

ACCOMMODATION PROPERTY MANUAL

11 DALGLEISH LANE





WELCOME TO 11 DALGLEISH LANE

Welcome to your home away from home at Millbrook Resort.

Set within the breathtaking landscapes of Central Otago, Millbrook is more than a resort. It is a destination defined by natural tranquillity, refined luxury, and a deep connection to place. Surrounded by majestic mountains, open skies, and beautifully maintained grounds, the resort offers a rare sense of peace and privacy, just minutes from the heart of Arrowtown.

Millbrook provides a complete luxury experience, with a wide range of facilities available for guests to explore and enjoy during their stay. These include our two 18-hole championship golf courses, award-winning dining venues, a world-class spa, a fully equipped health and fitness centre, tennis courts, and scenic walking trails, all located within the resort grounds. Whether you're here to unwind, explore, or celebrate, we hope your time at Millbrook is both memorable and seamless.

Each of our Resort Homes and Luxury Retreats is individually designed and furnished to reflect the personal style of its owner. This ensures every guest enjoys a unique and elegant experience. The property you are staying in has been carefully prepared to meet Millbrook's five-star standards, with comfort, cleanliness, and thoughtful touches throughout.

This manual has been created to help you settle in with ease. Inside, you'll find property-specific information to guide you through the operation of various features, including heating, appliances, entertainment systems, and safety procedures. If you need assistance during your stay, our team is always here to help.

Enjoy your time at Millbrook Resort.

GENERAL INFORMATION

WI-FI

The home is equipped with two Wi-Fi networks to ensure you can always stay connected. To quickly, and easily connect to either network scan the QR code below.



Network Name
Millbrook_Guest
Password:
(No password required)



Network Name
Millbrook_Dalgleish_11
Password:
Millbrook9999

PHONES

A hotel phone is available for internal calls to outlets and other rooms, as well as for external calls.

| Outlet | Extension Number |
|--|--|
| Reception Desk | 0 |
| Porter / Concierge | 7007 |
| Guest Services Manager | 7002 |
| Golf Shop | 7300 |
| The Spa | 7603 |
| Health & Fitness Centre | 7600 |
| The Clubhouse | 7106 |
| Hole In One Café | 7109 |
| The Millhouse | 7110 |
| Kobe Cuisine | 7700 |
| Smithy's Smoke House | 7250 |
| External Calls – May incur additional charges. | Dial 1 – Followed by the external phone number |

If the outlet is busy or you call outside its operating hours, your call will automatically be redirected to Reception.

PRIVATE STORAGE

Several cupboards, rooms, areas and the wine fridges are locked for the owner's private storage. We kindly ask that you respect these spaces and do not attempt to access them.

RUBBISH

There are small rubbish bins located in a drawer to the left of the main kitchen sink, and in the scullery.

Outside, there are larger wheelie bins for rubbish and recycling. Queenstown uses a colour-coded bin system:

Red lid – General rubbish (non-recyclables)

Yellow lid – Recycling (clean paper, cardboard, tins, plastics #1, 2 & 5 – no soft plastics or food contamination)

Blue lid – Glass recycling only (bottles and jars, rinsed and free of lids)

Millbrook encourages guests to recycle wherever possible. If you're unsure about an item, **please leave it aside** and our team will ensure it is sorted and disposed of correctly.

Thank you for helping us care for the environment.

NOISE LEVELS

Millbrook is known for its serene environment, with many neighbouring homes serving as privately owned permanent residences. We encourage you to enjoy your stay and kindly ask that any outdoor music or activity is kept respectful of the peaceful setting and surrounding properties.

ACCIDENTAL DAMAGE OR SPILLS

If anything is accidentally spilt on or damaged during your stay, please inform us as soon as possible. We kindly ask that you do not attempt to clean or repair the issue yourself, as this may inadvertently cause further damage. Our team is here to help and will arrange the appropriate solution.

Please note that charges may apply depending on the nature and extent of the damage.



FIRE & EMERGENCY

Your safety and well-being are important to us, and we kindly ask that you take a moment to familiarise yourself with the following guidelines during your stay.

EMERGENCY EVACUATION

In the event of an emergency evacuation, please follow the instructions on the evacuation plan located by the front door. For your convenience, all evacuation information is also provided below

Dial 111 (from your mobile phone) or
Dial 1 then 111 (from your in-room phone)
Notify duty manager (dial 0 from in-room phone or +64 3 441 7000 from your mobile phone)

Your current location: 11 Dalglish Lane, Millbrook Resort Arrowtown 9371. Millbrook Resort Rapid Number is 1124.

