

GUEST COMPENDIUM



GUEST SERVICES & FACILITIES

Accounts (Reception)

- For departures before 7.30am, we ask you to please settle your account before 8.00pm the previous evening.
- We accept American Express, Visa, MasterCard, and EFTPOS. (EFTPOS is free - please note all other credit card transactions incur a 1.5% surcharge)

Activities

Please contact our Tour Desk at Reception for any information, maps, brochures, visitor information or bookings

- Onsite activities; Our guest library, Pool and Tennis & 3km walking track.
- Onsite Hunter Farm & Adventure Centre; Electric bike hire, Segway tours, Horseriding adventures & Horse & Carriage Tours.
- Close by us; 5 wineries within walking distance
- Locally; hot air ballooning, Hunter Valley Gardens and shopping village, 4 championship golf courses, tandem skydiving, and helicopter joy flights plus over 120 wineries to explore.

Air Conditioning

Remote control can be found attached to the wall

- Remove the remote control from the wall and point it at the A/C unit on the wall.
- Turn unit on with orange button
- Check control is set on correct 'Mode';
snowflake = cool
sun = heat
- Set the desired temperature
- Fan speed should be set on automatic
- There will be a beep with each program change

BBQ Facilities

Cook your own BBQ with your own utensils. Can please ask you to leave the BBQ and BBQ area clean and tidy for following guests. Thank you.

Beverages

CA complete range of wines, beers, cocktails, spirits and mixers are available in our 4 Pines at the Farm. NB with Covid - times / days may change without notice.

- Takeaway beverages 10am-5pm daily - from Cellar Door
- Takeaway 5-8pm - to order please scan QR code on your desk

Bicycles

Electric bicycles and helmets are available for hire from Reception. Please book through Reception - Dial 9.

Black out (Power failure)

In the event of a blackout, an emergency light is located in the kitchenette drawer.

Blankets

Extra blankets are in the large drawers.

Breakfast

- Daily from 7.30am - 10.30am in the restaurant (top of the drive).
- Reservations are necessary <https://bit.ly/3lh2zPl>.
- Sample menu is included in this compendium.

Brewing (4 Pines at The Farm)

- 12noon-4pm daily. NB with Covid - times / days may change without notice
- Bookings are required - please use QR code on front of this compendium
- To see menu, please go to <https://bit.ly/3gg1YYX>



Business Centre

Full secretarial service - including typing, printing, colour photocopying, fax, internet, email, and laminating facilities. Please dial 9 for further information.

Check out time

Check out time is 10:00am.

Child minding services

Please contact Reception for details.

Church services

Enquire at Reception for location and times of religious services.

Conference, wedding, function facilities

We have 7 different meeting rooms which can cater from just four guests, up to a banquet for 200 guests. Please contact us for more details on ext 233.

Convenience Store

At our Reception, we have all the essentials - be it chips, toothpaste, toothbrushes, comb, deodorant, shaving gear, sanitary items, batteries, sunscreen, insect repellent and much more. Please dial 9 for details.

Departures

Guests are reminded to vacate their rooms by 10.00am on the day of departure; otherwise an extra charge may be incurred.

