line then dial your desired number. Only local calls can be made from your room phone.

HOW DO I CALL RECEPTION?

Dial 0#. We're available from 7:30 AM to Midnight Sunday to Thursday, 24hrs Friday and Saturday.

WASHING MACHINE AND DRYER

If your apartment is equipped with a washing machine extra washing powder can be obtained at Reception. A drying rack can be found in the cupboard. 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! A token operated laundromat is available on level B1. Please purchase tokens from reception.

IRON & IRONING BOARDS

Iron is in the wardrobe under the sink in your bathroom and Ironing board is next to your washing machine.

DRINKING WATER

The tap water in New Zealand is safe for drinking.

TEA AND COFFEE MAKING FACILITIES

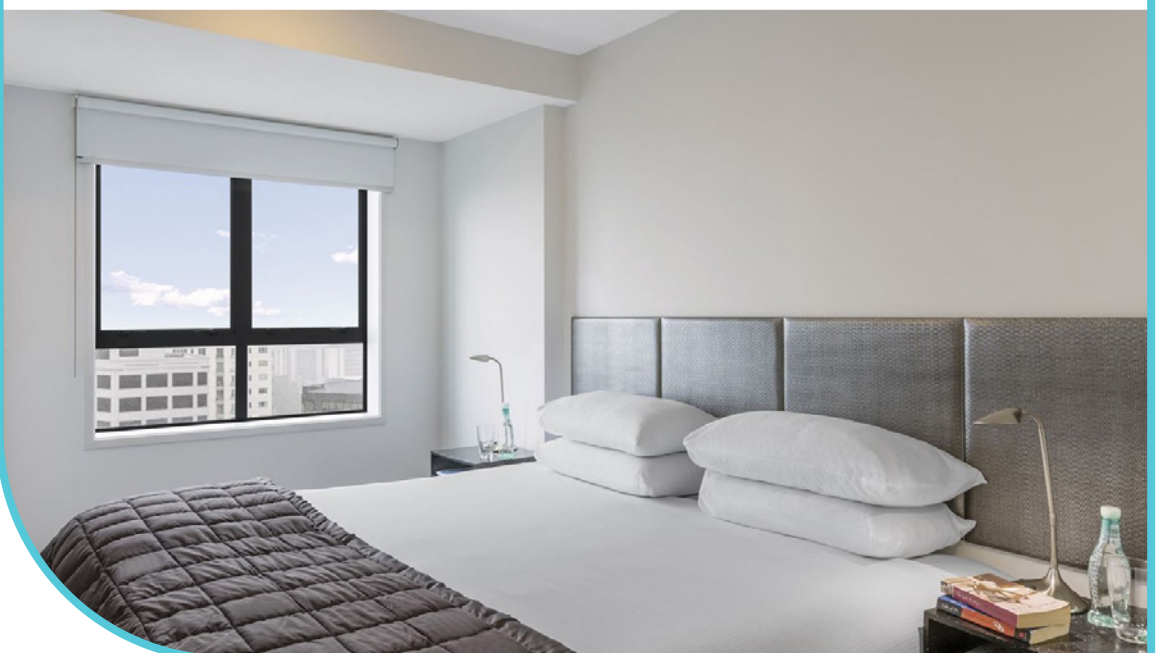
Complimentary tea and coffee making facilities are available in all apartments.

DO NOT DISTURB

If you do not wish to be disturbed, please hang the "Do Not Disturb" sign outside of your apartment. Housekeeping service apartments according to an agreed cleaning schedule when your reservation was made. For special requests, please contact Housekeeping in the morning by dialling '0'. Normal Housekeeping service hours are between 9am and 3pm.

MAINTENANCE

If you have any issues (the lights may have gone out?) call reception on #0 and we'll do our best to have them fixed right away.



SERVICES

HOUSEKEEPING

Our Housekeeping department will be happy to assist with extra blankets, pillows, cots, rollaway beds, face washers (flannels), emergency supplies of toothpaste, toothbrushes and razors. Please dial '0'.

A full linen change service is provided on the 5th day and a light service is provided on the 3rd day.

At Nesuto, we are dedicated to providing excellent service while minimising our environmental impact. For guests staying 4 nights or more, we offer full room servicing on the 4th night, including fresh linen and a thorough cleaning. To further support sustainability, light service—rubbish removal, towel replacement, and bed-making—is available on weekdays before 9 am (excluding public holidays). 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.

PARKING

Nesuto St Martins – offers car parking in the hotel car park, located under the hotel on levels B1, B2 & B3. Car parking is limited and must be booked prior arriving at the hotel. Reception will issue you a parking permit at check-in. Please display the permit clearly on your dashboard. Carpark spaces are not pre-assigned. Please do not park in the Disabled spaces 102 and 103 as well as 107 (private) on level B1

CAR HIRE

Our reception staff will be happy to recommend a car hire company that suits your needs and budget.

DRYCLEANING

A same-day dry cleaning service is available Monday to Friday except Public Holidays.

Place the items in the laundry bag provided in your wardrobe together with a completed slip and leave at the Reception desk no later than 8.30am.

DOCTOR

Should you require the services of a doctor please contact the reception team you will contact the nearest available medical practice to make an appointment for you.

