

# WELCOME TO 2 THE MEWS

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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 championship golf course, 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.



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# GENERAL

## WIFI

The home is equipped with two WIFI networks, to ensure you can always stay connected. To quickly and easily connect to either network, scan the QR code below, or connect manually with the Network password.

Millbrook\_Guest



Network Name  
Millbrook\_Guest

Password  
(No password  
required)

Millbrook\_Mews2



Network Name  
Mews 2

Password  
Millbrook5102

## PHONES

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

Outlet	Extension Number
Reception Desk	0
Porter / Concierge	7007
Guest Services Manager	7002
Golf	7300
The Spa	7603
Health and Fitness Centre	7600
Clubhouse Breakfast	7106
Hole In One	7109
Millhouse Restaurant	7110
Kobe Restaurant	7700
Smithys	7250
External Calls - <i>External phone calls may incur additional charges</i>	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, and appliances 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 two small rubbish bins located in a drawer to the left of the main kitchen sink.

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 where something goes, **please don't worry - just leave it out** and our team will ensure it's sorted and disposed of correctly.

Thank you for helping us care for the environment.

## NOISE LEVELS

Millbrook is known for its serene environment, and many neighbouring homes are privately owned permanent residences. We encourage you to enjoy your stay fully and simply 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 let us know as soon as possible. We kindly ask that you do not attempt to clean or repair the issue yourself, as this can sometimes make matters worse. Our team is here to help and will arrange the appropriate response.

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

## BIRDLIFE

Millbrook is fortunate to be surrounded by birdlife; however we discourage feeding the birds as this encourages them onto patios and even inside the homes which can create a mess.

You're welcome to feed the ducks at the Mill Pond near Millhouse and Smithys. Food bags are available at Reception for a gold coin donation.

# FIRE, SAFETY & EMERGENCY

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Your safety and wellbeing 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 – Only if safe to do so)

**Notify Duty Manager** (Dial 0 from in-room phone or +64 3 441 7000 from your mobile phone)

**Your Current Location:** 2 The Mews, Millbrook Resort Arrowtown 9371.

Millbrook Resort Rapid Number is 1124.

**Primary Exit:** Front Door

**Secondary Exit:** Living Room Doors / Laundry Door

**Assembly Point:** Please meet on the grassed area near the entrance to **The Mews**, on the **right-hand side** as you exit the property.

Walk calmly – **DO NOT RUN** – Follow the instructions of the wardens. **DO NOT** attempt to extinguish the fire unless it is safe to do so.

## 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

If you accidentally injure yourself or someone in your group requires basic medical supplies, please contact or

visit Reception. A first aid kit is available, and our first aid trained staff 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 toward 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.

## FIRE BLANKET

A fire blanket can be located upstairs in the guest bedroom wardrobe.

- **Pull the tabs** to release the fire blanket from its container.
- **Hold the blanket up** in front of you as a shield, keeping your hands protected behind the blanket.
- **Place the blanket gently** over the fire to smother it - do not throw it.
- **Turn off the heat source** if safe to do so.
- **Leave the blanket in place** until the fire is completely out and cooled.
- **Do not remove the blanket too soon** - wait until the area is cool to prevent re-ignition.
- **If clothing is on fire:** Wrap the person in the blanket and help them stop, drop, and roll.
- **Call emergency services** if the fire is not fully extinguished or if there is any danger.

# HEATING & COOLING

## WALL HEATERS

(Various Locations)

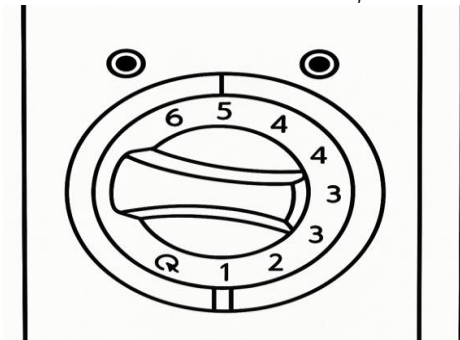
### Fire Safety

Never cover the heater with any item (such as clothes, or towels) as this can cause overheating and risk of fire.

