



- DIGITAL COMPENDIUM -



Kia Ora, Welcome



KINLOCH
WILDERNESS RETREAT

- NAU MAI, HAERE MAI -

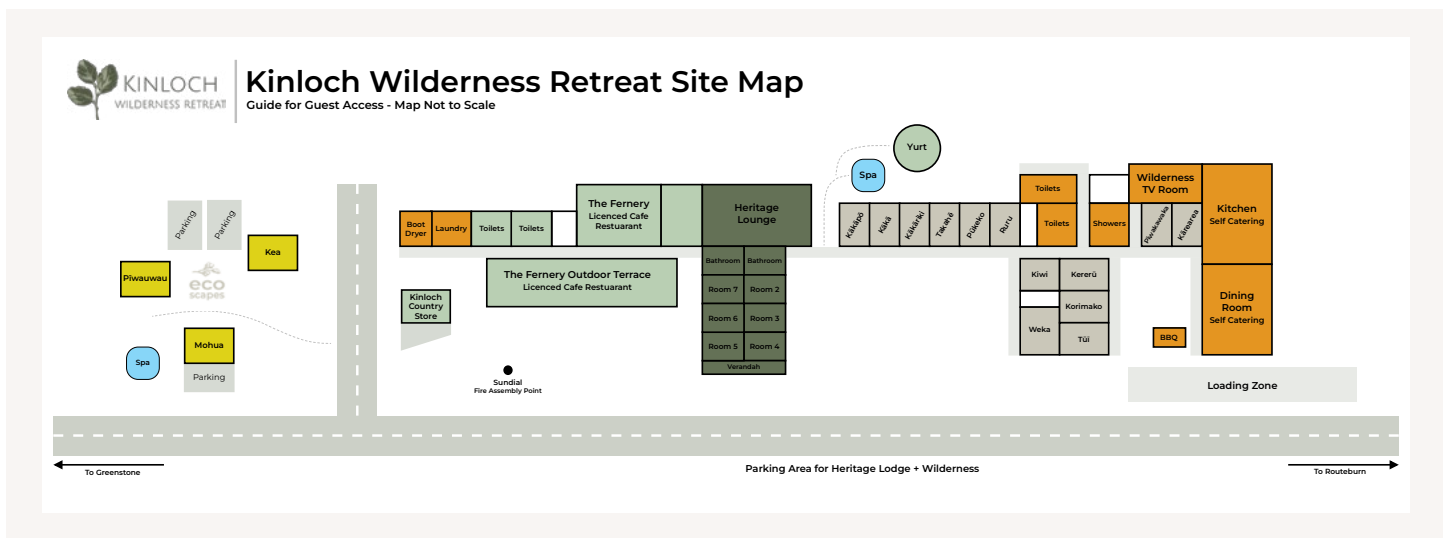
Thank you for choosing to stay with us! We hope you enjoy your time in this beautiful part of Aotearoa New Zealand.

It is our pleasure to host you here at Kinloch in your EcoScape Cabin. This compendium will give you everything you need to know throughout your stay, from practical details about living in a passive, green technology home, to information about Kinloch Wilderness Retreat and exploring this region. We've also included a little of our story in collaborating with local talent to create these eco-conscious cabins.

We hope that you will be able to completely relax during your stay with us. We want you to be able to take your time up here as a chance to switch off from daily life and to immerse yourself in the views, the landscape, the nature and the quiet. We are here to assist you with anything that will make your stay more comfortable and memorable, so please simply ask if there is something you need.

With best wishes,

Toni & John Glover
(and the Kinloch Wilderness Retreat Team)



Journey into Nature

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Nature Within

- GENERAL INFORMATION -

Emergency Numbers + Procedures

In New Zealand in an emergency phone: 111 for Fire, Ambulance or Police. A local first response team is available in Glenorchy.

A fire safety procedure is located in each room, along with an emergency response plan. There is a fire alarm point at the entrance to the TV lounge in the Wilderness area, and another at the main doors to the Heritage Rooms. Do not light candles in your room.