Dinner

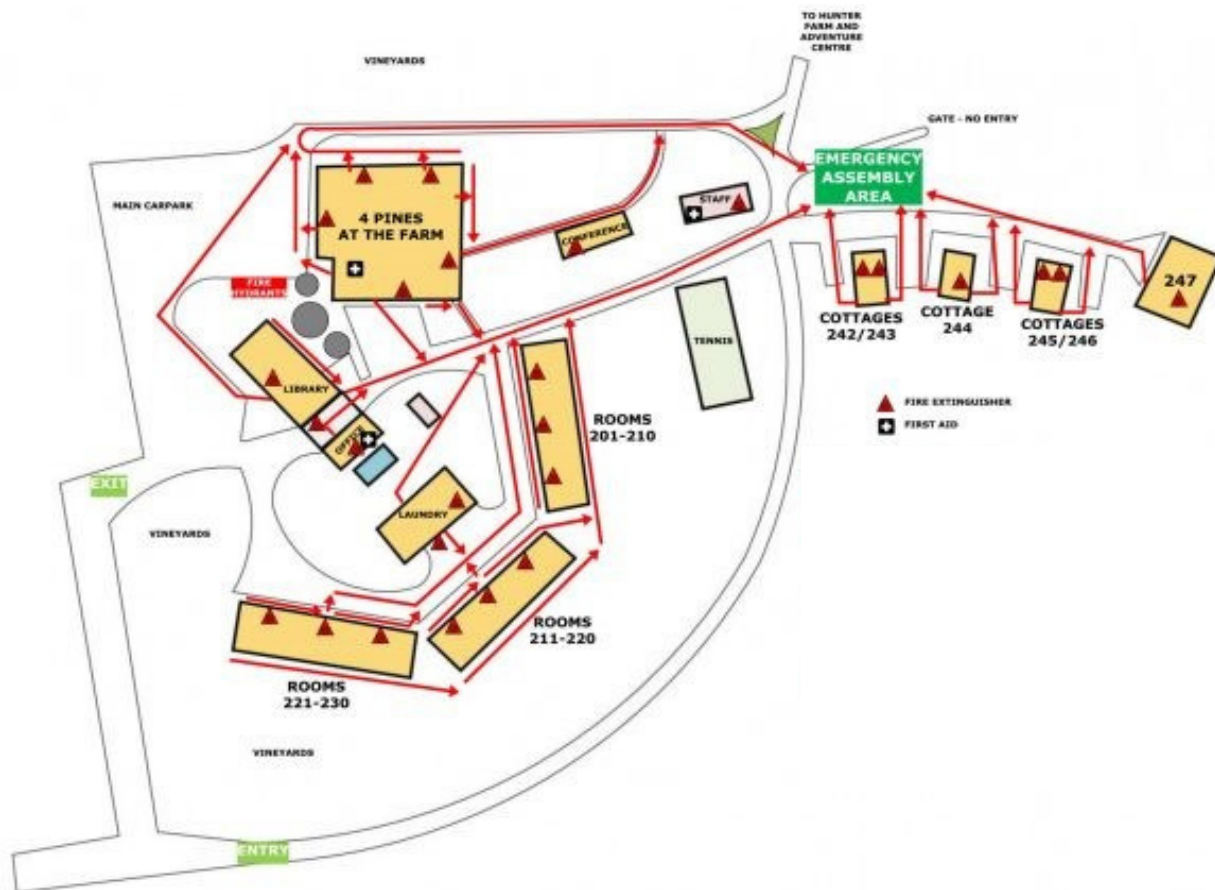
- Barrel Bistro from 6-8pm Wednesday-Sunday
- Bar Menu - daily 3-8pm.
- Reservations essential - please use QR code on front of this compendium
- To see sample menu, please go to <https://bit.ly/2V7QOQL>
- Takeaway 5-8pm - please scan QR code on your desk to order

DVD player

- Built into your individual flat screen TV is a DVD player. A large selection of DVD's are available from Reception during office hours.
- Insert the DVD into the side slot and follow the on screen instructions using your remote control.

Fire & emergency

- Built into your individual flat screen TV is a DVD player. A large selection of DVD's are available from Reception during office hours.
- Insert the DVD into the side slot and follow the on screen instructions In case of a fire or emergency, please dial 9 and advise reception.
- In case of fire immediately make your way to the Assembly Meeting Point
- Fire extinguishers are located on walkway outside guest rooms, and in Please note evacuation procedures and Assembly Meeting Point on the back or side of your front door.



<p>Food preparation</p>	<p>Health Authorities strictly forbid cooking and preparing of food in guest rooms. Please use BBQ area or guest laundry.</p>
<p>Hairdryers</p>	<p>For your safety, hairdryers are located in the bathroom vanity.</p>
<p>Horseriding, horse & carriage tours</p>	<p>Operated by Scott and his team and located onsite - tours run several times a day. Bookings are essential. Please call Scott on ext 530, or Reception dial 9.</p>
<p>Housekeeping (Please dial 9 if you need assistance)</p>	<ul style="list-style-type: none"> • For clean towels please place your dirty towels in the bath. • Please hang your towel up if you would like to re-use it.
<p>Ice</p>	<p>Available from the 4 Pines at the Farm from 10am till close.</p>
<p>Iron & Ironing board</p>	<p>An iron and ironing board is in the wardrobe area.</p>
<p>Internet WIFI access (Please understand as we are in the country we do not enjoy the high internet speeds found in the city!</p>	<ul style="list-style-type: none"> • Log onto 'Hunter Valley Resort' • Password is hunalhvr • Please see reception for help with access if required (office hours only)



Keys

On check out please remember to leave your keys at the Reception desk.

Laundry

Our self service guest laundry offers washing, and drying facilities. The laundry is located in the amenity block directly behind the pool. Washing powder is available at Reception.(Open Reception hours only)

Library, guest lounge

- Located opposite Reception. Open during Reception hours only.
- Enjoy an open fireplace, range of books/magazines, sofas, TV/DVD, and tea/coffee.

Lunch at 4 Pines The Farm

- 12-4pm daily.
 - Bookings required - please use QR code on front of this compendium
- To see sample menu, please go to <https://bit.ly/2V7QOQL>

Packages

(Wedding, Group, Conference or Meeting packages)

If you would like information on our Wedding, Conference or Meetings packages, or if you are organising a group of friends for a visit, please enquire at Reception for details or dial 233 for our coordinator.

Pets

Health regulations do not permit pets in rooms.

Phone charger

2 x USB connections incorporated into your TV powerpoint.

Pillows

Extra pillows are in the large drawers.

Pool

- Local laws prevent the pool opening until daily testing has been completed
- The swimming pool is open for your enjoyment during Reception hours.
- Please note children must have adult supervision at all times.
- Pool towels are available from Reception.
- Your attention is drawn to the pool regulations poolside (eg; No smoking, and no glassware within the pool area - PLEASE)

Reception

(Dial 9)

- Open from 7.30am to approximately 8.00pm daily.
- After hours Caretaker, please dial 9 from your room phone, or phone outside Reception.

