



GLENORCHY
LAKE HOUSE
BOUTIQUE ACCOMMODATION

- 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 by the shores of Lake Whakatipu.

It is our pleasure to host you here at our Glenorchy Lake House. This compendium will give you everything you need to know throughout your stay.

Glenorchy Lake House is the sister property to Kinloch Wilderness Retreat, which is located just across the lake, between the popular Routeburn and Greenstone walking tracks. We also run Akin cafe next door which serves fantastic coffee along with delicious food made with love in the Kinloch kitchen.

We hope that you will be able to totally 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.

Our mission is to offer exceptional accommodation and guest care in this pristine natural environment. To this end we choose to use the best possible natural and environmentally friendly products, along with sustainable hospitality practices.

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 Glenorchy Lake House | Kinloch Wilderness Retreat Team)



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Journey into Nature

- THE HOUSE -

Bathroom Features

We operate a septic system for processing water and sewage waste. Please be mindful and do not flush anything down the toilet except for toilet paper.

All sinks in the bathrooms and toilet are of modern click-clack closure design. To unplug or plug your sink, press the waste button over the drain hole at the bottom of the sink and release. This will close or open the plug in the sink.

The bathroom fan turns on automatically with the light switch to dehumidify the bathroom. If you do not want to have the fan come on (i.e. not using the shower), please use the mirror light. The en-suite has a separate switch for the fan and will turn off when you flick the switch.

Breakfast | Tea + Coffee

If you have booked directly with us, you will find an array of goodies specially prepared for you to eat at your leisure. Continental breakfast provisions are set out on the dining room table and in the fridge.

All guests are welcome to enjoy our complimentary selection of organic teas and coffee. These can be found on the kitchen bench, alongside some complimentary cookies. Milk is in the fridge.

You are also most welcome to pop over to Akin cafe for a complimentary barista-made coffee or tea.

Check Out

Check out time is 10:00am. On occasion, we may be able to accommodate a later check out. Please speak to one of our team or call us no later than 6:00pm the night before to enquire about a late checkout: (03) 442 4900.

Dining Options

The Lake House has kitchen facilities available with everything you should need for self catering. When using the kitchen please kindly rinse items before putting them in the dishwasher. Please only use the labelled dishwashing powder. Our team will empty the dishwasher and do a quick tidy to replenish anything in the mornings as part of the daily service during your stay.

- THE HOUSE -

Dining Options Continued...

The Fernery, our licenced cafe restaurant at Kinloch is open daily. Hours change seasonally, so please ask a member or our team or **check the website here for details.**

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

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

Heating

We provide plenty of heating options to keep you warm. In consideration of the environmental impact, we do ask that you think about conserving energy by turning the heating off when you leave the house for the day. Heating options are:

- Wall mounted heat pumps in the main living spaces.
- Wall mounted heaters in each bedroom. Switches are next to the heaters on the wall and a dial will adjust heat output.
- Electric blankets on the beds downstairs as well as the queen bed upstairs. Switches are on cords on each side of the beds.
- Underfloor heating in the bathrooms. Switches are situated down low on the wall by the bathroom entrances.
- Heated towel rails in the bathrooms. Switches are on the wall beside them.
- Oil heaters in the upstairs bedroom. These can be plugged in and switches are on the heaters.

Keys

Please drop your keys at Akin cafe next door when you checkout and settle up any final bills. If you are leaving early, then please kindly leave your keys in the kitchen dining area.

- THE HOUSE -

Laundry Facilities

You'll find Ecostore washing powder under the kitchen sink for the washing machine in the kitchen. A clothes horse is provided in the hallway for drying clothes.

An iron can be found under the sink and an ironing board can be found in the hallway.

Parking

Guest off-street parking is available on Jetty street. For long term parking (i.e. you're away for a few days hiking), please park in the area across the road by the lake.

Smoking

There is a complete non-smoking policy inside the house. Should you wish to smoke, please do so outside and dispose of your cigarette butts thoughtfully.