In the event of a fire, earthquake or other emergency, the evacuation meeting point is by the sundial in the garden area out the front of the main lodge / restaurant building.

For health concerns call Healthline: 0800 611 116.

To reach a doctor please contact reception or call Queenstown Medical Centre: 03 441 0500.

To reach a dentist in Queenstown, call Lumino Queenstown: 03 442 8580.

First Aid: We have first aid kits on site in the house, restaurant and at reception. Please go to the restaurant during the day or call us on 027 331 2190 after hours.

To contact a staff member out of hours for urgent matters only call: +64 27 331 2190.

Bathroom

All the water connected to the EcoScapes cabins is treated with ultraviolet light as well as filtration, so it is completely safe to drink and brush your teeth with.

Our bathroom facilities are connected to an environmental treatment plant. Water that exits the bathroom goes through a fully environmentally processed system, resulting in clean by-products that protect our lakes and rivers. We ask you to please not flush anything non-biodegradable down the toilet.

All bathroom amenities are from Astro Hospitality. The bottle design reduces waste and can be recycled at the end of its life. If you are happy to reuse your towel, please hang it to dry on the heated towel rail. If you'd like it replaced, please let our team know you'd like your room serviced.

- GENERAL INFORMATION -

Bedding

Beds are covered with a non-feather topper, mattress protector and high quality linens, including a warm duvet. The throw is a luxuriously cosy possum-merino-silk from Koru. Pillows are hypo-allergenic, non-feather filled and there are alternative pillow choices next to the robes. The cabin is designed to hold its temperature, though there is a heat pump for raising and lowering the temperature quickly. Please let us know if you need anything else for a good night's sleep.

Breakfast

Breakfast of your choice is served in your chosen location. Either join us in the restaurant from 8am - 10am, or let us know what you would like and at what time, and we'll bring it to your room. It's lovely to eat outside on your deck on a sunny morning! **To see our menu [click here](#).**

Checkout

Check out time is 10:00am.

If you would like a late checkout please enquire, we will happily provide one where possible.

Coffee + Tea

Our coffee is from Black Lab Coffee, Queenstown's premier small-batch specialist coffee roaster. They have sustainability and ethics as their top priorities. Tea is from Clipper, organically produced and packaged in paper, which can be recycled.

To fill the kettle, you can use the jug on the table next to it - the water is safe and delicious from the tap in the bathroom. Fresh milk is in a jug in the fridge. Please ask if you'd like more at any time.

Cooking

You are welcome to use the self-catering facilities in the Wilderness Area. Please ask a member of our team for the door code.

Dining Options

The Fernery, our licenced cafe restaurant here at Kinloch is open daily. Hours change seasonally, you can **[check the website here for details](#)**.

- GENERAL INFORMATION -

Dining Options (continued)

Bookings are essential for dinner, please **book online here** or speak with one of the Kinloch team.

Please contact us directly if you haven't made your reservation by 2:00pm on the day. In the quieter months or on the occasion when there are no dinner reservations, The Fernery may close at 5:00pm.

Evening dining options available in Glenorchy include Mrs Glen's, the Glenorchy Hotel, and The Great Glenorchy Alpine Base Camp.

Facilities

You are welcome to use our push bikes at no extra charge. **Fishing rods** and **electric motorbikes** are available for hire. **Kayak trips** run in the summer.

Heating + Cooling

Our EcoScapes use the best in passive green technology, so we aim for a neutral inside temperature of 18-20C at all times. The ventilation system provides a heat exchange which allows a constant temperature in the cabin.

Internet, Wifi + Devices

The internet service is: starlink. The password is: spaceX2021

Devices can connect with each other via Bluetooth and Chromecast.

Keys

Keys to your EcoScape are provided on arrival and need to be handed in or left in your room upon departure.

Laundry + Drying

Laundry and drying facilities for guest use are along from the The Fernery restaurant and available from 3:00pm to 7:00am. Machines are coin operated and eco friendly laundry powder is provided. Clothes can be hung on the line if you prefer. A boot dryer is also available by the washing lines.