Primary exit: Front Door
Secondary exit: Living Room Doors / Laundry Door
Assembly point: Wheatsheaf Lane Signpost – Directly opposite the property.

In the event of a **fire**, walk calmly without running, follow all instructions issued by wardens, and do not attempt to extinguish the fire unless it is safe.

OUTDOOR FIREPLACE USE

An outdoor fireplace is available for your enjoyment. If you would like to use it, please request assistance from one of our porters, who will safely light the fire for you.

It is essential that Reception is notified when the fireplace is in use. This allows us to monitor the property appropriately and respond quickly in the unlikely event of a fire-related incident.

POWER CUT

In the unlikely event of a power cut, please note that the property does not have a backup generator. Power outages are typically area-wide and are usually resolved within 1-2 hours.

Torch – If required, a torch has been provided for your convenience. This is located in the cupboard under the kitchen sink.

Appliances – Please note that some appliances may need their clock re-setting before they can operate again. Please get in touch with Reception if you require assistance.

FIRST AID

In the event of a minor injury or the need for basic medical supplies, please contact or visit Reception. A first aid kit is available, and our team will be happy to assist you.

For more serious injuries or medical emergencies, please call 111 immediately for emergency services, and notify Reception as soon as it is safe to do so.

Your safety and well-being are important to us. Please do not hesitate to reach out if you need assistance.

FIRE EXTINGUISHER

A small fire extinguisher can be found under the kitchen sink.

1. Pull the pin on the extinguisher.
2. Aim the nozzle towards the base of the fire.
3. Squeeze the handle to release the extinguisher agent.
4. Sweep from side to side until the flames are extinguished.

If the extinguisher is emptied and the fire is still not out, evacuate the property immediately (follow the emergency evacuation plan) and dial 111 for emergency services and notify Reception as soon as it is safe to do so.

HEATING & COOLING INFORMATION

You'll find heating and cooling control panels in various areas of the property. For your convenience, basic operating instructions are provided below.

CENTRAL HEATING THERMOSTAT

Temperature control

- Use the **up** (Λ) and **down** (V) buttons to adjust the temperature.
- When you press either button, the screen will display the current **set temperature**.
- Continue pressing the up or down buttons to reach your desired temperature.
- Press the **tick** (✓) button to confirm and save your setting.
- When the room temperature drops below the set level, a flame symbol (🔥) will appear in the top left corner of the screen (as shown in the image).



Turning the thermostat on or off

- Use the **left** (<) and **right** (>) buttons to scroll to the **power icon** (⏻).
- When the heating is **switched off**, a symbol of a house with a frost icon will appear in the top left corner of the screen.
- When the heating is **switched on**, this symbol will disappear.



HEATMISER THERMOSTAT

Temperature control

- Use the **left** (<) and **right** (>) buttons to scroll to the **power icon** (⏻).
- Use the **up** (Λ) and **down** (V) buttons to adjust the temperature.
- When you press either button, the screen will display the current **set temperature**.
- Continue pressing the up or down buttons to reach your desired temperature.
- Press the **tick** (✓) button to confirm and save your setting.
- If the current room temperature is below the desired set temperature, a flame symbol (🔥) will appear in the top left-hand corner indicating the room is heating up. When the temperature has been reached, this will disappear.



Turning the thermostat on or off

- Use the **left** (<) and **right** (>) buttons to scroll to the **power icon** (⏻).
- Press the **tick** (✓) button to turn on or off.
- When the heating is **switched off**, a symbol of a house with a frost icon will appear in the top left corner of the screen.
- When the heating is **switched on**, this symbol will disappear.

WARMUP THERMOSTAT

Temperature control

- Press **MANUAL**
- Use the **up (Λ)** and **down (V)** buttons to increase or decrease the temperature.
- Press the **X** button to return to the main menu.



Turning the thermostat on or off

- The thermostat has an **ON/OFF** switch on the left side of the thermostat.



FIREPLACE

- To turn the fireplace on or off, press the **power (⏻)** button.
- To increase or decrease the temperature, press the **plus (+)** or **minus (-)** button.

