

WELCOME TO 5 WHEATSHEAF 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 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.

GENERAL & MISCELLANEOUS

WIFI

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

Millbrook_Guest




Network Name

Millbrook_Guest

Password

(No password required)

Millbrook_Wheatsheaf_5




Network Name

Millbrook_Wheatsheaf_5

Password

millbrook5925

Syme



Network Name

Syme

Password

Millbrookhouse

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

PRIVATE STORAGE

Several cupboards, rooms, and areas 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. Two more located 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 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.

ELECTRIC BLINDS

The Blinds in the seating area beside the kitchen, and the blinds in the Master Ensuite are electric and require the use of a remote control to operate.

- Press the UP (^) button to open the blinds.
- Press MY to stop the blinds mid-way.
- Press the DOWN (v) button to close the blinds.
- Control Individual Blinds:
 - Press the rectangular button (■) at the bottom of the remote.
 - A single red LED will flash for an individual blind or flash all four lights to control all blinds together.



FIRE & EMERGENCY

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)

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

Your Current Location: 5 Wheatsheaf Lane, Millbrook Resort Arrowtown 9371. Millbrook Resort Rapid Number is 1124.

Primary Exit: Front Door

Secondary Exit: Living Room Doors

Assembly Point: Wheatsheaf Lane Sign Post at the bottom of the street.

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.

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

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 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 fire extinguisher can be found under the kitchen sink, and in the loft wardrobe.

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.

HEATING & COOLING

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

UNDERFLOOR HEATING

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.

AIR-CONDITIONER

Temperature Control

- Tap the screen to light up the control panel.
- Press the **POWER** (⏻) button to turn ON/OFF
- To adjust the following, press the **SCROLL** (◀▶) buttons: Preset Temperature / Operation Mode / Fan Speed / Vane / Ventilation / Louver.
- To change the contents of the setting, e.g. Preset Temperature, press the **UP/DOWN** (▲▼) buttons



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.



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

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

OVEN

- **Turn On**
Press the **control dial** to power on the oven.
- **Select Function**
Touch **FUNCTION** on the touchscreen, then choose your desired cooking function.
- **Set Temperature & Start**
Adjust the temperature if needed using the control dial, then touch **START** to begin heating.
Note: Some functions do not require preheating - the dial will stay red during cooking for these.
- **Add Food**
Place food in the oven **once preheating is complete**.
- **Turn Off**
When finished, press **CANCEL** on the screen and **CONFIRM**.

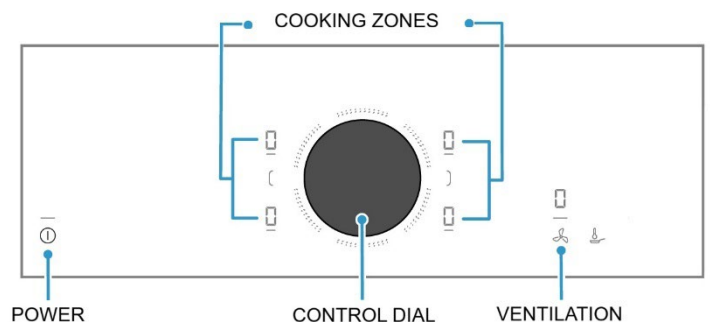


INDUCTION HOB & EXTRACTOR FAN

Induction Hob

Important: The magnetic control dial is essential for operating the hob - please do not remove it.

- Press the **POWER** button (ⓘ) to turn the hob on.
- Place your pot or pan on the desired cooking zone; that zone will light up on the control panel.
- Use the control dial to increase or decrease the heat level.
- **Using Multiple Zones:** To switch between cooking areas, gently push the control dial toward the zone you want to adjust, then set the temperature.
- When finished cooking, press the **POWER** button (ⓘ) to turn the hob off.

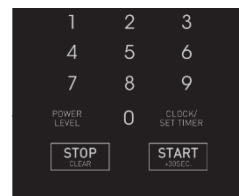


Ventilation Fan

- Press and hold the **fan button** (🌀), located right of the control dial. The number/letter above the fan symbol lights up.
- Use the **control dial** to select the required ventilation setting.
- To return to hob temperature control, press and hold the **fan button** (🌀) again. The cooking Zone will light up.

MICROWAVE

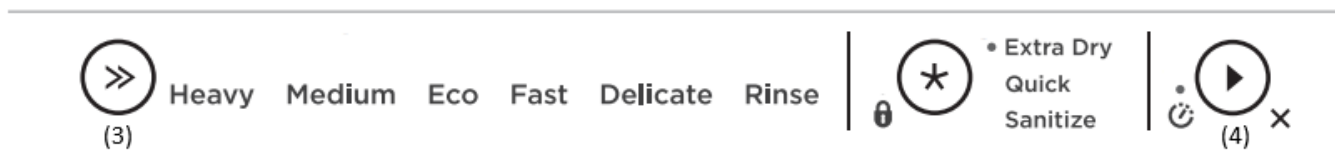
- Use the numeric keypad to enter the required cooking time.
- Press **START** to begin operation.
- Press **STOP/CLEAR** once to pause, and again to clear.