- GENERAL INFORMATION -

Licensed Areas

The Fernery, our on-site restaurant, serves a wide selection of fantastic local wine, beer and spirits. If you wish to consume your own drinks, please do so in your room or the designated self-catering areas. We do not tolerate drunk or intoxicated behaviour anywhere on the Kinloch premises.

Lost Property

Lost property is kept for up to 3 months, after which time it will be given to charity or disposed of. We will happily return any goods you have accidentally left behind on receipt of a pre-paid envelope or payment for postage.

Noise

Quiet time is from 10:00pm across all areas of Kinloch Wilderness Retreat. If you are up late and the party is just getting started, then we suggest taking it down to the far end of the beach. Please be mindful and considerate of other guests when returning to your room. We ask that all guests be respectful of each other at all times.

Parking

Parking for the Mohua Cabin is below the front cabin on the grass. Parking for the Kea Cabin is behind the cabin. Parking for the Piwauwau cabin is just next to it, between Kea and Piwauwau.

Pets + Wildlife

We love animals here at Kinloch, both the wild kind and pets. Pets are allowed on-site but they must not become a nuisance to other guests. They also must be cleaned up after. We respectfully ask that you don't bring pets inside unless by arrangement.

We have pets and some wild bird friends who you may well meet - you're welcome to play with them, but please don't feed them.

Sandflies

Sandfly repellent is provided in the room - it's a natural non-toxic product. To prevent sandflies coming inside, please keep the doors and windows closed and use the ventilation system for fresh air. If you do open the doors and have sandflies in the room, the easiest way to remove them is

- GENERAL INFORMATION -

by spraying them and using your robotic vacuum to suck them up (press the power button). Please ask staff and someone will come and take care of this for you.

Smoking

We have a complete non-smoking policy inside all buildings. We are in an extremely remote location with regard to response from the fire service, therefore smoking around the site buildings is not permitted.

Spa pool

At the front of the garden, there is a spa pool to the left of the Ecoscapes (on the right if you're looking from your room). This is shared only between you and the other EcoScapes guests. To use the spa pool, just unclip the cover, flip the lid over the arm, lift the arm and enjoy! Please replace it after use.

The water temperature is always warm, but you can find a – and + button where you access the pool if you wish to lower or raise the water temperature.

Shops + Services in Glenorchy

For small grocery items and provisions, Mrs Woolly's is the best option, with a range of fresh produce and snacks. In addition, there are great baked goods available at the Akin. There is no full grocery store in Glenorchy and we recommend purchasing your supplies prior to arrival.

There is a petrol station in Glenorchy, open from 9:00am - 5:00pm, with an after hours self-service credit card pay station.

Visitors

Visitors are very welcome in the restaurant and may also make bookings to join Kinloch guests on Kinloch Wilderness Retreat paid activities. All other areas of the lodge are reserved for paying guests only. We have cameras operating throughout the site to protect both our guests and their property, as well as to prevent misuse of our facilities.

- SHARING FEEDBACK -

Thank you once again for choosing to stay with us at Kinloch Wilderness Retreat! It is our aim to offer you the best accommodation and visitor experience possible, whilst caring for our environment and being a positive part of our local community.

If you have enjoyed your stay, please tell us! Let us know if someone or something made your stay special. Our team works really hard in all kinds of ways, big and small, and a kind word or compliment makes our day. Please also feel free to share your experience with friends and family and your pictures with the rest of the world. If you would like to tag us on Facebook and Instagram we'd love that as well - #kinlochwildernessretreat.

If you should have any suggestions, feedback, complaints or requests during your stay, however minor, please notify someone from our team as soon as possible. We will try our very utmost to find a satisfactory resolution by offering assistance however we can in a timely way. If anything bothers you please don't wait until the end of your visit to mention it, as we welcome the opportunity to address your concerns and ensure your time with us is memorable for all the right reasons!

Finally, we truly appreciate it when happy guests take the time to write a review on either **TripAdvisor** or Google - your support of our family business means a great deal.