Important fireplace safety information

- Please switch off the fireplace when not in use.
- Do not place any items against or near the fireplace.
- The glass pane becomes extremely hot — do not touch.
- Fireguards are available upon request from Reception.



DAIKIN HEAT AND AIR CONDITIONING UNIT

Bedrooms Only

To turn the unit on or off

- Press the **ON/OFF** button on the remote.
- A green light will appear on the unit when it's on.
- Press again to turn it off.



To change the mode (heat, cool, fan, dry, auto)

- Press the **MODE** button repeatedly to cycle through:
 - **AUTO** – Automatically selects heating or cooling.
 - **DRY** – Dehumidifies the room.
 - **COOL** – Cools the room.
 - **HEAT** – Heats the room.
 - **FAN** – Circulates air without heating or cooling.

To adjust the temperature

- Use the **TEMP ▲ / ▼** buttons to set your desired temperature.

To change the fan speed

- Press the **FAN** button to cycle through fan speeds:
 - **AUTO**
 - **Quiet**
 - **1 to 5** (Low to High)

To adjust airflow direction (swing)

- Press the **SWING** button:
 - Starts **up/down swing** of horizontal flaps.
- Press the **SWING LEFT/RIGHT** button
 - Starts **side-to-side swing** of vertical louvers.
- For **3D airflow**, press both swing buttons together.
 - Press again to stop swing at your preferred position.

OUTDOOR FIREPLACE USE

An outdoor fireplace is available for your enjoyment. If you would like to use it, please request assistance from one of our porters, who will safely light the fire for you.

It is essential that Reception is notified when the fireplace is in use. This allows us to monitor the property appropriately and respond quickly in the unlikely event of a fire-related incident.



KITCHEN INFORMATION

The kitchen is equipped with the following appliances for your convenience:

STOVETOP AND OVEN

The following are basic operating instructions. For more detailed information, please refer to the full manufacturer's operating manual, which is stored in the scullery, end top drawer.



Hotplate burners / wok burner

The burner knobs are located in the middle section of the control panel. The pictures below each handle indicate which burner they control.

- Push in and turn the burner knob to the large flame symbol (high).
- While holding the knob in, the igniter will spark and light the gas.
- Keep the knob pressed for about 10 seconds, then release.
- Adjust the flame by turning the knob counterclockwise.
 - High flame for boiling.
 - Low flame for simmering.
- If the flame goes out, turn the knob to **OFF**, wait 1 minute, then relight.

Ceramic hotplate

- Turn the control knob:
 - **Clockwise:** heats the whole area.
 - **Counterclockwise:** heats the rear ring only.

- The indicator light will stay on while the surface is hot.
- Use flat-bottomed pans only. Do not slide pans to avoid scratches.

Griddle plate

- Place the griddle on the ceramic zone pins.
- Preheat for max 5 minutes.
- Cook food directly on the surface (do not use pans).
- Use wooden or heat-resistant plastic utensils.

Glide-out grill

- Keep the **grill door open** when grilling.
- Preheat the grill, then place food on the trivet in the grill pan.
- Push the grill pan fully back into the grill chamber.

Ovens

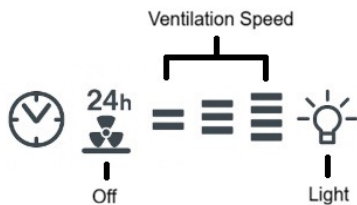
- **Left oven:** Multi-function (fan, conventional, grill, rapid response).
- **Right oven:** Fan oven.
- Turn the **function selector** to the desired mode and set the temperature.
- The indicator light will go out when the oven reaches temperature.

Important Safety

- Do not leave cooking unattended.
- Do not use the top of the flue for warming plates.
- Always turn controls to **OFF** after use.

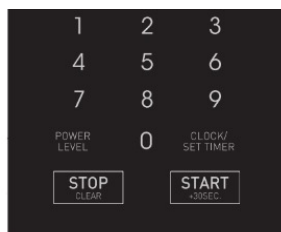
EXTRACTOR FAN

- **Adjust fan speed:** Press the **FAN** speed buttons to increase or decrease the ventilation level.
- **Light control:** Press the **LIGHT** button to switch the light on or off.
- **Turn off:** Press the main **FAN** symbol to switch the extractor off completely.



