

# Auckland Harbour

SUITES



# Reception – Dial 0

Welcome to Auckland Harbour Suites. In the following you will find information with respect to the building and surrounds. If you require any further information please feel free to contact reception either in person or by dialing '0' from your in room phone. We trust that your stay with us will be an enjoyable one.

## HOTEL SERVICES

### AIRPORT

Auckland's International and Domestic Airports are located 22km from the hotel. Travelling time is approximately 45 minutes. Taxis and shuttle bus services can be arranged on request with reception.

### CAR PARKING

Onsite secure and undercover car parking is located on the Basement, Ground and Upper Ground Levels at an additional cost. Parking is limited and subject to availability, pre-booking is essential. You will be required to display your car park docket given by reception on your dashboard at all times. Please do not park in any car parks that are labeled as reserved or private (without an " sign). Although our car parks are CCTV monitored, Auckland Harbour Suites does not accept any liability for any loss or damage to vehicles.

### CHECK-OUT

Check-out is 10am on the day of departure. If you wish to extend your check-out time please contact reception. Late check-outs are subject to availability and and fees may apply. For check-outs from 1pm to 5pm please see reception. Check-outs after 5pm will incur a full night's fee.

### FAX / EMAIL / PRINTING

Documents that require printing can be sent to our email address fo@harboursuites.co.nz and collected from reception (USBs not accepted). Sending and receiving faxes are also processed at reception.

Fax number +64 9 909 9500. Please ensure you place your surname and room number in the subject field. Charges may apply.

### GARBAGE DISPOSAL

All rubbish is collected daily by housekeeping (except on public holidays). The property makes a constant effort to ensure recycling is carried out consistently. There are bio-degradable bags in your room for recyclable waste only. There are also aluminum, paper, glass and cardboard bins that are for your use in the rubbish room located on Upper Ground (UG) Level. If in doubt, please contact reception for directions and assistance.

### LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for three months and can be posted back at the guest's expense. Please note that the property is not liable for any property brought onto the premises.

### PARTY POLICY

Auckland Harbour Suites has a strict NO PARTY policy which will be enforced. The hotel will monitor any music or noise and only one warning will be given to reduce noise/disturbance. If this warning is not adhered to, unruly guests may be charged for security company call of NZD\$500 and the guest will be evicted without a refund.

### PETS

With the exception of assistance dogs, guests of Auckland Harbour Suites are not permitted to bring any animals into the building.

### RECREATIONAL FACILITIES

Our outdoor heated swimming pool (heated to approximately 27°C) and gym are located on the Level 1 and are open from 6.30am to 9.30pm daily. Gym opening Hours are from 6.30am to 9.30pm daily. The gym features cardio equipment and multiple exercise machines. Children under 13 years of age must be accompanied by an adult and supervised at all times while using these facilities. Swimming Pool Opening Hours are as follows: Winter (1st May – 30 Sep) 7am – 7pm. Summer (1 Oct – 30 Apr) 7am – 9:30pm)

### TAXIS

Please contact our friendly reception staff to organise your taxi booking.

### TOURS & MAPS

Our team can assist you with booking tours and attractions around the area. Please come down to reception for a full list of recommendations and local maps.

## ROOM FEATURES

### BALCONY

Please do not hang towels, clothing or other items over balcony railings. Please do not throw rubbish or other items over the balcony. It is an offence to throw any items from balconies and offenders will be reported to the Police and evicted from the hotel.

### BREAKAGES & DAMAGES

All rooms are fully equipped with a standard inventory. Please report any breakages, missing items or damaged property to reception. Guests are responsible for the cost of replacement or repair to any damaged items.

### CLEANING / HOUSEKEEPING

Please be aware that daily cleaning services may not be included in your booking. Please contact reception if you would like to arrange this service for an extra fee.

**Daily Service includes:** Rubbish removal, placing dishes in the dishwasher, wiping over kitchen, replacing towelling and cleaning the bathroom, making the beds with existing linen.

**Go Green Initiative:** Being an environmentally conscious hotel operator, we're encouraging our guests to save water usage by relinquishing their daily service. As an incentive, we issue Giapo Ice Cream vouchers to the value of \$5, please see Reception staff to take advantage of this offer.

