

NEWSLETTER

SEPTEMBER 2007



REMARKABLES LODGE

QUEENSTOWN • NEW ZEALAND

PURE NEW ZEALAND – CLEAN, GREEN, AND OPEN FOR GOLFERS

"Thank you for a wonderful experience. Your staff are a credit to you and we are very grateful for the trips you recommended – well done Abi, you knew just what we needed. Fantastic attention to detail and I am sure we will find an excuse to return."

Marge and Marty, Texas, May 2007

REMARKABLES LODGE PEOPLE PROFILE

In this newsletter we introduce you to another member of our team, Guest Services Manager, Abi Sinker, who runs our team of food and beverage service and housekeeping staff at the lodge. A scientist by training, she brings her knowledge of the natural environment and flora and fauna of the region to her role in hosting and advising guests on activities.

In September Abi is spending two weeks in Fiordland working as a volunteer with DOC (Dept of Conservation) helping to prepare the walking trails in preparation for the summer season. So no one will be in a better position to offer guidance on the magnificent walking opportunities in this World Heritage Wilderness area this summer.

Abi's knowledge and experience means we are able to offer our own Exclusive Wilderness Experience and she has also been responsible for establishing our environmental policy and practices and steering the lodge through the Green Globe Benchmarking process.



Abi on top of Remarkables mountain

EXCLUSIVE WILDERNESS EXPERIENCE



Cascade Hut - a wilderness retreat

Imagine 100 square miles of wilderness to yourself (not counting the wildlife that is), a back country hut with a wisp of smoke emerging from the chimney as the wood burner warms the cabin, a bottle of Chardonnay chilling in

the stream, as you stroll back after an afternoons walking or perhaps fishing in Lake Ned.

The thrum of the helicopter that swept over the dramatic landscape of Cecil Peak station to deliver you to your personal patch of paradise has now been replaced with the sounds of silence.



Abi has canapes prepared and the solar heated shower is ready for use as she puts the finishing touches to the dinner pre-prepared by the lodge chef. Relax over dinner with stories from Lloyd, your personal guide and high country horseman, or admire the Southern Hemisphere sky.



Next morning savour breakfast and prepare for the hike out



Hiking from Cascade hut to the helicopter pick up

(or horse ride) across Afton saddle to Honeymoon hut where your helicopter will arrive to whisk you back across the lake to the lodge.

Pinch yourself to be sure you're not dreaming.

See www.remarkables.co.nz/Wilderness_walk.html for details of the walk, and to view some fantastic images taken by guests who experienced the walk last summer see www.remarkables.co.nz/Wilderness_walk_images.html

STOP PRESS NEW GOLF COURSE WILL OPEN IN TIME FOR THE NEW ZEALAND GOLF OPEN

Queenstown has until recently had three golf courses, all rather different so offering keen golfers a good range of courses. Closest to the lodge Queenstown Club on Kelvin Heights must be able to lay claim to being one of the most scenic courses in the world. Stunning views of the lake are more than adequate compensation for a poorly hit ball that will punish you by ricocheting off a schist outcrop and disappearing for ever.

We are thrilled that Queenstown is to host the New Zealand Open for the next three years on the recently developed Hills golf course in Arrowtown. The first Open will be from 29 November to 3 December 2007.

And for the lodge the exciting news is that the new Jacks Point 72 par championship course located between the lodge and the lake is opening in October. The course has a fantastic setting and will offer our guests the opportunity to play on one of New Zealand's finest courses just a short stroll from the lodge. See www.jackspoint.com

PROUD TO BE GREEN GLOBE BENCHMARKED – BUT WHAT DOES IT MEAN FOR GUESTS?

We are proud to announce that that we have recently achieved Green Globe benchmarked accreditation.

"Because we are blessed with such a staggeringly beautiful location we have always believed we should be responsible guardians and have taken measures to care for the natural environment. Also many of our practices in relation to providing a quality experience for guests are inherently energy efficient. For example Demain, our head chef, sources much of our food locally thus eliminating transport and packaging". comments Abi Sinker, Guest Services Manager.

"So I suggested we apply for Green Globe membership as a way of obtaining third party confirmation of what we were doing".

The Otago area (the state in which Queenstown is located) has a near desert climate so water shortage is a local issue. Fortunately our water comes directly from a mountain waterfall so is pure and chemical free and we bottle our own



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mineral water in reusable glass bottles thus eliminating plastic bottle waste. Waste water is recycled for irrigation and ultimately drains into the lake where it adds to the towns water supply.

Because increasingly people are experiencing reactions to chemicals we have also moved to a chemical free cleaning regime with the added benefit that the waste water does not have a large chemical component.

We appreciate that many of our guests are concerned about environmental issues and we are able to reassure them that we minimise waste and recycle non-decomposable waste materials. Our approach is to improve each year on our practices in a way which enhances the guest experience and never detracts from it.

As a shorthand for guests to understand our approach to environmental sustainability we decided we apply to join Green Globe and are pleased to have received the endorsement of this internationally recognised organisation.

THESE BOOTS ARE MADE FOR WALKING

Queenstown is endowed with some terrific walking whether it be a gentle stroll, an invigorating walk or a challenging hike. And a picnic lunch from the lodge means guests can be self sufficient for the day if they choose a full day walk.



We can advise guests on the perfect walk for them or arrange for a walking guide who will also provide transport and be a source of local information.

One good combination is to take the Dart river jetboat as far as Chinaman's Bluff where you are met and guided on a hike through pristine Dart River wilderness. Rest and enjoy a picnic lunch and learn about the history of the area, make friends with the birds and admire New Zealand's elegant ferns.

Another thrilling experience is a heli-hike from the lodge grounds up to Lake Alta at the top of Remarkables mountains. As well as a half-day hike guests get to enjoy a mountain top picnic and when they tire the helicopter is summoned to collect them for a return flight to the lodge. See www.remarkables.co.nz/Hiking.html

BACK TO BACK LUXURY - AND A WELL-EARNED REWARD

Though many people choose to see Fiordland on a day trip from Queenstown – whether by fixed wing, helicopter or fly/drive – others opt for a more extended experience.

Some take one of the Great Walks such as the Milford Track, Routeburn or Hump Ridge and others enjoy the wilderness in a more sedate manner with the overnight Doubtful Sound cruise.



Either way a night or two at the lodge before sets them up for their experience and better still they know they will return to great food, a soak in a deep claw-footed bath, a sauna or hydrotherapy spa, or a stiff drink in the bar. And we offer anyone who completes one of the Great Walks a complimentary in-room beeswax massage.



A complimentary massage for anyone who completes one of the Great Walks of New Zealand

All of the track transport and cruise operators pick up and drop off at the lodge – and as we are on route to Fiordland our guests are the last to be picked up and the first to be dropped off. And of course we take care of their luggage while they are away and have their room ready for their return.

QUEENSTOWN JAZZ FESTIVAL 14-22 OCTOBER

This great festival is about to hit town again and as always tickets for the best events will be snapped up pretty quickly by the locals.

One of the good things about Queenstown events is that the venues tend to be quite small so the experience is great but tickets can be hard to come by. We are happy to buy tickets ahead of time for guests arriving during festivals so that they too can enjoy the performances and we offer a rebate against dinner for evening performances. See www.asbjazzfest.co.nz



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