MICROWAVE

- Use the numeric keypad to enter the required cooking time.
- Press **START** to begin operation.
- Press **STOP/CLEAR** once to pause, and again to clear

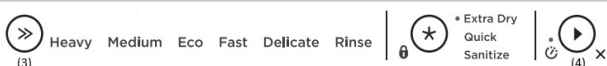


DISH DRAWERS

The dish drawers are located in the kitchen and scullery.

1. Place the dishwashing tablet (provided) in the cutlery basket.
2. Load dishes carefully, ensuring nothing obstructs the rotating spray arm.
3. Press the **PROGRAMME** (») button to select your preferred wash programme.
4. Press the **START** (▶) button and close the drawer to begin the wash cycle.

Control Panel



DE'LONGHI COFFEE MACHINE

1. Turning the machine on

- Fill the water container with water before turning the machine on.
- Press the **POWER** button.
- The machine will warm up and run a short rinse — this is normal.
- When the lights stop flashing, the machine is ready.

2. Making coffee (using coffee beans)

- Pour coffee beans into the top compartment of the coffee machine.
- Place a cup under the coffee spouts.
- Select your preferred strength/aroma (Mild / Medium / Strong).
- Press the coffee drink you want (for example, espresso, coffee, long).
- The machine grinds the beans and pours your coffee automatically.

3. Making milk drinks (cappuccino, latte, etc.)

- Fill the milk container with cold milk (ideally skim or trim milk for best froth).
- Place your cup under the milk spout.
- Select your milk drink (for example Cappuccino, Latte).
- The machine froths the milk, then adds coffee automatically.

4. After the final milk drink:

- Remove the milk container, rinse or clean it, and store it in the fridge if milk remains.



5. Turning the machine off

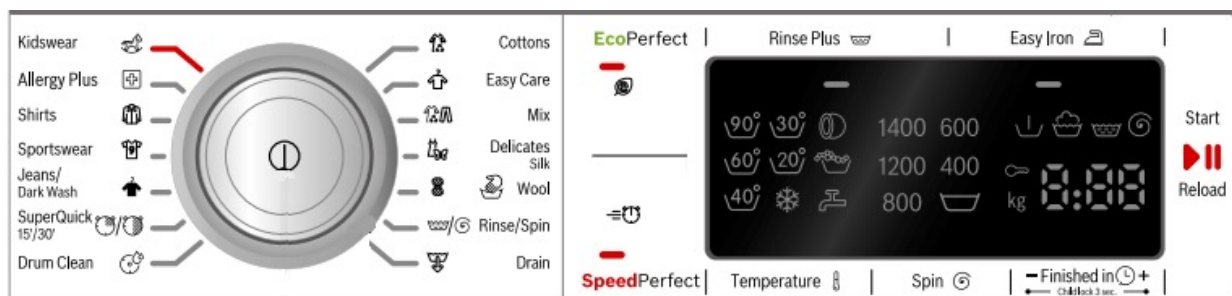
- Press the **POWER** button.
- The machine will run a short rinse before shutting down

LAUNDRY INFORMATION


For your convenience, the laundry is equipped with a washing machine and a dryer, as well as an iron, ironing board and vacuum cleaner in the opposite cupboards.

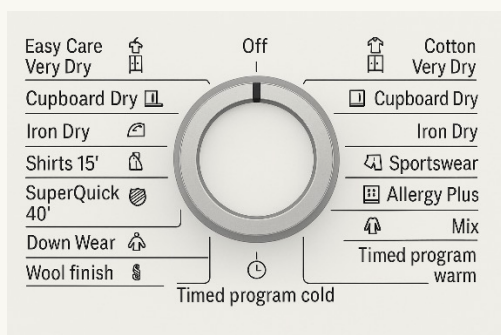
WASHING MACHINE

- Pull out the detergent drawer and add detergent to the compartment labelled .
- Turn the dial to select a programme.
- To change the default programme settings, such as temperature, or spin speed, press the corresponding buttons below the screen.
- To start the programme, press the **START / PAUSE**  button.



DRYER

- Turn the dial to select a programme.
- If required, you can adjust to the default programme settings by pressing the corresponding buttons on the display panel.
- To start the programme, press the **START/PAUSE**  button.
- At the end of the programme, END appears in the display panel.



ENTERTAINMENT INFORMATION

IMPORTANT: Please remember to log out of all personal accounts to prevent future guests from accessing them. Millbrook is not liable for unauthorised access to your accounts if you fail to log out. If you have any concerns, we recommend refraining from using these TV features.



