

RAMADA®

HOTEL & SUITES BY WYNDHAM

QUEENSTOWN CENTRAL

DIRECTORY OF SERVICES



RAMADA® QUEENSTOWN CENTRAL
ramadaqueenstowncentral.co.nz

24 Frankton Road, Queenstown, 9300
T: +64 (3) 244 9000 | E: central@ramada.nz

THE RAMADA QUEENSTOWN CENTRAL REDWOOD TREE

Many of you comment on the magnificent tree that stands tall at the entrance of Ramada Queenstown Central, so for those of you not familiar with the species it is a *Sequoiadendron giganteum*, also known both as a *Wellingtonia* tree, or as a Giant Redwood.

Our *Sequoiadendron giganteum* is believed to have been planted around the same time as the two Giant Redwoods you can see outside Queenstown's historic courthouse building at the bottom of Stanley Street, which were planted in 1877 by Lake County Council Clerk and avid tree planter, Philip Burbridge Boulton, who raised the *Wellingtonia* trees from seeds given to him by explorer and leading natural scientist Dr James Hector.

Giant sequoia specimens are the most massive individual trees in the world. They grow to an average height of 50–85 m (164–279 ft) with trunk diameters ranging from 6–8 m (20–26 ft). Record trees have been measured at 94.8 m (311 ft) tall.

The oldest known giant sequoia is 3,500 years old and giant sequoias are among the oldest living organisms on Earth. Giant sequoia bark is fibrous, furrowed, and may be 90 cm (3 ft) thick at the base of the columnar trunk. The bark provides significant protection from fire damage. The leaves are evergreen, awl-shaped, 3–6 mm (1/8–1/4 in) long and arranged spirally on the shoots.

All the Giant Redwoods you see in Queenstown are now a protected species under the Queenstown Lakes District Council District Plan.



WELCOME

Welcome to Ramada Queenstown Central, but more importantly, welcome to Queenstown, the adventure capital of New Zealand.

This directory features all of the information you will require to ensure you get the most out of your stay, however if we are able to assist further please do not hesitate to ask or call directly by dialling '0' on your in-room phone.



USEFUL INFORMATION

AIR CONDITIONING

All rooms are fully equipped with digital air conditioning and heating. The room temperature can be adjusted by using the up/down arrows on the panel and by selecting the heat, cold or air icon.

AIRPORT SHUTTLE

SuperShuttle - Please pre-book a shuttle on their website, by simply downloading their mobile App or call them at +64 9 552 5100.

CHECK-OUT

Check-out time is 11am

Late check-out is available subject to availability (fees may apply), please contact Reception for assistance.

CONNECTING TO OUR WIFI

WiFi is available in all areas within the Hotel and is free of charge during your stay with us.

Network : Ramada-Guest

Password: RamadaZQN

FITNESS CENTRE

Situated on the 3rd Floor of the Hotel - Open 24/7. Children under the age of 16 years old must be accompanied by an adult

FOREIGN CURRENCY EXCHANGE

You will find three foreign exchange offices a short 5 minute walk from the hotel in Shotover Street, (the same street as Ferg Burger). Daily operating hours between 8am and 10.30pm.

RECEPTION

Reception operates 7.30am - 9.00pm.

Please dial 0 from your room for any assistance.

SKI ROOM

We have a great drying room on the ground floor to store all your recreational equipment summer & winter. Bike storage is available daily from 6pm through until 9am next day. As Ski and Snowboard equipment is not allowed in the Hotel lifts or rooms, please ask our Reception team for assistance in directing you to the locker room on the ground floor.

BUS

We have a great economical bus service here in Queenstown to get you around while you are here. For all current helpful information go to <https://www.orc.govt.nz/public-transport/queenstown-buses/fares>. Please ask our Front Desk Staff to give you a timetable.

TAXI

Please contact our Reception staff to book a taxi.

YOUR ACCOUNT

Rather than printing your invoice we are very happy to email your invoice to you after you checkout.

IN THE HOTEL

ACCESSIBILITY

If you are likely to require assistance due to physical limitations, please advise our Reception how we can best assist you.

ACTIVITIES & TOUR DESK

Our Front Desk Staff have a great knowledge of the locally operated leisure and adventure activities Queenstown has to offer you. They will always be happy to assist you in making any bookings.

AIR CONDITIONING UNITS

All rooms are fully equipped with digital air conditioning and heating. The room temperature can be adjusted by using the up/down arrows on the panel and by selecting the heat, cold or air icon.