**Full Service (Once per week) includes:** As above plus a linen change, full vacuum and cleaning of the room. Please note beds with personal items on them will not be made.

For extra amenities or special requests such as extra blankets, cots or portable bedding, please contact reception. Please note additional charges may apply.

### DO NOT DISTURB

Please place your 'Do Not Disturb' sign on the outside of your room door to ensure your privacy is upheld. Please note your room will not be serviced with this sign in place. Should you remove this sign during the day and wish for your room to be serviced, please contact reception.

### ELECTRICITY

The power points in your room operate on 240volts. Appliances set for 110 volts may be damaged if used without the correct transformer.

### INTERNET / WIFI

High speed WIFI internet is available in the building. Look for the Vistagate internet connection on your device and login with the password on your WIFI voucher. Each voucher is valid for 24 hours (from the time the voucher is issued) with daily limit of 3GB data usage which can be used on up to four devices.

### KEYS

On arrival you will receive a security swipe key card for your room. The swipe key card will provide access through the main entry doors, lifts and into the car parks. Simply swipe the card over the reader (the small black box) located to the left hand side of the entry doors, inside the lifts and for car parks. In the interest of guest safety and security the front doors are locked and monitored at all times. Please note lost or unreturned key access cards will attract a fee.

### SMOKING

All rooms (including balconies) and are NON SMOKING. Evidence of smoking within rooms may result in smoke odour removal fees. Please refrain from smoking on the balcony as the smoke alarm will be triggered.

### SMOKE DETECTORS

Smoke detectors are fitted throughout your room. These internal detectors will activate in your unit when smoke is exerted. Steam from the bathroom may also activate the alarm. Should this occur please do not try to deactivate the alarm. Open the windows but please DO NOT open your room entrance door as this will activate the detectors in the corridor that service the entire building.

**Please note:** The smoke detectors are directly linked to the Fire Brigade. In the event of a 'false alarm', you (the guest) will be liable for any associated cost involved (approximately NZD\$1250+ per callout).

### TELEPHONE SERVICES

Each room is fitted with a direct dial telephone. Internal calls can be made free of charge between rooms by dialling the room number of the guest you wish to call. All external calls are automatically recorded on our Call Accounting System. For external calls please dial '1' first followed by the phone number. Telephone calls are charged at the following rate:

**Local:** \$0.80 for unlimited talk time (metropolitan area only)

**STD:** \$1.50 for connection and \$0.80 per pulse thereafter (within Australia)

**ISD:** \$2.50 for connection and \$0.80 per pulse thereafter (International calls)

Anyone calling your room may leave a message on Voicemail should the call be unanswered. A light on your telephone indicates that a message is waiting for you. Please dial 'Voicemail' and follow the prompts.

### TELEVISION CHANNELS

In addition to local Free to Air channels, the following Sky channels are available on your television at no charge.

- Sky Movies Premiere
- Sky News
- Living Channel
- National Geographic
- Sky Sports 1
- Choice TV
- Prime
- TV One
- TV Two
- TV Three

## In An Emergency

**POLICE, FIRE DEPARTMENT OR AMBULANCE .....Dial 1, 111  
Reception (24 Hours) ..... Dial 0**

A fire evacuation plan is located on the back of your room door, please ensure you have familiarised yourself with the nearest fire exit.

### IN CASE OF FIRE – DO NOT USE LIFTS.

This property is fitted with an advanced fire protection system. In case of fire, please follow the procedures outlined below:

- 1.** If the fire alarm or automatic evacuation system sounds, please make your way to the nearest fire exit. Do not run. Do not use the elevators.
- 2.** Do not telephone reception as we may require the phone lines for emergency calls.
- 3.** Assemble at the meeting point located on the evacuation plan located on the front door of your room.
- 4.** Do not re-enter the building unless you are advised to do so by the Fire Brigade or hotel management.

### HOSPITAL

Auckland Hospital is located at 2 Park Road, approximately 2.6km (9 minute drive) from Auckland Harbour Suites.

### POLICE STATION

Auckland Central Police Station is located on the corner of Cook Street and Vincent Street, approximately 1.2km (15 minute walk) from Auckland Harbour Suites.