

Guest Compendium

Dear Guest,

We wish you a very warm welcome to Auckland, our beautiful city. It is our pleasure to have you as our guest.

Our aim is to provide you with a comfortable service to enable you to explore the pleasures and experiences of Auckland and surrounds.

We have listed some useful information in the compendium, to make your stay more relaxing with us, so please allow some time to familiarise yourself with the services and facilities.

Should you have any special requirements or queries, please contact our friendly staff for assistance.

From our family to yours, we wish you a memorable stay.

Manager



REGAL RESIDENCY

360 St. Johns Rd. St. Heliers, Auckland 1071

Phone: 095287189 Helpline: 027 687 0000 Free Phone: 0800 88 2424

E mail: info@regalresidency.co.nz visit us at <http://www.regalresidency.co.nz>

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Property Information

Reception Hours

Our Reception is open from 8.00am to 6.00pm.

About Regal Residency Onsite Manager

Regal Residency is managed by our onsite Manager who can look after all your requirements during your stay. Our experienced and friendly staff will do their best to make your stay in Auckland an enjoyable experience. If Onsite manager is not at the premises when you require service, use the Helpline Number to call

Mobile : +64 27 687 0000

Check Out

Our check-out time is 10am unless prior arrangements have been made. We are happy to arrange an extension for you, subject to availability. A day rate will be charged for guests departing after 10am, however a full night rate will be charged for guests departing after 6pm. Please contact Management if you wish to delay your departure or extend your stay.

Electricity

The power in New Zealand is 240 volts. Please contact Reception for a plug convertor if your electrical device is not compatible.

Environment

Regal Residency Bedroom Units are committed to provide an environment friendly service. Please assist us by using the towels only when you require, and by turning off all lights/power and heating when you leave the room.



Property Information

Guest Laundry

Self-service coin operated washing machines, dryers and washing powder are available in the Guest Laundry, located on the basement near Garden Area. Please contact reception for any further information.

Operating hours of the Guest Laundry are 8:00am until 7:00pm.

Accessible Facilities

The Motel has a fully accessible accommodate room. Please contact Reception for availability.

First Aid

A First Aid box is located next to Reception. For assistance with injury or illness kindly contact the Reception staff who will arrange appropriate people to help you.

Garden and Entertainment Area

Relax on the lawn, reading leisure, or enjoying a refreshing beverage. The Garden is located on the back of motel with spectacular views of sky tower and pony farm adjacent to the garden.

Please note we have a zero-tolerance policy on smoking at Garden Area.

Gratitudes

In New Zealand the giving of gratuities is totally at the discretion of the guest and is usually based on the quality of service provided.

Pets

We regret, that pets are not allowed on premises.

Lost and Found

All items that have been found are held by Housekeeping. If you have lost or misplaced any of your personal belongings, please contact the Reception 8:00am - 6:00pm. Non-perishable and valuable items are stored for 90 days and are then given away to Charity if unclaimed.



Property Information

Luggage

Regal Residency offers short term storage for your luggage, in a safe and secure storage room. To have your luggage collected or delivered to your room, contact Reception between 8:00am - 6:00pm.

Printing

Printing and photocopying services are available on charge basis. Please contact Reception during reception hours 8:00 am to 6:00 pm.

Safe Deposit

Please contact Reception to store your valuables for safe deposit facilities during Reception hours 8 am to 6 pm

Car Parking

For your convenience there is free car parking at the front and rear of the building. Entrance to the rear-car park is from the driveway to the left of the building. Each unit is allocated one parking spot.

Please ensure any visitors do not use the motel car parking at the front or rear of the building. Visitors can park the car on front road or opposite to the Motel at Apirana Reserve. However Regal Residency do not take any responsibility for damage or loss of your vehicle

Shoe Cleaning

A complimentary shoe cleaning machine is located next to the reception. Kindly switch on the power to use and switch off after your usage.

Umbrellas

Umbrellas are available for your convenience at our reception.