AMENITIES

Should you require any guest supplies such as a razor, toothbrush, toothpaste or comb, please contact our Front Desk. Please note that a small cost applies.

ASSISTED VALET PARKING

Our staff would be happy to assist you park your car in our basement if you wish to park onsite. Daily charge for parking is \$25

CONFERENCE AND MEETING ROOMS

We have both conference and meeting spaces available onsite. For any enquires please contact our Groups and Conferencing Specialist DDI: +64 3 244 9008 or email groups.central@ramada.nz

COOKING

With all our guests comfort in mind, we do not allow cooking of any odorous foods in our studio rooms. If you are unsure whether your food choice complies with our hotel request, please check with Reception before commencing any cooking. In the event of non-compliance, we will charge another nights accommodation to cover for closure of the room for special cleaning and a deodorising process.

CREDIT CARDS

We accept Mastercard, Visa and American Express Cards. Please note a merchant service fee may apply to your card. Please check with the front desk team.

DRY CLEANING SERVICES

The Hotel offers a same day laundry and drycleaning service Monday through to Saturday. Your items need to be at Reception by 9am to ensure that it will be delivered back to the hotel by 6pm the same day.

EVACUATION PLAN / PROCEDURE

In the unlikely event of an emergency, all persons within the Hotel are expected to evacuate to our emergency meeting point located at the rear end of the building on Frankton Road.

FIRE SAFETY / FIRE EXITS

For your safety we would advise that you take note of your nearest fire exit on the floor plan on the wall of your room. Guest safety is our number one priority at all times. DO NOT use the lifts.

RECEPTION HOURS

Reception operates 7.30am - 9.00pm. Please dial 0 from your room for any assistance.

HOTEL KEY CARD

Guests are requested to keep their room key with them at all times for Hotel door, lift and room access. Please return this to Reception upon your departure as \$10 could be charged for unreturned key/s.

HOUSEKEEPING

Your room will be serviced daily. If you do not require a service please display 'Do Not Disturb' sign on your outside door handle. If you would like to reuse your towels, kindly leave them hanging on the heated towel rail. Should you prefer us to refresh and replenish your towels, please place them on the floor. We change bed linen every third day if you are staying for longer.



ICE

Please see our Reception staff or Coco Cabana by Franks for ice. Subject to availability. Charges may apply.

LUGGAGE STORAGE

We store luggage on your departure. Please note that all bags must be collected on the same day as we are not able to provide secure overnight luggage storage. See our Reception team for overnight storage providers.

ROOM UPGRADES

Room upgrades are available at an additional cost and are subject to availability. Please contact Reception to enquire about an upgrade.

SKI ROOM

We have a great drying room on the ground floor to store all your recreational equipment summer and winter. Bike storage is available daily from 6pm through until 9am next day. As Ski and Snowboard equipment is not allowed in the Hotel lifts or rooms, please ask our Reception team for assistance in directing you to the locker room on the ground floor.

SMOKE FREE HOTEL

All our hotel rooms are smoke free and smoking in the room will activate the smoke detector. All guests are required to sign the non-smoking policy as part of the check-in procedure. If there is evidence of a guest smoking in the room, a charge up to \$500 will be imposed to do special room cleaning.

VALUABLES / SAFE

Articles of value can be deposited at Reception and will be kept in the Hotels safe. The hotel is not responsible for valuables left in the guest rooms, or elsewhere in the hotel.

WAKE UP CALLS

An automated wake up call can be arranged with Reception. Please check the Reception hours to be able to utilise this service.

WATER

Please be assured that our Queenstown water is safe to drink from the tap.

WYNDHAM REWARDS

Are you earning your Wyndham Rewards points tonight? A free night is closer than you think. Simply speak to us at Reception and we can sign you up to get you earning valuable points at no cost.



RAMADA®

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QUEENSTOWN CENTRAL



IN YOUR ROOM

ACCESSIBILITY

If you are likely to require assistance due to physical limitations, please advise our Reception how we can best assist you.

AIR CONDITIONING / HEATING

All rooms are fully equipped with digital air conditioning and heating. The room temperature can be adjusted by using the up/down arrows on the panel and by selecting the heat, cold or air icon.

BEDDING

Extra bedding can be found in your wardrobe or contact Reception for assistance.

CHARGING DEVICE

Every room has a USB charging port located in the bedside clock.

DRY CLEANING & LAUNDRY

The Hotel offers a same day laundry and drycleaning service Monday through to Saturday. Your items need to be at Reception by 9am to ensure that it will be delivered back to the hotel by 6pm the same day.

