COMPENDIUM

inc HOTEL

AUCKLAND CITY

NEW ZEALAND

JIREH HOSPITALITY GROUP

QUAL MARK SILVER ★★★★

LIGHT FOOTPRINT

SAFE & SOUND

WARM WELCOME

Heritage

AUCKLAND CITY HOTEL

AUCKLAND, NEW ZEALAND

Tripadvisor Travelers' Choice Awards Best of the Best 2024

PROUDLY NEW ZEALAND OWNED & OPERATED

MARKETPLACE CONNECT

EDIFY & GLORIFY

ENRICHED LIVING AT AUCKLAND CITY HOTEL

Located in the heart of the city, the Auckland City Hotel INC offers spacious accommodation with excellent services and facilities as well as access to business and leisure activities in Auckland. Ideal for corporate or leisure travelers or even interim housing, the hotel is like an oasis in the middle of the city. Leisure activities are plentiful with the surrounding streets lined with shops, restaurants and cafes. The easily accessible public transport system will also get you to the various attractions and activities outside the city. Destinations within walking distance include:

- Queen Street
- Auckland CBD
- Viaduct Harbour
- Albert Park
- Auckland Art Gallery
- Auckland University
- Myers Park
- Commercial Bay
- Town Hall
- Civic Theatre
- Sky City Casino/ Sky Tower
- Victoria Park Market
- Aotea Square

HOTEL DIRECTORY

Reception	0
In-Room Dining	2223

EMERGENCY TELEPHONE NUMBERS

Emergency Number	111
(Police, Ambulance, Fire Dept)	

HOTEL FACILITIES & SERVICES

ADAPTORS
Adapters are available at the Hotel Reception. A refundable deposit of $25 per adapter is required. For assistance, please contact Hotel Reception. Please note that electric transformers are not available at the hotel.

AIRPORT TRANSFER
Please contact Hotel Reception for assistance.

BABY COTS AND HIGH CHAIRS
Baby cots and highchairs are available on request and at no charge. Please contact Hotel Reception for assistance.

WiFi
Complimentary WiFi access is available in all rooms of unlimited access and at Vie Lounge & Eatery. Please contact Hotel Reception for further assistance.

CAR PARKING
Vehicles are parked at the owner's risk. The Management is not responsible for any loss or damage to vehicles parked on the hotel premises. Self-parking is available at a cost of $30 per car, per night. Electric vehicle parking is $40 per car (includes EV charging), per night
For further assistance, please contact Hotel Reception.

CHECK OUT TIME
The check-out time is 10:00 AM. If you require a late check-out, please contact Hotel Reception to check availability. Note that late check-outs are subject to availability and may incur additional fees.

COURIER SERVICE
International and domestic courier services can be arranged through Hotel Reception. Please note that an additional hotel service fee will apply.

DO NOT DISTURB
If you prefer not to be disturbed, please hang the "Do Not Disturb" card outside your room door. To block all telephone calls to your room, kindly contact Hotel Reception for assistance.

ELECTRICITY
The electrical supply in all rooms is 240 volts. Please note that electric transformers are not available at the hotel.

EXPRESS CHECK OUT
Kiosk check-in and check-out services are available in the Hotel Lobby.

FAN AND HEATING
Your room is equipped with a heater and cooling unit to ensure your comfort during both cold and hot seasons. You can adjust the settings to suit your preferences. Additionally, all rooms feature a ceiling fan. For assistance, please contact Hotel Reception.

IN-HOUSE GYM
The mini in-house gym is located in the basement/car park area and is open 24 hours a day, 7 days a week. The gym is available to all registered hotel guests. Please obtain your access key from Hotel Reception.

HOUSE KEEPING
Our Housekeeping department operates from 8:00 AM to 4:30 PM to ensure fresh supplies in your room and provide daily housekeeping services. Stayover service is available from 2:00 PM. For inquiries or further assistance, please contact Hotel Reception.

KEY CARDS
Please keep your room key card(s) with you at all times and return them to Hotel Reception only upon check-out. Additional key card(s) can be obtained from Hotel Reception. The maximum number of key cards issued per room depends on the unit type. A fee of $5.00 will be charged for each card not returned.

LOST AND FOUND
Please contact the Hotel Reception for assistance.

MAINTENANCE
If you encounter any maintenance issues including plumbing, electrical appliances, or similar, please contact Hotel Reception for assistance.

MAKE UP ROOM SIGN
If you would like your room to be cleaned promptly, please hang the card on the doorknob outside your room or contact Hotel Reception for assistance.

