

Hotel Information

Reception

Reception is available 24/7 – call us on +64 (0) 3 409 2344.

Check-in times

Our check-in times are as follows:

Check-in: 2:00pm

Check-out: 10:00am

Hotel access

Main door is locked between 10 pm–7am After-hours access with the app or your room key.

Mi-pad is 100% smoke free.

Please do not smoke anywhere in the hotel grounds, including the rooftop & courtyard.

Food & drink

You can bring your own food to your bedroom and our public areas. Moderate alcohol consumption is allowed but please be mindful of other guests.

Breakfast & Restaurants

We do not have a restaurant on-site as we are only a few minutes' walk from the best cafes & restaurants in town. Ask reception staff for recommendations.

Parking

Henry Street (just outside the hotel) has 120 minutes of free parking during the day (8am–6pm). Overnight parking is free of charge.

Ballarat Street has paid day parking for \$2 per hour between 8am–6pm (free overnight). Additional parking can be found on *Gorge Rd*.

Laundry

We have laundry facilities on Level 2. An iron and steamer can be used free of charge. Washing machines operate by credit/debit card: \$6 per wash and \$6 per dry. Detergent is included.

WiFi details

Mi-Pad_Guest

Password: Mip@d5mart

Mia (the app)

Downloadable on Google Play and App Store, simply search for *mi-pad*.

Hotel amenities:

Level 6 - Rooftop Terrace (open 6am–10pm)

Level 3 - Library & Tech Hub, Hotel Reception

Level 2 - The Indoor Lounge & Outdoor Courtyard

Smart bars

We have our Smart Bar vending machines on every floor with complimentary hot drinks & a selection of responsibly produced, local and healthy snacks.

Ice machines & water

Filtered cold water and ice for your drinks are available on every floor, next to the vending machines. Use the ice bucket & mi-pad glasses in your room. Our tap water is also filtered and drinkable.

Transport & luggage storage

The local bus is a good option to travel in the area. You can also book a taxi or a shuttle through reception. Shuttle services need to be booked at least the previous evening prior to your departure. We can even store your luggage while you wait for your transport.

Activities and adventures

Queenstown is the adventure capital of New Zealand and offers something for everyone. Ask our staff members for recommendations on local activities. We can even make the bookings for you (no extra charge).

Your Stay

For your comfortable and ease

Mia (the app)

Downloadable on Google Play and App Store, simply search for *mi-pad*. With Mia you can:

- Access your room (no keys needed)
- Access the hotel even in night
- Adjust your room temperature
- Adjust your room lighting
- Request DND (do not disturb)
- Request your room to be cleaned
- Contact reception & other guests

Chromecast

There is a Chromecast in your room so you can stream from your mobile device to television. To start, choose the WIFI with your room number and follow instructions on your television.

Safe

Here at mi-pad, we've digitised and concealed our safes into the drawer to the side of your bed. If you pull the drawer open, you'll find the keypad and instructions on how to use the safe. Touch the screen to activate.

Our energy saving initiatives

Lights

The sensors under the bed come on when you step out of bed at night – they are dimmed and light the way to the shower and toilet.

The sensors in the toilet and shower are on 10% brightness at night and will stay on for twenty seconds if no movement, after which time they will turn off.

Please ensure you close the door to prevent movement in the room setting the sensor off.

If you need longer in either the shower or toilet at night, please use the light control pad next to the bed to simply turn them on or off.

Air conditioning

You can operate the air conditioning either via the mi-pad app "mia" or through the control pad next to the bed. Temperatures can be set between 18 and 24 degrees.

There are motion sensors in the room that will keep your temperature set as long as the room is occupied – but once you vacate the room, the air conditioning will return to 18 degrees after 30 minutes. This is done as an energy-saving measure to minimise energy waste in the hotel as part of our environmental initiatives.

Towel rail

The towel rail in your room is heated between 6am and 10am and again between 6pm and 10pm. Please hang your towels on the rail if you wish to dry and re-use them as nothing quite beats a warm, dry towel! Otherwise, please leave your towels on the floor and we'll replace them with fresh ones.

Tap water

We have an industry leading water filtration system in the hotel. This means the water from the taps and ice machines is perfectly safe to drink. We encourage all guests to refill any reusable water bottles before venturing out.