KETTLES/JUGS

Our room kettles are for boiling water only. Please note that guests will be charged the full replacement cost if using these kettles for anything else other than water.



FOR WATER ONLY

NO SMOKING OR VAPING IN ROOMS - BY NZ LAW



VOLTAGE

The power supply in New Zealand is 240 volts.

TELEPHONE GUIDE

Local calls

Local calls are free, please dial direct.

Room to Room

Please dial 3 and follow by the room number.

Reception

Please dial 0.

International Calls

Unavailable - Please contact Reception for assistance.

WAKE UP CALLS

An automated wake up call can be arranged with Reception. Please check the Reception hours to be able to utilise this service.

TELEVISION CHANNELS

1 TVNZ 1	19 SKY Sport 6
2 TVNZ 2	20 SKY Sport 7 HD
3 Three	21 Sky Movies Extra
4 Bravo	22 Sky Movies Premiere
5 Prime	23 Sky Movies Family
6 TVNZ 1+1	24 National Geographic
7 TVNZ 2+1	25 Discovery
8 Three +1	26 CNN
9 Bravo +1	27 Shine TV
10 Prime +1	28 First Light
11 Choice	29 Hope Channel
12 TVNZ Duke	30 Base FM
13 Three Life	31 George FM
14 Te Reo	32 Parliament TV
15 HGTV	33 Radio NZ Concert
16 Maori TV	34 Radio NZ National
17 SKY Sport 1 HD	35 Tahu FM
18 SKY Sport 2 HD	





COMMERCIAL



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HOTEL POLICIES

SAFEKEEPING

Under the Inkeepers Act 1962, Ramada Queenstown Central is not responsible for the loss or damage of personal items brought into the hotel whether or not the loss or damage was caused by the default or negligence of another guest or of hotel staff.

SMOKING/VAPING

All our hotel rooms are smoke free and smoking in the room will activate the smoke detector. All guests are required to sign the non-smoking policy as part of the check-in procedure. If there is evidence of a guest smoking in the room, a charge up to \$500 will be imposed to do special room cleaning.

EMERGENCIES

ACCESSIBILITY

If you are likely to require assistance in an emergency due to physical limitations, please advise our Reception how we can best assist you.

AMBULANCE / FIRE / POLICE

Dial **111** from your room phone and state your name, location and the nature of your emergency.

DENTIST

Dentist: Lumino the Dentist

7 Shotover St, Queenstown 9300

Phone: 03-442 8580 Mon-Fri 8:30am-5pm

Closed Sat/Sun

DOCTOR

Queenstown Medical Centre

9 Isle St, Queenstown | Phone: 03-441 0500

Open: Monday - Friday 8am-8pm |

Sat - Sun 9am-8pm

Frankton Hospital

20 Douglas St, Frankton | Phone: 03-441 0015

EARTHQUAKE

In the event of an earthquake stay in your room away from windows



FIRE SAFETY

Our guests are protected by an advanced fire protection system. In the event of a fire you will be warned by a voice activated system. You **MUST** evacuate the hotel using the nearest stairs and make your way to meeting point on Frankton Road.

FIRE IN YOUR ROOM

Evacuate your room immediately. Close your door and notify your immediate neighbours then leave the building via the nearest stairway.



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QUEENSTOWN CENTRAL MAP

ATM / CASH MACHINES

There are several cash machines situated in the CBD for your convenience. The nearest is ANZ and ASB ATM, both are located on Camp Street within a 5 minute walk.

GROCERY / CONVENIENCE STORE

Night and Day Convenience Store - Corner of Church Street & Camp St. Open Monday to Sunday 24/7

Four Square Alpine - Corner of Stanley & Shotover St
Open Monday to Sunday 7am-10pm

Fresh Choice Queenstown - 64 Gorge Rd
Open Monday to Sunday 7am-11pm

AROUND THE HOTEL

James Clouston Memorial Park - 19 Hay St

The James Clouston Memorial Park, dedicated to James's memory by his wife Elizabeth in 1963, recognising his enduring contribution to Queenstown.

Skyline Queenstown - Brecon St

Attraction featuring the gondola ride to a panoramic restaurant/bar, hiking trails & a luge ride down.

Queenstown Gardens - Located next to the central city and Wakatipu Lake shores. Featuring a botanical garden which contains a variety of New Zealand native trees and plants and a picturesque walk along the stunning Wakatipu Lake.





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