



# Fountain Court Napier

New Zealand owned & operated

*Where comfort affordable & reliable matters*



Kia ora and welcome!

We're so glad you've chosen to stay with us. Fountain Court Napier offers comfortable, convenient accommodation in the heart of the city just a short stroll from the waterfront, Art Deco landmarks, and local dining. While staying enjoy free WiFi, guest laundry, complimentary parking, and a refreshing onsite pool.

We're proud to be locally owned and operated, and we also offer competitive group and corporate rates perfect for business travel, tours, and event stays.

If there's anything you need during your visit, our friendly team is here to help.

Enjoy your stay!  
The Fountain Court Team



**Email:** [stay@fountaincourt.co.nz](mailto:stay@fountaincourt.co.nz)  
**Phone No:** (06) 8357387  
**Website:** [www.fountaincourt.co.nz](http://www.fountaincourt.co.nz)  
**Address:** 411 Hastings Street, Napier 4110



#### Reception Hours

Monday - Sunday: 8am - 8:30pm

Should you wish to check out before 8AM please ensure you have pre-paid for your stay and kindly drop the key into our letter box located outside of reception



#### After Hours Assistance

For any urgent assistance overnight that may require the motels attention please call or text 0273645422. Please note if you are causing disturbance and security is called you will be charged for this service. For an emergency please dial 111 from your mobile



#### Wi-Fi

All rooms at Fountain Court Napier include free WiFi for your convenience. To connect, select the network below in your device's WiFi settings and enter the password exactly as shown (no capital letters or spaces)

**Name: Fountain Court Guest**

**Password: napier12**

# Emergency Information



## In Case of an Emergency

Please dial 111 for police, fire or ambulance.

Please familiarise yourself with the motel evacuation procedures located in your room.



## Fire

If you discover a fire:

- Notify reception by dialling 068357387 from your mobile
- Sound the fire alarm by breaking the glass and pressing the operating switch
- Follow evacuation procedures these are located in your room
- Await further instructions from motel staff
- Please do not re enter the room until the all clear has been given



## Earthquake

You should also be aware we are located in an area at risk to earthquakes.

In the event of such an incident it is important you: **DROP - COVER - HOLD**



*Drop*



*Cover*



*Hold*



## Please Remember to

- Remain Calm
- Move away from windows, mirrors and any equipment that may fall
- Take cover under solid furniture such as tables, desks, or in a doorway
- If outside, stay away from buildings, power lines and anything that may fall on you
- When the shaking stops, proceed with caution and expect aftershocks.
- If outside, stay outside. If inside, stay inside.
- Do not operate any electrical appliance until advised all clear by hotel staff and watch for exposed wires or other hazards.
- If you need to contact staff urgently please call (06) 8357387 from your mobile, however please be patient as the switchboard may be busy at this time.

## Motel Information



### **Check Out Time**

Check-out time is 10.00AM. Bags can be stored in our reception.



### **Onsite Parking**

Guest parking is available, free of charge. Parking cannot be reserved. The motel accepts no liability for loss or damage.



### **Available At Reception Upon Request**

We have a supply of cooking Hobbs, baby cots and non-slip-shower mats available free of charge.



### **Television Channels**

These are smart tv's however you can still access normal tv channels by clicking "Live TV"



### **Guest Laundry**

Open from 8am – 8pm

Washing Machine – Free of charge

Washing powder – \$2

Dryer – We can dry your laundry for a fee of \$4

Drying racks are also available free of charge



### **Hairdryers**

Located in the wardrobe of your room or in the bathroom. Where a hairdryer is not present, please let reception know who will then provide one.



### **Non Smoking**

All rooms are smoke/vaping free. A cleaning charge of \$250 will apply in the event of smoking/vaping within any rooms.



### **Housekeeping Services**

Our housekeeping team will only service your room if requested. If you would like this please let reception know by 10am everyday. It is motel policy that our cleaning staff, do not move personal items, so this may impede what servicing staff can do. Should you specifically want the bed made please make sure that it is clear of personal items. We also have a policy to try and conserve our natural resources, so if you are happy to re-use your towels please hang them on the towel rail and if you would like fresh ones, please place them on the bathroom floor.

## Motel Information

P

### Printing Service

We're happy to print or copy documents for you.

- Black & White: 20c per single-sided page
- Colour: \$1.00 per single-sided page

R

### Restaurant

Unfortunately we do not have a bar or restaurant located onsite however we are minutes away from plenty of bars and eateries

H

### Heating & Cooling

All rooms are equipped with a fan & heater. If not visible these will be located in the wardrobe

S

### Swimming Pool

Open from 9AM – 8:30PM. Please note the pool is not heated. Pool towels are available at reception. Please supervise your children! Children under the age of 12 must be supervised at all times. There are no lifeguards on duty. For the comfort & safety of all guests we ask that no running or bombs are done in the pool area.