DISHDRAWERS

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

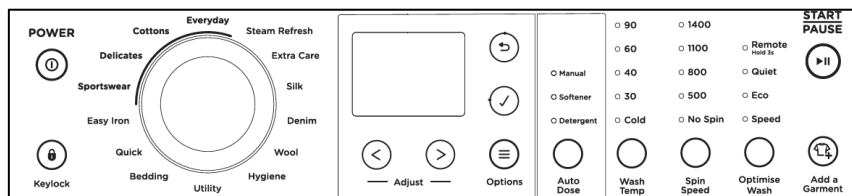


LAUNDRY

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 back right compartment labelled **LIQUID/POWDER DETERGENT Manual Dose**
- To turn the machine on, press the POWER (ⓘ) button.
- Turn the dial to select a programme.
- To change the default programme settings, such as temperature, or spin speed, press the corresponding buttons to adjust settings.
- To start the programme, press the START / PAUSE (▶||) button.



DRYER

IMPORTANT: Always empty the lint filter after each use.

- To turn the machine on, press the **POWER** (ⓘ) button.
- 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.



ENTERTAINMENT

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.
- The Kitchen and Living Room TVs share the same Sky Decoder. This means that if you change the channel on one TV, it will also change it on the other.
- **Surround Sound** and ceiling speakers are unavailable for guest use.

LIVING ROOM TV

USING THE LG REMOTE (Pointer Function)

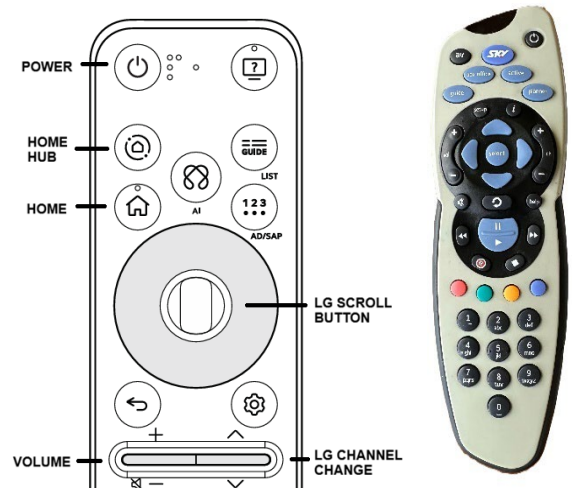
- The remote works like a pointer on the screen.
- Point the remote at the TV and move it slightly—this will move the cursor on the screen.
- Use the scroll wheel or buttons to select and confirm options.
- If the pointer disappears, shake the remote gently to bring it back.

TURNING ON/OFF

- Press the **POWER button** (⏻) on the LG remote.
- The TV will automatically open to **Sky TV**.

WATCHING SKY TV

- If Sky TV is not already showing:
 1. Press the **HOME HUB button** (🏠) on the remote **OR** open the **HOME HUB app** (🏠) on the TV.
 2. Select **HDMI – Sky Set-top Box**, then click the preview to open.
- Use the **Sky TV remote** to change channels and control Sky features.



Note: If the Sky Box has been switched off at any time either before or during your stay, press the POWER button on the Sky Remote to turn it back on. Please wait 2 – 3 minutes for it to load.

STREAMING APPS

- Press the **dedicated app buttons** on the LG remote, **OR**
- Press the **HOME button** (🏠) and use the remote's pointer to select the app you want to log in to. **ALWAYS REMEMBER TO LOG OUT OF THE APP AFTER EACH USE.**

LG LIVE TV

The LG TV is equipped with its own TV channels.

- Navigate to the LIVE TV app along the APPS section on the TV screen.
- Use the LG Remotes **SCROLL WHEEL** or **Channel UP/DOWN Buttons** (VΛ) to scroll through the channels.

VOLUME ADJUST

- Toggle the **VOLUME button** (+ -) up or down to adjust the volume.

MEDIA ROOM TV

- To turn the TV on or off, press the **POWER** (⏻) button.
- To scroll through apps, use the ring of the navigation circle and then select the app by pressing inside the circle.
- When watching Sky, to change channel, either press **123** to type in your selection, or push **CH** up or down to scroll through.
- To adjust the volume, toggle **VOL** up and down.
- To return to the apps menu, press the HOME (🏠) button .



KITCHEN TV

- To turn the TV on or off, press the **POWER** (⏻) button.
- To scroll through apps, use the ring of the navigation circle and then select the app by pressing inside the circle.
- When watching Sky TV, use the **Sky TV remote** to change channels and control Sky features. To adjust the volume, toggle **VOL** up and down.
- To return to the apps menu, press the HOME (🏠) button .



OUTDOORS

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.

OUTDOOR HEATER

To switch on the outdoor heater, there is a wall switch beside the sliding door from the seating area beside the kitchen. Press the bottom switch to turn on.

IMPORTANT: Please switch back off after use.



SPA POOL

Health and Safety

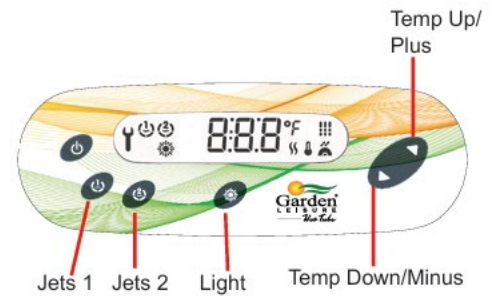
- Spa steps are kept by the back patio door as a precaution when children are present.
- No glassware is permitted in or around the spa area.

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. There are spa cover brackets at the end of the spa pool to hold the cover.
- Press the TEMP UP/DOWN to adjust the temperature. *38°C is recommended for a comfortable hot spa.*
- Press Jets 1 / Jets 2 to turn on/off the jets.
- 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.

Heath 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 can create a mess.

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