– FACILITIES –

Kinloch Spa Pool

All guests are welcome to use the Kinloch Spa Pool, which can be found up above the Heritage Lodge and Wilderness Accommodation buildings nestled in amongst the beech trees. The elevated position gives unobstructed views across the lake and makes the spa pool a firm guest favourite facility! The hot tub is kept at a constant temperature of about 38C, perfect for easing aching muscles after a day of activities, relaxing under the stars or maybe even watching the moon rise.

To look after all of our guests, please shower prior and kindly refrain from bringing food or glass into the area. Children must be supervised and no intoxicated guests are permitted in the water.

TV room

The TV room is open to all in-house guests and is a quiet space for hanging out reading books, playing games and viewing content downloaded to your own devices. You are also welcome to make free popcorn using our in-house popcorn maker whilst enjoying your film selection! The TV Room is in the Wilderness area, down the hall just beyond the showers.

Storage

Guests staying at Kinloch Wilderness Retreat are welcome to store their gear free of charge whilst away on tracks. Doing so is at your own risk. Ask someone from the Kinloch team for the code to unlock and access the storage cupboard. Any expensive or precious items can be locked away in a safe by staff, please just ask. Campers not otherwise staying at Kinloch Wilderness Retreat can have gear stored from \$2.50 / day per person.

Kitchen + Lounge

We have a fully equipped kitchen, dining and lounge area available to all guests for self-catering purposes, which is located in the Wilderness area.

Kinloch Yurt

Nestled in the beech forest above the site, with stunning mountain views, our yurt is a great space for gathering a group or simply having your own space. You can book it by the hour, half day or full day. A projector and bluetooth speaker are available for you to use when booking this space. Please ask one of our team for more information or **see our website for making bookings.**



Restore in Nature



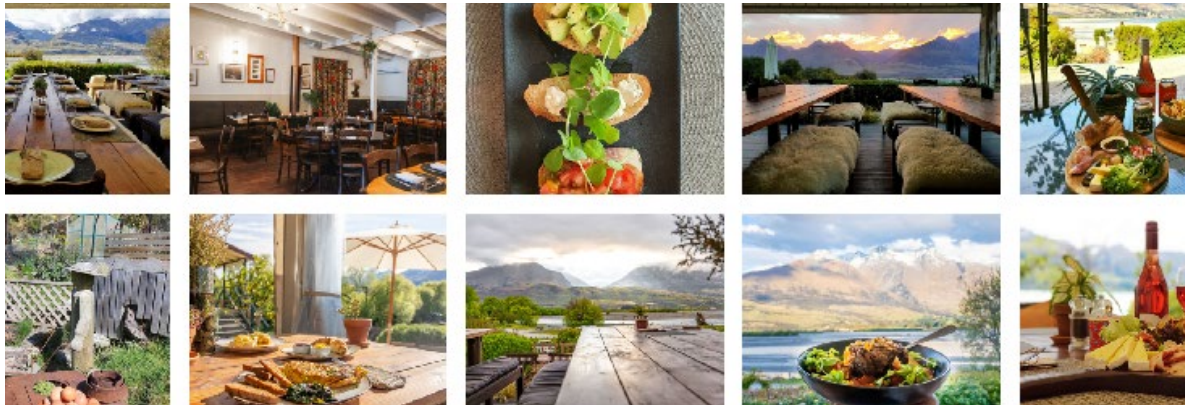
- DINE WITH US -

The Fernery | Cafe Restaurant

Whether it's a hearty breakfast to set you up for top-of-the-lake adventures, a lovely long lunch shared with good friends or a delicious dinner to restore you after a big day out, we're on hand to serve you the best food with the freshest locally and sustainably sourced ingredients.

Our on-site licenced cafe restaurant, The Fernery, is open every day from 8:00am and we welcome you to join us! We serve delectable barista-made coffee perfect for any time of day.

Both our menu and opening hours change seasonally, so for more about our **current offerings, menus and opening hours, please click here.**



Our focus is on delicious, nourishing dishes with gluten-free, vegan and vegetarian options available; all dietary requirements can be considered, please just let our kitchen know.

Dinner Reservations

Bookings are essential for dinner, please **book online here** or speak with one of the Kinloch team.