Spa Pool

The spa pool is heated and ready for you to use throughout your stay.

To access the spa, unclip the lid, flip it in half and lift. The spa has jets and lights which are operated from either the control panel within the spa or from the outside on the left hand side. The jets can be altered by turning the plastic levers on the side of the spa pool. Please turn off the jets and replace the cover and clip it when you have finished.

Health and safety notes for using the spa:

- We ask that you shower before using the spa.
- Please ensure no glass is brought into the spa area. Plastic cups are available in the kitchen.
- For your own safety, do not enter the spa whilst intoxicated.
- Please supervise children under the age of 12.



- THE HOUSE -

Sustainability

Glenorchy Lake House endeavours to achieve the highest levels of environmental sustainability, as we also do across the Kinloch Wilderness Retreat hospitality offerings. **To read more about our environmentally conscious practices, visit our website here.**

TV

Each TV has a DVD player and the house has a selection of DVD's to suit a variety of ages (DVD's are in the cabinet unit under the TV). There is also Netflix available for streaming.

To Watch a DVD:

Using the PHILIPS remote, press the red 'power' button on the top middle. Then, use the VIEWSONIC remote and press 'Video' once. You can now use the PHILIPS remote to operate the DVD player.

Please note: Again, if you press the 'Start' button more than once, it will cycle through empty channels. Press repeatedly to get back to the DVD.

Wifi

We offer Starlink Wifi for guest use.

The password is: spaceX2021



- 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.

Your address is: Glenorchy Lake House, 13 Mull Street, Glenorchy, Otago 9372

A fire safety procedure is located in the house.

In the event of an earthquake, we suggest bracing in doorways or under the dining table. In a long or strong earthquake it may be best to leave the building, depending on where in the house you are.

For health concerns call Healthline: 0800 611 116.

To reach a doctor call Queenstown Medical Centre: (03) 441 0500.

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

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

Power cuts

The Lake House is equipped with solar panels which are connected to Tesla batteries, so will have power in the event of a power cut. However, we ask that you be mindful of energy usage to allow this power reserve to last as long as possible. We recommend using the woodburner instead of the heat pumps and unplugging any devices that don't need urgent charging. There is a box of wood on the deck for the woodburner for usage during a power outage. It is kept padlocked - please call us on (03) 442 4900 for the code to the box. For extended outages, Glenorchy has a generator that can be used, however energy conservation is still suggested.

Shops + Services in Glenorchy

Glenorchy is a small rural town, so public services are limited. Those available are:

- The Glenorchy Hotel, located on Mull St, has a general store next to the pub. This store sells drinks, some essentials, dry goods, snacks, ice-cream and some personal items.

- GENERAL INFORMATION -

- Mrs Woolly's General Store (64 Oban St) is the best option for small grocery items and provisions, with a range of fresh produce, artisan food items and snacks. Personal care items are also available.
- Postal Services: Glenorchy Motors is also our local Post Office and will be able to assist you with stamps or sending overseas mail.
- Petrol / Gas / Diesel Fuel is available at Glenorchy Motors (on Mull St), open from 9:00am - 5:00pm, with an after hours self-service credit card pay station.
- An ATM Machine is available at the Glenorchy Hotel (42-50 Mull St).
- There is fantastic coffee and great baked goods available at Akin cafe. Mrs Glen's also serves coffee and baked items, including pies.

- SHARING FEEDBACK -

Thank you once again for choosing to stay with us at the Glenorchy Lake House! 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 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!

If you have enjoyed your stay, please tell us that too! 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.

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.



