



KINLOCH WILDERNESS RETREAT

– DIGITAL COMPENDIUM –



Kia Ora, Welcome



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- GENERAL INFORMATION -

Emergency Numbers + Procedures

In New Zealand if there is an emergency phone: 111. 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 contact a staff member out of hours for urgent matters only call: +64 27 331 2190.

Check Out

Check out is by 10:00am.

If you would like to extend your stay, please let us know before 9:00am on the day you're due to leave and we will do our best to accommodate you. Please kindly return your key if you have one to reception upon checkout, however if you're leaving early you are welcome to leave your key in your room.

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.

Rooms

If you are lucky enough to be with us for a long stay, please note that linens may be changed every 3 days. Please let our team know if your towels need refreshing.

If you would like the rubbish bin in your room emptied, please leave it outside your room and let us know.

- GENERAL INFORMATION -

Animals + Pets

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 into communal areas, the Heritage Lodge or EcoScapes out of consideration for other guests with allergies.

We have pets and some wild bird friends who you may well meet - you're welcome to play with them (Holly and Wilbert, our springer spaniel and golden retriever, love to say hello) but please don't feed them.

Smoking

We have a complete non-smoking policy inside all buildings throughout Kinloch Wilderness Retreat, including the terrace of the Heritage Lodge and the porch areas outside the Wilderness rooms and amenities. We are in an extremely remote location with regard to response from the fire service, therefore smoking around the site buildings is not permitted.

Licensed Areas

The Fernery, our on-site restaurant, serves a wide selection of fantastic local wine, beer and spirits, as well as a selection of international beverages.

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.

Parking

Vehicles parked at Kinloch Wilderness Retreat are done so at your own risk. Parking is available along the main road on the grass and gravel on the lake side of the street.

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.

- GENERAL INFORMATION -

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.

- 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 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 really 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.

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. This space also has a selection of indoor games, books and puzzles available which include selections suitable for guests of all ages.

Toilets + Showers

There are 4 toilets and 4 showers for Wilderness guests. Heritage Lodge guests have their own private bathroom facilities.

- FACILITIES -

Laundry + Drying

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

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.**



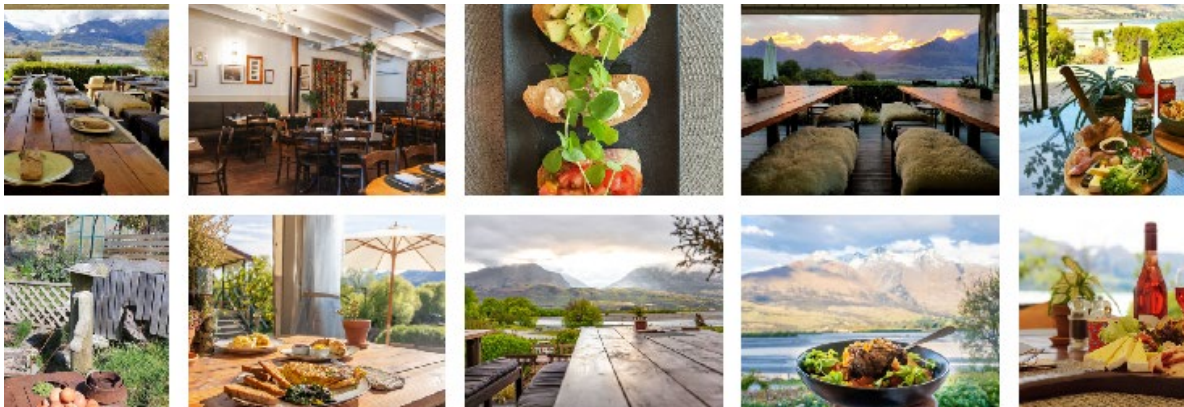
- DINE WITH US -

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 called The Fernery is open from 8:00am and we welcome you to join us! We serve delectable barista-made coffee perfect for any time of the day.

Both our menu and our 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.

- DINE WITH US -

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.

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.

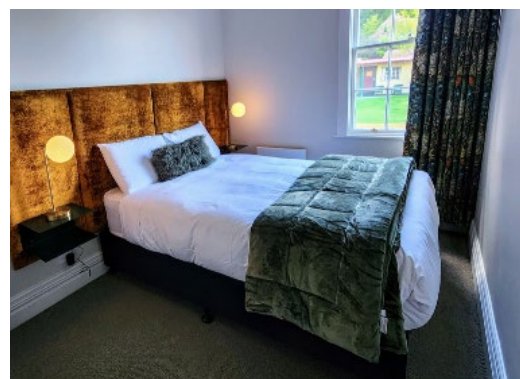
EcoScapes

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.