Please contact us directly if you haven't made your reservation by 2:00pm on the day. In the quieter months or on the occasion when there are no dinner reservations, The Fernery may close at 5:00pm.

The Fernery | Weddings + Group Bookings

We also cater for weddings and offer restaurant or catering bookings for large groups. **Contact us here for more information** or ask one of our team at The Fernery or at Kinloch Wilderness Retreat check-in.

- DINE WITH US -

About Our Produce

We're blessed to live in a region abundant with amazing local produce and we love to support the farmers and foodie businesses in our wider community by offering their outstanding fare. We take special care to craft a regional cuisine that matches the quality of the produce arriving to our door.

We strive to reduce our impact on the environment by sourcing everything as locally, organically and sustainably as possible.

We're also proud to have an on-site kitchen garden which provides salad greens, herbs and edible flowers in season, along with some berries and other vegetables at certain times of year.



Akin Cafe | Glenorchy

We are delighted to introduce our newly renovated sister cafe in the Glenorchy township. You'll find us at 13 Mull Street, formerly The Trading Post.

Come and see us for incredible coffee, fantastic food made with love in the Kinloch kitchen and icecream served by the scoop (local collab with Patagonia). Our menu is fresh and local, offering healthy options along with some decadent treats.

- ACTIVITIES -

Your Adventures, Our Local Knowledge

From kayaking on Lake Whakatipu, ziplining through native forest, trekking on horses through flowering lupins, taking scenic flights above Fiordland, to hiking the world-renowned Routeburn Track – we're in the heart of it all.

Here at Kinloch Wilderness Retreat we offer a range of **kayaking trips with Kayak Kinloch, e-motorbike hire on our UBCO offroad bikes, bicycle hire and gear hire for fishing**. We also offer transport to and from some of the main local walking tracks.

There are many fantastic local tour operators keen to show off this special corner of New Zealand. Many offer customised trips in addition to regular packages, so your adventures are only limited by your imagination.

There are also lots of spectacular day walks right on our doorstep, everything from 20min strolls to full day adventures.

Visit our website here or chat with one of our experienced team for more detailed information about any or all of the many local possibilities. We are always happy to help connect you with epic activities in our beautiful backyard.



- ACCOMMODATION OFFERINGS -

Stay With Us | Unique Lakeside Accommodation

We have four distinct accommodation offerings here at Kinloch Wilderness Retreat, ranging from the remote wilderness lakeside setting at Kinloch to our luxury B&B on the lakefront in Glenorchy township.

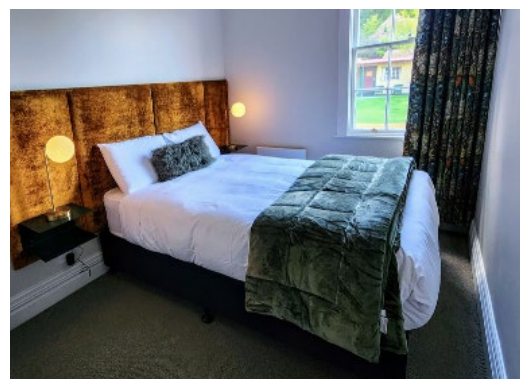
EcoScapes

Our passive 'low energy' cabins designed with locally-sourced green building technology offering outstanding comfort and stunning views. Ideal for a luxurious romantic break. **Visit our website here for more information and to book.**



Heritage Lodge

Perfect for guests wanting the comfort of home whilst reconnecting with a group of their favourite people. Also lovely for a romantic couples getaway. Six private rooms to choose from, with two shared bathrooms. Relax in the cozy private lounge, solely for Heritage Lodge guests, or enjoy the view from the private terrace after a day of exploring. **Visit our website here for more information and to book.**



- ACCOMMODATION OFFERINGS -

Wilderness Rooms

Simple accommodation featuring a variety of room types - the ideal choice for travellers, whether solo, couples or families. Pet friendly. All rooms have fully made up beds (all linens and towels provided), duvets, hot water bottles and blankets for the cooler nights.