### Instructions

1. Ensure the heater is switched on at the wall.
2. Set the heat level: Turn the dial so your desired number is at the top position.  
1 = lowest heat, 6 = highest heat.  
(Example: In the image below, the dial is set to 5.)
3. To turn off: Either switch the heater off at the wall, or Turn the dial to the off position. ⏻

Make sure the desired heat level is at the top, as pictured below where 5 is the desired temperature.



## BATHROOM UNDER-FLOOR HEATING

If the under-floor heating is not already on during cooler months, or to turn on or adjust temperature:

1. To Switch On/Off: Press the button on the left of the dial. The LED light will turn on and display red or green when active.
2. To Adjust Temperature: Turn the dial to your preferred heat level.



## FIREPLACE

### Fire Safety

- The glass gets extremely hot - never place items close to or against the fireplace.
- If you have young children in your group, a fireguard can be requested from Reception.
- Always switch the fireplace off when the property is vacant.

### Instructions

- To turn on/off, press the ⏻ power button.
- To adjust the temperature, press the + or - button.
- To increase or decrease the fan output, press the fan button.
- To have effect only (no heat output) press the flame button. 🔥



Please note: The fireplace is designed to maintain a comfortable temperature. It may switch off once the room reaches the set temperature and will automatically turn back on when the temperature drops below the setting.

## CEILING FANS

Ceiling fans in the two upstairs bedrooms can be operated by a remote control. The remote control is on the wall beside the light switches. To operate, please ensure the switch labelled FAN is turned on before pressing ON/OFF on the remote.

## SKYLIGHT WINDOWS

There is a skylight window in the media room on the first floor and another in the master ensuite upstairs. Please use the hook rod (located in the media room) to open and close these skylights.

**Important:** If it starts to rain, both skylights must be closed manually using the hook rod. Failure to close the windows during wet weather may result in additional cleaning costs being on charged if required.

# KITCHEN

## GAS HOB

### Fire Safety

Always ensure the gas is switched off after use.

### Instructions






1. The cooking rings are indicated by a white dot in the square above each dial.
2. To turn the gas ring on, push down on the dial while turning it to the left until the flames appear.
3. Adjust the level of the flame by turning the dial further to the left

## OVEN

1. Press and hold the POWER (Ⓢ) button to turn on.
2. Select the symbol of the heating function (using the control knob) and press the knob to enter the submenu. Select the desired heating function and press the knob to confirm.



3. To change the preset temperature, select °C, turn and press the knob to set the temperature.
4. Press START to begin.
5. Press STOP to turn off the heating function OR Ⓢ to turn completely off.

Heating function	Application
 Grill	To grill thin pieces of food and to toast bread.
 Turbo Grilling	To roast large meat joints or poultry with bones on one shelf position. To make grains and to brown.
 True Fan Cooking	To bake on up to three shelf positions at the same time and to dry food. Set the temperature 20 - 40 °C lower than for Conventional Cooking.
 Frozen Foods	To make convenience food (e.g., french fries, potato wedges or spring rolls) crispy.
 Conventional Cooking	To bake and roast food on one shelf position.

## MICROWAVE

1. Press 'MICRO POWER'.
2. Select Cooking Time by pressing either '10min, 1min and/or 10sec'.
3. Press Start to begin.

## EXTRACTOR FAN

- Underneath the extractor fan you will find a panel of buttons.
- Use 1, 2 or 3 to turn the extractor fan on (depending on the intensity you require).
- To light the hob area, switch on the LIGHT button (far left).
- Turn off the extractor fan by pressing the 0 button.

## DISHWASHER

1. Load your dishes into the dishwasher.
2. Place the dishwashing tablet on top of the cutlery basket and close the door.
3. Turn on by pressing the POWER button (Ⓢ).
4. Select your preferred wash programme.
5. Press START

# LAUNDRY

## WASHING MACHINE

1. To turn on, press the On/Off button.
2. Open the detergent dispenser and add washing powder to the LEFT compartment.
3. Turn the large dial to select a wash program.
4. To change the preset Temperature or Spin speed, press the TEMP or SPIN button.

5. Press the START/PAUSE button to begin washing.

## TUMBLE DRYER

1. To turn on, press the On/Off button.
2. Turn the large dial to your desired wash programme.
3. Press the START/PAUSE button to begin the drying process