Credit Cards

Our Motel accept the following credit cards:

American Express, MasterCard, Visa and China Union Pay



Property Information

No Party Policy

We inform our guests that Regal Residency has a strict No Party Policy. Any unusual behavior disturbing the peace will result in eviction from the property.

Smoking

Please note that our premises are strictly non-smoking, with the exception of the front balcony and patio. Please ensure that the room front door is closed while smoking.

We have a designated smoking area at motel premises near the staircase to First floor located near EXIT of the motel. Please note Smoking in room or other areas is strictly prohibited.

The non-smoking policy applies to both occupants and visitors in these rooms.

If smoke occurs during your stay a full night's accommodation as cleaning fee will be charged to your account

Earthquake

In the event of an earthquake crouch take cover under or beside a solid object or wall. We would recommend the Dining Table as the best option. Please do not attempt to evacuate the building unless the alarm sounds.

Special Request

We accept your special requests for special arrangements. Please contact reception during reception hours or email us at info@regalresidency.co.nz for pre-arrangement of special requests.



Room Information

Room Key System

Your Room key operates with RFID Card. For your safety and security, the motel provides one room Card per room. For your convenience, you may leave your card with Reception for safe keeping before leaving the motel.

Kindly drop your card at Reception before you check out and use key drop box to drop your Room Key Cards located outside the reception after hours.

Lost card will attract you a fee of \$30

Your Room

We have taken all measures to make your stay comfortable with us. Your One Bedroom unit is well decorated, and our special mattress and pillows gives you a warm and comfortable sleep after your busy day.

The on suite is equipped with 24 hrs. hot and cold water along with hair dryer.

The lounge is equipped with comfortable sofa and chairs to relax or watch TV. A dining Table and chairs allow you to have a hot food besides to kitchenette.

Kitchenette

The Room is equipped with self-catering kitchenette using induction plate and Exhaust hood for mild cooking. You may also find microwave and double door refrigerator with toaster and Electric kettle, along with 3 cooking vessels, Knife, chopping board, crockery, cutlery and wine glasses. The complete list of utensils and crockery can be found in your kitchenette drawer

Please note that your room is a non-smoking room, with the exception of the front balcony and patio. Please ensure that the room front door is closed while smoking.

The non-smoking policy applies to both occupants and visitors in these rooms.

if smoking occurs during your stay a full night's accommodation as cleaning fee will be charged to your account



Room Information

Linen

Fresh and Clean Linen are replenished every first and third day on your continues stay. However, if you wish to change everyday the same can be changed at extra cost of \$ 10. In case of damage or spoilage of Linen's, the following charges will occur on your checkout.

Bed Sheets: \$ 20 each, Pillow Covers: \$ 10 Each, Bath Towels: \$ 15 each Hand towel \$ 10 each Face Towel \$ 5 each and Bath Robes \$ 40 Each.

Flask

We provide Thermal flask on special request without any charge. Please contact reception for requirement.

Cleaning

Kindly respect the premises and leave the property as you found it. Wash/dry and put away all dishes and remove rubbish to the appropriate bins. Additional cleaning costs will be charged if the apartment is left in an unacceptable condition.

Iron & Ironing Board

An iron and ironing board are provided in the wardrobe for your convenience.

Electronic Equipment's

iPod Dock/AM-FM Radio has been pre-tuned to local channels for your convenience. Turn power on and select function required. The system is compatible with iPod and iPhone, and also charges when docked.

Alarm Clock Radio has been placed by your bed for your convenience.

Slippers

Slippers are complimentary for usage and can be taken on check-out.



Room Information

Bathrobes

2 Bathrobes are supplied in each room, located in your wardrobe. Please drop the used bathrobes in washroom, after your use or check out.

Wi-fi

The usage of high bandwidth with unlimited wi-fi is complimentary. The password to connect your devices is mentioned on the cover of Room Key card.

The complimentary wi-fi covers whole of the Motel property.

