# **WELCOME TO**

Here's all you need to know...







## **YOUR ROOM**

### INTERNET ACCESS

Complimentary high-speed Wi-Fi is available to you in all guest rooms and public areas. The password is provided with your key card 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 temperature lower than 22°C in cooling mode to prevent damaging the condensing units. We recommend closing all windows and a balcony door 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**

For your entertainment SKY and Freeview channels are available on your 50-inch smart TV. YouTube, Netflix and other streaming services are also available by simply logging on to your existing account. When your TV is turned off all your personal details will be wiped as well as your login credentials. There will be no trace of the previous guest's history when it is turned on again.

#### **TELEPHONE**

Please dial the desired number and press # at the end of the number to make your phone call to an outside line. For international calls, dial '00', the country code, area code (without any zeros) then the local number ending with '#' key. Call charges apply. Please contact Reception for current call rates.

#### **HOW DO I CALL RECEPTION?**

Dial '0#'. We're available 24 hours, 7 days a week.

## **IRON & IRONING BOARDS**

For your convenience an Iron and ironing board is available inside your guest room wardrobe.

#### **DRINKING WATER**

The tap water in New Zealand is safe for drinking.

#### TEA AND COFFEE MAKING FACILITIES

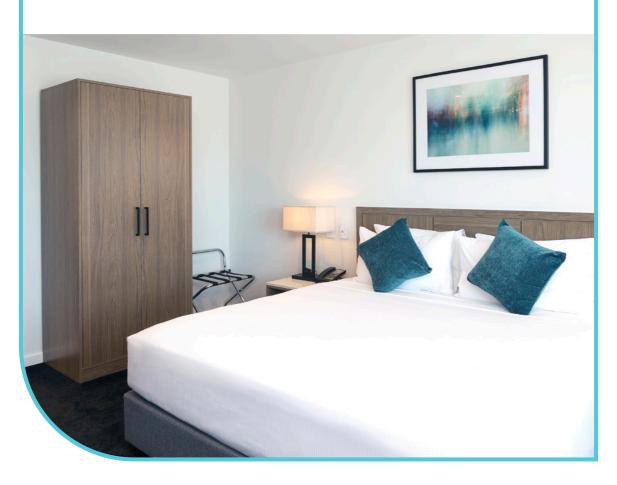
Complimentary tea and coffee making facilities are available in all guest rooms.

## **DO NOT DISTURB**

If you wish to rest and not to be disturbed, please place the "Do Not Disturb" sign outside of your guest room door.

## **MAINTENANCE**

If you have any issues, please 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 and toothbrushes. Please dial '0#'.

Our hotel rooms will be serviced daily. If you require additional services, these can be provided. However, a fee may be applicable.

#### **PARKING**

Car parking is available to our guests at the Arena Car Park which is located directly behind the hotel. Arena Car Park is a 24-hour, undercover car park. Our friendly Reception team can provide you instructions on how to access the car park. Car parking is available at a nightly charge of \$30.00.

### **CAR HIRE**

We recommend Omega Rental Cars. Please state that you are a guest of Nesuto Stadium to enjoy "Best Rate of the Day".

## **DRYCLEANING**

Dry-cleaning service is available Monday to Sunday including Public Holidays (100% surcharge will apply for service requested on Saturday, Sunday & 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**

For your medical needs, The Doctors Quaymed Britomart, situated at 68 Beach Road, is less than 3 minutes' walk. Ring 09 919 2555 for appointment times. Alternatively, Healthline New Zealand can be contacted on 0800 611 116 for free expert advice about any health issues.

## RESTAURANT

NOOK Restaurant and Bar is temporarily closed.

## **FACILITIES**

#### **GYMNASIUM**

Gym is located on level 4 at 2 Beach Road. Please see Reception for keys to the gym. Proper attire and gym shoes must be worn. Please take a towel with you. The gym is not supervised out of staff hours and guests use the equipment at their own risk. Children under 16 are not permitted to use this facility. Gymnasium is available 24 hours.