LIVING ROOM AND KITCHEN TVS

IMPORTANT: These TVs share the same Sky Box as the kitchen TV. This means if you are watching Sky on the both the kitchen and living Room TV and change channel on either, this will change channel on both.

These TVs are operable with the Panasonic Remote Control and Sky TV Remote Control. Each TV has its own Panasonic remote, but they share the same Sky Remote Control.

- To turn the TV on or off, press the **power** (⏻) button.
 - To increase or decrease the volume, press the **VOL + / -** buttons.
 - To access Apps or Sky TV, press the **home** button and use the navigation arrows to select your preferred app or feature. Log in to the Apps using your personal accounts – Please remember to sign back out after each use.
 - When watching Sky, use the Sky TV Remote to change channels.
- PLEASE NOTE:** If Sky does not automatically appear, you may need to turn on the Sky Box using the Sky Remote.
- If watching Sky TV on the kitchen television, to change channel, point the Sky remote at the living room TV. You may need to stand closer to the living room TV for the signal to be picked up.



MEDIA ROOM TV

This TV is operable with the Samsung Remote Control.

1. To turn the TV on or off, press the **power** (⏻) button.
2. To scroll through Apps, use the ring of the navigation circle and then select the App by pressing inside the circle. Log in using your personal account – Please remember to sign back out after each use.
3. When watching Sky, to change channel, either press **123** to type in your selection, or push **CH** up or down to scroll through.
4. To adjust the volume, toggle **VOL** up and down.
5. To return to the App's menu, press the **home** (🏠) button.



MASTER BEDROOM TV

6. To turn the TV on or off, press the **power** (⏻) button.
7. To increase or decrease the volume, press the **VOL + / -** buttons.
8. To access Apps or Sky TV, press the **SOURCE** button and use the navigation arrows to select your preferred app or feature. Log in to the Apps using your personal accounts – Please remember to sign back out after each use.
9. When watching Sky, use the Sky TV Remote to change channels.



LOFT TV (IF APPLICABLE)

Apps only

IMPORTANT: This TV has Apps or Samsung Television only; it does not have Sky TV available.

This TV is operable with the Samsung Remote Control.

1. To turn the TV on or off, press the **power** (⏻) button.
2. To scroll through Apps, use the ring of the navigation circle and then select the App by pressing inside the circle. Log in using your personal account – Please remember to sign back out after each use.
3. When watching Sky, to change channel, either press **123** to type in your selection, or push **CH** up or down to scroll through.
4. To adjust the volume, toggle **VOL** up and down.
5. To return to the App's menu, press the **power** (⏻) button.



OUTDOORS

INFORMATION

OUTDOOR FIREPLACE USE

An outdoor fireplace is available for your enjoyment. If you would like to use it, please request assistance from one of our porters, who will safely light the fire for you.

It is essential that Reception is notified when the fireplace is in use. This allows us to monitor the property appropriately and respond quickly in the unlikely event of a fire-related incident.

SPA POOL

Health and safety

- Spa steps are kept by the back patio door as a precaution when children are present.
- No glassware is permitted in or around the spa area.

Noise levels

Please keep noise to a minimum to avoid disturbing neighbouring properties

Operating instructions

- If required, place the steps up against the spa pool for ease of getting in and out. If you need assistance to move the steps, please contact Reception.
- Unclip the spa cover at the sides and lift it off.
- Use the blue and red arrows to adjust the temperature. 38°C is recommended for a comfortable hot spa.
- Press Pump for jets and air for bubbles.
- After use, replace the cover and clip it securely at the sides.

Maintenance

For long-stay bookings, our Housekeeping or Maintenance team will add water treatment tablets and top up the water if required. This will be carried out every third day during scheduled housekeeping servicing.

BBQ

A Weber BBQ is available to use. This is located on the deck beside the outdoor dining table and chairs.

Should you require the gas bottle to be replaced, please contact Reception.

HEALTH AND SAFETY: Please ensure the BBQ and gas bottle have been switched completely off after use.

DUCKS

If you see ducks near the property, **please do not feed them.** Feeding ducks encourages them to come onto patios and even inside homes, which may cause a mess and disruption.

You're welcome to feed the ducks at the Mill pond near Millhouse and Smithy's Smoke House. Food bags are available at Reception for a gold coin donation.



STAY