Heating

The One Bedroom Unit has 2 individual heating panels one in the lounge and the other in bedroom controlled from the panel or can be used with wi-fi devices.

To turn the heater ON press the power switch located next to the heater panel. The heaters are programmed in auto mode with a maximum temperature of 28-degree Celsius. Should you require more heating the same can be adjusted to the required level with the arrow keys up and down on the heater panel.

There are four settings, auto, low, medium and high.

Please turn heating off when you leave your Room.

Smart Television

Your Smart television set can be operated by the remote-control unit. For your enjoyment the Freeview is available from Channel 1 to 37

You can also view Netflix or connect your mobile devices (if having screen sharing feature) to Smart TV for enhanced entertainment.

Cots

Porta-cots are available for your use free of cost when pre-arranged. If you require a cot, please contact the Reception.



Room Information

Baby Chairs

High chair is available on demand free of charge for your convenience. Please ensure they are cleaned and should be returned to reception on departure.

Dressing Mirror

For your convenience, a dressing mirror is installed inside the wardrobe. The Executive Rooms comes with the sliding and fold dressing mirrors inside the wardrobe.

Mini Bar

For your convenience mini bar is available at your room. The menu along with price list for items can be found at your dining table.

Tea, Coffee, sugar sachets, 600 ml bottle mineral water and 2 cookies are complimentary at your stay.

Housekeeping

Housekeeping is responsible for the servicing of your room. If you require anything to enhance your stay contact the Reception between 8.00am-6.00pm

Outside these hours please contact on site manager at +64 27 687 0000

Maintenance

If you experience any problems requiring maintenance contact Reception between 8.00am-6.00pm

Outside these hours please contact on site manager at +64 27 687 0000

Every effort will be made to make your stay comfortable with us



General Information

Doctor

The most conveniently located medical Centre is:

University Health and Counselling Level 3, Kate Edger Information Commons, 2 Alfred St, Auckland, 1010

Doctor on call is available. Please contact reception for any services.

Chemist

The closest pharmacy chemist is 2 Kms from Regal Residency and is approximately 4 minutes Drive

Unichem Pharmacy, 2/110 Lunn Ave, Mount Wellington, Auckland 1072

8 am to 8 pm 2.7kms

Chemist Warehouse, 133 Apirana Ave, Glen Innes, Auckland 1072

8 am to 9 pm 4.9 kms

Medicines To Midnight, 160 Broadway, Newmarket, Auckland 1023

9.30am to 12.00am 7.8 kms

Tourist Attractions

There is so much in and around Auckland to explore. For more information, please contact our reception staff for Tours and Activities. We also have a visitor information stand for your convenience.

Restaurant & Dining

There are a number of different restaurants at Tamaki Drive, Mission Bay near our Motel with a wide range and variety of culinary delights. We strongly suggest you make reservations in advance to avoid disappointment, particularly on weekends and during holiday season.

For more information, please refer to the brochures at your unit or Reception.



General Information

Bicycle on hire

Bicycles and helmets are available to guests for cycling around Auckland, the “Cycling City”. To organise a bicycle please contact Reception.

N.B. Cycling helmets are compulsory by law on New Zealand roads. Please use the helmet provided. (limited number of bicycles are available.)

EMERGENCY NUMBERS 111 & 105

Healthline -	0800 611 116
Auckland city Hospital	376 0000
St. Johns Ambulance	0800 785 646
National Poison center	0800 764 766

Fire Safety & emergency Procedures

The Rooms of Regal Residency are fully equipped with smoke detectors, and a fire extinguisher near the kitchen sink.

An emergency fire evacuation plan is located on the rear of main door of your room. Please familiarise yourself with the exit plan in an unlikely event of a fire.

Should you become aware of a fire or smell smoke please contact the management. Remain calm. If you are asked or you hear emergency sound to evacuate the building and heat or smoke is evident, please stay close to the Emergency Assembly Area.

Do not re-enter the building until emergency services have declared the “site safe”.