Resort shop

- **Wines/Beers** - from Cellar Door - including a selection of Hunter Valley Resort and 4 Pines at the Farm souvenirs such as T-shirt's, Polo Shirts & Caps. Please dial 4 for more information (10am-5pm only)
- **Snacks/water/toothpaste** - from reception - Water bottles, toothbrush, repellent, sunscreen, confectionery & chips etc - please dial 9 for more information. (office hours only)

Security, damage or loss

We draw your attention to the Innkeeper Liability Act. You will be held responsible for any damage to resort property. Please ensure you always lock your room securely when leaving.

Segway tours

Please call Adam on ext 588 for more information or to book.



Shuttle service

- **Locally** - there are many day tour / shuttles / taxi options to move around the Wine Country. Please see our Reception for more information.
- **Shuttle to Airport/Train** - this service normally departs from outside Reception at a time suitable for your flight/train. It must be pre booked at least 24 hours prior to departure. Please contact Reception to reconfirm times & for bookings.

Smoking

- NSW anti smoking laws prohibit smoking in all inside and outside public dining areas such as cellar door & 4 Pines at the Farm.
- Smoking is prohibited within 4 metres of any outside public access point
- Smoking is also prohibited in all guestrooms/cottages, pool area, reception & Library. Please note we will levy a cleaning charge for smoking in any guestroom.
- Smokers please use the ashtrays located around the resort and outside on each room balcony. Thank you!

Spa in room (Cottage only)

Please ensure water level is ABOVE water jets before turning on pump. Depressing the Pump button turn your pump "On or Off", if there is no water in the spa bath or insufficient water in the pump, it will automatically shut down. PLEASE DO NOT OVERFILL the bath as the kitchen and room will flood - if you do, note clean up charges will apply... If you need assistance, please contact Reception. Thank you!

Takeaway dinners, beverages

- 7 days 12pm-8pm. NB with Covid - times / days may change without notice.
- To order, please scan the QR code on your desk or go to: <https://bit.ly/33D33qp> and collect from 4 Pines at the Farm when ready.
- Sample menu is included in this compendium.

Taxi

The local taxi service number is 4990 1111, or please contact Reception on 9.

Telephone

- If you are expecting a late night call; please advise your caller of your room number, as our telephone system after hours will automatically connect them directly through to your room.
- Outside line; only emergency calls to 000 are possible.
- Room to room; simply dial the room number.
- Contact; our telephone number is +61 (02) 4998 7777,
- Email: sales@HunterResort.com.au

Tea & coffee making facilities

These are provided in your room. If extra milk is required, contact Reception.



**Television &
DVD, CD
player**

TV channels

002- ABC
003- SBS One
005- Ten Newcastle
006- Prime 7 Newcastle
008- Nine Newcastle
020- ABC HD
021- ABC
022- ABC2/ KIDS
023- ABCME
024- ABC News 24
030- SBS HD
032- SBS Viceland
033- Food Network
034- NITV
037- SBS Radio 1
038- SBS Radio 2
039- SBS Radio 3
050- ONE Newcastle
051- TEN Newcastle
052- TEN HD Newcastle
055- Eleven
056- Aspire
060- Prime7 Newcastle
061- Prime7 Newcastle
062 - 7TWO Newcastle
063- 7Mate Newcastle
065- ISHOPTV
068- Racing.com
080- 9HD Newcastle
081- Nine Newcastle
082- 9GEM Newcastle
083- 9GO! Newcastle
084- 9Life Newcastle
085- Extra
088- 9GO! Newcastle
200- Double J
201- ABC Jazz

• **DVD player**

- Built into your individual flat screen TV is a DVD player.
- Please do not insert mini DVD/CD's into slot - they jam the player!
- Insert the DVD into the side slot (Right hand side) and using your remote control, follow the on screen prompts.
- A selection of DVD's are available at Reception during office hours.

Tennis

Our tennis court is available from sunrise to sunset. Please contact Reception for bookings. Racquets and balls are available from Reception.

Torch

(Power failure)

In the event of a blackout, an emergency light is located in the kitchenette drawer.

USB phone charger

2 x USB connections incorporated into TV powerpoint

Wake up calls

- Lift the receiver on the telephone.
- Dial 700 then the time you wish to wake-up (24 hour clock), then 99 and hang up.
- Eg. For 6.15am, dial 700 0615 99, OR for say 9.10pm, dial 700 2110 99

Walking trails, facilities

Please enjoy our walking trails / gardens at your own risk and on the condition we do not accept any responsibility for any injury. Please note these areas are NOT paved or formed pathways and can be slippery, especially after rain - Please use caution.

WIFI internet

(Please understand as we are in the country we do not enjoy the high internet speeds found in the city)

- Log onto 'Hunter Valley Resort'
- Password is hunalivr
- Please see reception for help with access if required (office hours only)