FACILITIES

SWIMMING POOL

The hotel has an outdoor swimming pool accessible from level B1. The pool operates in summer months only from 9AM till 9PM. Swimming pool is located on level 4 at 2 Beach Road. Opening hours are 5am to 11pm 7 days a week. Please observe the following rules of use:

- The pool does not have a life guard. Children under 15 are not permitted in the pool areas unless supervised by an adult.
- No glass or alcohol is permitted in the pool area.
- For safety, the pool is locked at night.

BABY AND CHILDREN FACILITIES

Baby cot and high chair can be provided upon request, free of charge, through our Reception staff via extension '0#'.

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 with cash or EFTPOS.

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.

PHOTOCOPYING

Available at Reception. Charges apply.

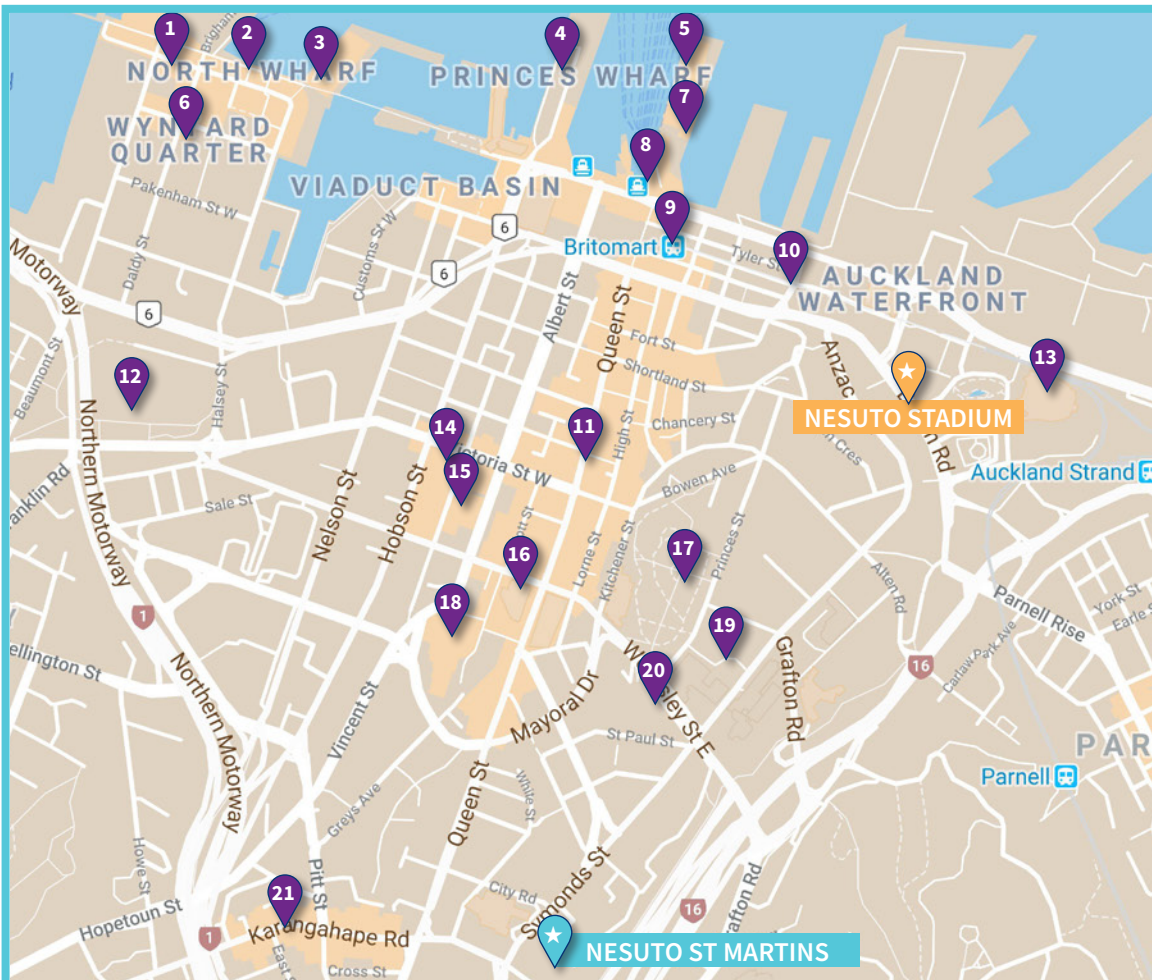
NO SMOKING

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. Silo Park
2. North Wharf
3. Viaduct Events Centre
4. Queens Wharf
5. Auckland Waterfront
6. Wynyard Quarter
7. Shed 10
8. Downtown Ferry Terminal
9. Britomart Transport Centre
10. Britomart
11. Queen Street
12. Victoria Park
13. Spark Arena
14. Sky Tower
15. Skycity Convention Centre
16. The Civic
17. Albert Park
18. Aotea Centre
19. Auckland University
20. AUT University
21. K'RD Mart

AIRPORT

Auckland airport is approximately 30 minutes away from the hotel by car. Please allow for sufficient time to get to the airport, especially during peak traffic times.

TAXI SERVICE

Auckland Co-operate Taxis +64 9 300 3000

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

TRANSPORTATION

A range of bus services pass the hotel on Symonds Street. The reception team will be happy to give you route advice.

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 St Martins
6-12 St Martins Lane, Grafton,
Auckland 1010
New Zealand
Tel: +64 9 929 2000
Toll free: 0800 700 001
Email: stmartins@nesuto.com
Website: nesuto.com/stmartins



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