## **SWIMMING POOL**

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:

- Please see Reception for keys to the gym.
- 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.

## **BABY AND CHILDREN FACILITIES**

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

The nearest public playground is located at Silo Park, Viaduct Harbour. It is approximately 20 minutes' walk from the hotel.

# **GENERAL INFORMATION**

# CAN I SETTLE MY BILL BY CREDIT CARD?

We accept all major credit cards and there is no surcharge.

## 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,

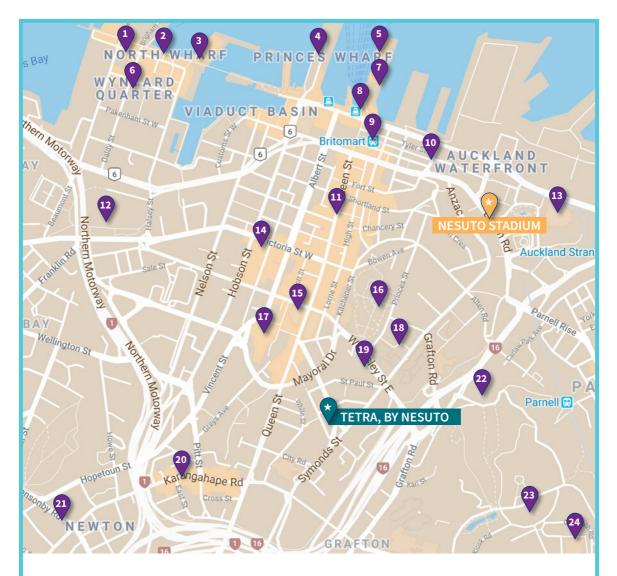
## **SCANNING OR LAMINATING**

Available at Reception. Charges apply.

## TV Channel List

Our free TV channel list for you to enjoy.

1       TVNZ 1         2       TVNZ 2         3       THREE         4       BRAVO         5       MAORI Television         6       Tvnz1+1         7       Tvnz2+2         8       Three+1         9       Bravo+1         10       Prime         11       The Edge         12       Choice tv         13       D tvnz         14       The breeze         15       TE Reo         16       Aljazeera         17       HGTV TVSN         25       Shine         26       FirstLight         27       Hope Channel         21       W28         22       W29         31       Parliament TV         36       Apna TV         37       tv37 Panda TV         50       RNZ National         51       RNZ Concert         71       Base FM         200       Kordia TV         20       TVSN SHOPING         81       Sky Sports 1         82       Sky Sports 2         83       Sky Sports 3	Channel No	Channel Name
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83 Sky Sports 3 84 Sky Sports 4 86 Discovery channel	82	
84 Sky Sports 4 86 Discovery channel	83	
86 Discovery channel		
87 Discovery Turbo	87	Discovery Turbo
88 BBC World News		
90 Nick Jr.	90	



# **WHAT'S NEARBY**

- 1. Silo Park
- 2. North Wharf
- 3. Viaduct Events Centre
- 4. Princes Wharf
- 5. Queens Wharf
- 6. Wynyard Quarter
- 7. Shed 10
- 8. Downtown Ferry Terminal
- 9. Britomart Transport Centre
- 10. Britomart Precinct
- 11. Queen Street
- 12. Victoria Park
- 13. Spark Arena

- 14. Sky Tower
- 15. The Civic
- 16. Albert Park
- 17. Aotea Centre
- 18. The University of Auckland
- 19. Auckland University of Technology
- 20. Karangahape Road (K' Road)
- 21. Ponsonby Road
- 22. ASB Tennis Arena
- 23. Auckland Domain
- 24. Auckland War Memorial Museum

## **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 Cooperative 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**

The nearest bus stop is located in front of the hotel for InnerLink buses. The nearest train station is the Britomart Train Station which is approximately 10 minutes' walk from the hotel. 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.