MEDICAL SERVICES/ DOCTOR
The hotel provides access to after-hours medical services. Should you require assistance, please contact Hotel Reception.

MEETING/CONFERENCE FACILITIES
Please contact Hotel Reception for any assistance.

PETS
Pets are not allowed except under certain conditions. For more information, please contact Hotel Reception.

WASHING MACHINE & DRYER
QR code-operated laundry machines with convenient mobile payment, which are available on Levels 3, 6, and 9 from 9:00 AM – 9:00 PM. For assistance with operating the washing and dryer machines, please contact Hotel Reception.

WHEELCHAIR
If a wheelchair is required, please contact Hotel Reception for assistance.

TELEPHONE
To make room-to-room calls, dial 8 followed by the room number. All external calls are chargeable. For assistance with local or international calls, please contact Hotel Reception.

TELEVISION
All rooms are equipped with a television offering a selection of local and international content. For maintenance or assistance, please contact Hotel Reception.

SPECIAL ARRANGEMENTS
For special arrangements such as flowers, house wine, cake, or other requests for a special occasion, please contact Hotel Reception for assistance. Kindly note that additional charges will apply.

VISITORS
All visitors must sign in at Hotel Reception. The receptionist will require authorization from the guest before allowing visitors to access the appropriate room.

VOICE MAILBOX
To retrieve your voice messages, please press "66" on the telephone and follow the instructions. For further assistance, please contact Hotel Reception.

WAKE UP CALL
For a personalized wake-up call, please contact Hotel Reception.

ENVIRONMENTAL BEST PRACTICE

"Aoteoroa" {New Zealand) is a beautiful country. Help keep our towns, cities, parks, beaches and native bush free from pollution and waste, and respect our "Taiao" (environment).

Here are some best practices that you can apply to protect our environment when staying at Auckland City Hotel.

REDUCE

WASTE : Reduce the amount of waste you make and dispose of it responsibly.

WATER : Use water sparingly, taking short showers. To reuse your bathroom towels, please hook/ hang it otherwise, please
place them on the floor if it requires changing.

ENERGY : Using less energy helps reduce the amount of greenhouse gases in our air. Please switch off electrical equipment and lights when not in use.

REUSE AND RECYCLE

Reuse plastic bags or try not to use them at all. Use recycling bins provided effectively. Reuse your water bottles.

TRAVEL WISE

Around 20 percent of New Zealand's greenhouse gas emissions come from transport. You can help reduce this and save fuel by:

- Walking and cycling instead of driving
- Using public transport
- Switching off your engine when stopped

HOTEL & SAFETY AFTER—HOURS ACCESS

The Hotel main entrance will be locked from 11:00 PM to 06:00 AM and can only be accessed with a room key. If you forgot your key, press the intercom by the entrance for permission to enter.

IN CASE OF FIRE

Our fire prevention and life safety system include strategically located smoke detectors and sprinklers that are monitored around the clock by our staff as well as the Auckland Fire Service. We encourage you to develop good safety habits and offer the following suggestions:

ACTIVATING MANUAL CALL POINT

When observing smoke or fire, activate the call I points which are located on every floor next to the fire exit stairs well.

EMERGENCY ESCAPE PLAN (LOCATED ON GUEST ROOMS DOOR)

Emergency evacuation plans can be found on the guestroom door.

FIRE ALARM

When you hear the fire alarm, evacuate through the emergency stairs. Do not pack your clothes or belongings. Do not rush or run when evacuating with the children or the elderly. Proceed to the Assembly Point (Intersection of Hobson/ Cook Street).

FIRE EVAUATION DRILLS

The Management regularly conducts fire safety and evacuation drills. Your participation in these drills is very important and may be vital in times of emergency.

IN CASE OF EARTHQUAKE

IF INDOORS

If you are indoors, stay there, Take cover under a sturdy desk, table or door frame. If you are not near any of these, stay within an interior wall and protect your head with your arms. Keep away from windows, mirrors, overhead fittings, high bookshelves, hanging plants, aquariums, storage cabinets, and external walls. Do not rush to evacuate unless in formed by the Management, through the telephone.

IF OUTDOORS

Proceed to the open car park in front of the building and remain there.

IN CASE OF TSUNAMI

In the vase of a Tsunami alert, please adhere to the emergency announcements and instructions. The tsunami starts off with an earthquake. When the earthquake stops, evacuate the building via emergency stairs. If you are outside of the hotel, it is recommended that you go to higher ground.

OTHER EMERGENCY SITUATION

For other emergency situations, please listen to the announcements and the instructions by our fellow staff.