Restore in Nature



- DINE WITH US -

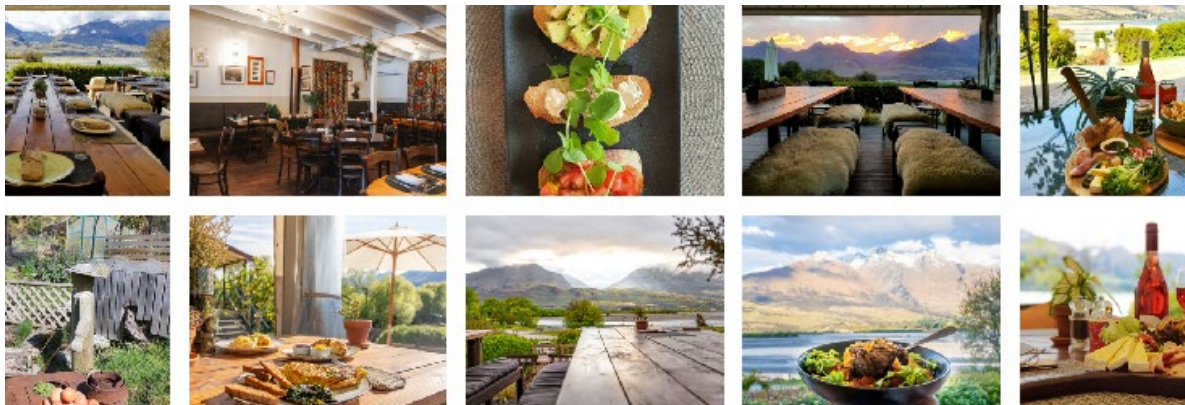
The Fernery | Cafe Restaurant

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 licenced cafe restaurant called The Fernery, located at Kinloch Wilderness Retreat, is open from 8:00am and we welcome you to join us!

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 bookings for large groups. **Contact us here for more information** or ask one of our team at The Fernery.

- 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 right next door 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 majestic landscapes, taking scenic flights above Fiordland, to hiking the world-renowned Routeburn Track – we're in the heart of it all.

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.



- ACTIVITIES -

Activities in Glenorchy

Tennis racquets are available for you in a basket in the hallway. A tennis court is at the Recreation Grounds, just a 10 minute walk away accessed off the roundabout. Please see the Glenorchy Map for more details.

An indoor, solar heated swimming pool behind the school is available for public use from November until around Easter; codes can be purchased at the Glenorchy Pub.

The Glenorchy Wetlands Boardwalk around the Glenorchy Lagoon is a beautiful short walk right on your doorstep. Highly recommended for viewing of birdlife and some stunning reflections. This is also an ideal walk for young families.

Children's Activities

Glenorchy offers great facilities for families. The playground is a five minute walk from here, situated behind Glenorchy School near the swimming pool.

The Glenorchy skate park is on the waterfront to the left of the Glenorchy Marina and carpark area. See the Glenorchy Map on the coffee table in the lounge.

Ideal walks for younger families include the Glenorchy Lagoon Boardwalk, Lake Sylvan, the Kinloch Scenic Nature Walk and the 40 minute Nature Loop at the beginning of the Routeburn Track. **Select the family friendly option to find out more on our website here.**

Many of the activities offered locally by tour operators are child friendly. Fynyak adventures along the Dart River, for example, are an incredible family experience suitable for children at least 1 metre tall, accompanied by an adult.

The Glenorchy Animal Experience is also lots of fun for kids!



- 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.

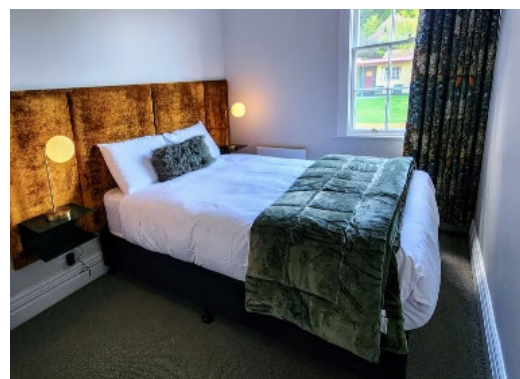
EcoScapes

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), wool 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 leave 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 | Kinloch Wilderness Retreat

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 at Kinloch Wilderness Retreat 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 at Kinloch Wilderness Retreat 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.