V

### Visitors

The privileges of having visitors are at the discretion and by courtesy of management and are not the accepted right of paying guests. Kindly ask your visitors to park their vehicle on the street at all times. In consideration of other guests we do not allow parties or large gatherings in motel rooms. Your guests must leave quietly before 10.00PM

Please note we have a strict no party policy on these premises

S

### Security Assistance

If you have security concerns, notice anything suspicious or are disturbed by other guests, please notify reception immediately on 0273645422

L

### Lockouts

Lock outs outside of reception hours. Please call 0273645422 please note this may incur a call out fee so please ensure you take your key when leaving your room.

L

### Lost Room Keys

We do ask that guests keep track of their room keys as any lost room keys do incur a charge of \$90-\$110 as we are then required to change the room locks for safety reasons.

M

### Maintenance

If you encounter any broken or faulty equipment during your stay we would be most grateful if you would advise us. This allows us to have the fault rectified promptly. Guests will be responsible for any damage to room furnishings and fixtures

I

### Information & Local Attractions

The Napier i-SITE Information Centre is located at 100 Marine Parade. Tours & sightseeing can be booked here.

## Local Information



### **Napier City Medical**

76 Wellesley Road Napier – 06 8354999  
24/7 Urgent Medical Care



### **Napier Pharmacy**

76 Wellesley Road Napier – 06 8350046  
Hours Mon-Sun 9AM-7PM



### **Banks**

Banking hours are from 9AM to 4.30PM Monday – Friday. There is an ATM located across the road from the hotel at The Warehouse.



### **EV Charging Station**

You can find the closest charging station at the Napier Warehouse. Located just down the road from the motel on Hastings Street



### **Supermarkets**

You can find both PaknSave & Countdown on Munroe Street. These are only a 5-10 minute walk from the motel.



### **Convenience Store**

Arkwrights Corner Store 422 Hastings Street – 06 8355860  
Hours Mon-Sun 7AM-7PM



### **Transport**

Taxis can be arranged at reception. You may also arrange yourself – Hawkes Bay Combined Taxis 06 8357777 or 0800 627 437 Cost to airport approx. \$30 Airport Shuttle Book online – [supershuttle.co.nz](http://supershuttle.co.nz) – 0800 748 885



### **Par2 Mini Golf**

106 Marine Parade South Napier – 06 8340248  
Hours Mon-Sun 9.30AM-4.30PM [www.par2golf.co.nz](http://www.par2golf.co.nz)



### **Ocean Spa**

42 Marine Parade Napier – 06 8358553  
Hours Mon-Sat 6AM-10PM & Sun 8AM-10PM [www.oceanspanapier.co.nz](http://www.oceanspanapier.co.nz)



### **Napier Museum**

1 Tennyson Street Napier – 06 8357781  
Hours Mon-Fri 9.30AM-5PM [www.mtgghawkesbay.com](http://www.mtgghawkesbay.com)



Looking for the perfect gift? Treat someone special to a relaxing stay at Fountain Court Napier with a gift voucher they can use anytime that suits them.

## Environmental Information



### Environmental

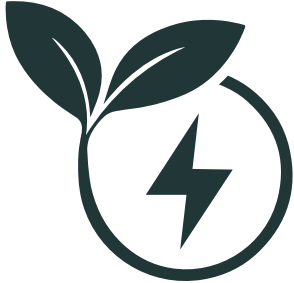
Fountain Court Napier is committed to engaging in responsible and sustainable tourism. Some of our initiatives you may see, but many like energy efficient lightbulb's and environmentally friendly cleaning products used throughout the hotel you possibly may not notice

We are committed to buying local or New Zealand made products and engaging local services whenever possible. We donate goods to charity and have a recycling and waste minimization policy in place.

Our approach to sustainability is an ongoing journey which improves over time and with experience. We review and adapt our internal practices to minimize our impact on the environment and do our utmost to:

- Think before we buy
- Think before we use
- Think before we discard
- Educate and grow

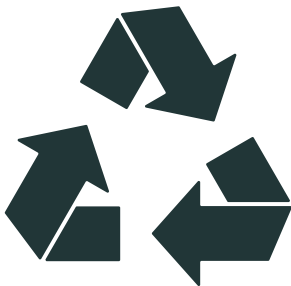
With the conscious cooperation of our guests, staff, business partners and the wider community, we believe we can achieve a greener New Zealand for the future generations.



### Energy Saving

To minimize your personal impact on the environment, we recommend:

- Ensuring lights and electrical appliances ( Television and air conditioning) are turned off when you leave the room
- Re-using towels if you are staying more than one night
- Being an educated and aware consumer.



### Recycling

We encourage our guests to recycle whenever possible. You can also re-use your purchased water bottles. New Zealand has some of the finest water in the world.