Your booking also includes access to shared bathroom facilities, the communal kitchen and TV Room, and other Kinloch Wilderness Retreat facilities such as the spa pool. **Visit our website here for more information and to book.**



Glenorchy Lake House

Luxury accommodation in the heart of Glenorchy. Created for the ultimate relaxing break, with amazing views, sumptuous beds, and a therapeutic spa pool, the house will have you refreshed and ready to enjoy all the area has to offer. Guests have the comforts of the Lake House to themselves, with staff discreetly stopping by. **Visit our website here for more information and to book.**



- GROUP BOOKINGS -

The Perfect Venue for Any Occasion

Kinloch Wilderness Retreat offers an ideal location for corporate retreats, team building experiences, family reunions, celebrations, weddings and more! We're happy to help you organise any occasion.

For more information on all of the many options we offer when hosting groups of all varieties and sizes, **please click here to browse the offerings detailed on our website.**

Group Accommodation

We can accommodate and cater for your group while they enjoy the wilderness experience. With over 20 years experience we can easily arrange group activities off-site such as jet-boat and ziplining trips. Let us organise a special itinerary specifically for you.

We have accommodation to suit all budgets, along with dining options to suit various events, budgets, and dietary needs. Marking an important occasion or taking the time to restore in nature with a retreat at Kinloch will create a lasting impact and many treasured memories. Let us do all the work while you relax with your group in our restaurant. Alternatively, you can cater for yourselves with our fully equipped kitchen and BBQs.

To learn more, **click here to visit our website.**

Meetings + Conferences

There are several spaces on site suitable for meetings and presentations. Projector and whiteboard facilities are also available. **We also offer bookings for a range of activities awesome for team building.** Speak with one of our team to learn more.

Retreats

Come and be immersed in nature and discover your Nature Within. Join one of our upcoming retreat weekends or chat with us about the options for hosting your own.

Kinloch Wilderness Retreat is nestled in nature and surrounded by Wilderness. Step out into beech forest, sit by the lake and feel the power of the mountains. **Visit our website here for more information and possibilities.**

- OUR VALUES -

Here at Kinloch we pride ourselves on values - values we try to live by that embody the ethos of our business, our small community and our lives.

Below are six values we adhere to and what they mean to us.

INTELLIGENCE

Think smart, act smart. Work in an intelligent way for the benefit of our valued customers, our fantastic community and our families.

RELEVANCE

Stay current. We know times change and so do customers needs. We're committed to growing and changing too, without changing the heart of this special place

THOUGHTFULNESS

Kindness is important. Thoughtfulness ensures that a kind act, whatever it may be, has a lasting effect and benefit. Be thoughtful.

COMMUNITY

Our small community at the top of Lake Whakatipu is very special. Our contribution to our community matters and we do whatever we can to support local people and businesses, so everyone flourishes.

ENVIRONMENT

The landscape around here is amazing! We will protect and conserve it, as well as enjoy it. We are committed to sustainability and continued innovation in implementing environmentally conscious practices across every level of our business.

FUN

When all is said and done, if it's not fun for everyone, then what's the point? We love what we do, and hope our enthusiasm and positive energy is contagious.



- OUR HISTORY, OUR PEOPLE -

Kinloch Wilderness Retreat has a rich and colourful history, beginning in 1868 with the founding of the lodge by Capt. Richard Bryant, an Englishman who came to Otago to seek his fortune in gold after 20 years on the sea. It has survived fires and thievery, vast changes across more than 150 years of global economic conditions, and the rise and fall of local industries from farming to mining to tourism to hospitality.

In 2000, Toni and John Glover took ownership, lovingly restoring the site to evoke a true representation of its former self. Today the Heritage Lodge building stands as a testament to settler architecture, catering for the needs of all kinds of traveller. In 2007, both the Glenorchy Lake House and Akin Cafe were added to the fold. More recently, the addition of the environmentally conscious and architecturally forward EcoScapes, as well as an ongoing commitment to improvements for resilience, ecologically sustainable practices and upgrades, serves to ensure many more guests can restore in nature here amongst the incredible natural beauty at the top of the lake.

For a more detailed account of the Kinloch story, visit our website here.

