

VISITOR ACCOMMODATION MANAGEMENT PLAN

Ard-Sonas Arthouse

51 Murray Place, Lake Tekapo
Mackenzie District, New Zealand

Property address	51 Murray Place, Lake Tekapo 7999
Legal description	SEC 74 BLK X TEKAPO TSHIP
Accommodation unit	Arthouse — upper levels (3 bedrooms, 2 bathrooms)
Resource consent	[To be assigned — application pending]
Consent authority	Mackenzie District Council
Maximum occupancy	6 guests per night
Property manager	Greg & Angela Marshall — BookTekapo.co.nz
Manager phone	+64 27 483 3593 (including after-hours)
Document version	Version 1.0 — June 2026
Status	Submitted with Resource Consent Application

NOTE: This VAMP is submitted as part of a resource consent application for visitor accommodation at 51 Murray Place.

This document addresses the management of the Ard-Sonas Arthouse (Arthouse — upper levels (3 bedrooms, 2 bathrooms)). A separate VAMP has been prepared for the Ard-Sonas Studio. Both units on the site are proposed for residential visitor accommodation. Once consent is granted, this VAMP will be updated with the consent reference number and submitted to the Planning Manager (planning@mackenzie.govt.nz) for certification.

1. Purpose and Scope

This Visitor Accommodation Management Plan (VAMP) has been prepared by the property owner and their appointed property manager, Greg & Angela Marshall — BookTekapo.co.nz, to support a resource consent application for residential visitor accommodation at 51 Murray Place, Lake Tekapo.

The site contains two residential accommodation units: the Arthouse (upper levels — 3 bedrooms, up to 6 guests) and the Studio (ground floor — 1 bedroom, up to 2 guests). Both units are proposed for use as residential visitor accommodation. This VAMP covers the Ard-Sonas Arthouse only.

This document addresses the following management requirements:

Section 2	Property Manager contact details, including after-hours
Section 2.2	Arrangements for substitute/replacement Property Manager
Section 3	House rules ensuring compliance with consent conditions
Section 4	Parking plan and guest parking information
Section 5	Complaint management procedure
Section 6	Guest screening procedures
Section 7	Cleaning and garden maintenance management
Section 8	Rubbish and recycling responsibilities
Appendix A	Guest Information Booklet — Ard-Sonas Arthouse

2. Property Manager Contact Details

Property manager	Greg & Angela Marshall — BookTekapo.co.nz
Primary phone	+64 27 483 3593
After-hours phone	+64 27 483 3593 (same number — monitored at all times)
Booking platform	Airbnb and other platforms
Council contact	planning@mackenzie.govt.nz 03 685 9010

2.1 Availability and Response Commitments

- Neighbour or third-party complaint: property manager contacts the guest within 30 minutes of being notified.
- Council compliance enquiry: written response within 2 working days.
- Occupancy records request: produced to Council within 20 working days.
- The manager's contact details are displayed at the property.

2.2 Substitute or Replacement Property Manager

In the event that Greg & Angela Marshall are unable to fulfil the Property Manager role (for example, due to leave, illness, or resignation), the following arrangements apply:

- A nominated substitute manager will be appointed to assume all responsibilities under this VAMP during any period of absence.
- The substitute manager will have access to the booking platform, guest contact details, complaint procedures, and all relevant consent documentation.
- The substitute manager's contact details will be communicated to the consent holder and, if the absence exceeds 14 days, to the Mackenzie District Council Planning Manager.

3. House Rules

The house rules below address the key consent conditions. Guests must accept these rules as a condition of booking.

3.1 Maximum Occupancy

- No more than 6 guests are permitted in the Ard-Sonas Arthouse at any one time. 'Guests' includes adults, children and infants.
- The unit is rented to one group only. Individual room letting is not permitted.

3.2 Quiet Hours and Noise

- Guests must not use outdoor areas between 10:00 pm and 7:00 am, except for entry or egress.
- No amplified music is permitted anywhere on the property between 10:00 pm and 7:00 am.
- Guests must be mindful of the Studio unit below, which may be occupied by separate guests.

3.3 Visitors of Guests

- Any visitors who are not part of the booking group must leave the site by 10:00 pm.

3.4 No Parties

- The use of the property for parties or large gatherings is prohibited.

3.5 No Smoking; No Pets

- Smoking is not permitted inside the unit. No pets are permitted.

3.6 Rubbish and Recycling

- Guests must sort waste correctly using the bins provided. Full details in Section 8.

4. Parking

Dedicated parking for Arthouse guests is provided on the left-hand side of the property (as viewed from the road). The right-hand side driveway is reserved for Studio guests. A parking map showing designated spaces is provided to guests in the Guest Book and pre-arrival message. Guest parking instructions direct Arthouse guests to use the left-side parking only.

- A parking map is provided to guests in the Guest Book and in the pre-arrival digital message.
- Guest parking instructions direct guests to park only in designated spaces and not to block access for the other unit or neighbouring properties.

5. Complaint Management Procedure

The following procedure is followed by the Property Manager in managing and responding to complaints from third parties about visitor accommodation activities on the site.

Stage	Trigger	Action
Step 1	Complaint received	Acknowledge within 30 min. Record details. Assess urgency.
Step 2	First complaint	Phone guest within 30 min. Remind of rules. Confirm resolution with complainant.
Step 3	Second complaint	Formal verbal + written warning. Stay at risk. Notify complainant.
Step 4	Serious disturbance or third complaint	Terminate stay. Remove guests. Police if required (non-emergency: 105). Record and report.
Step 5	Post any complaint	Follow up with complainant within 24 hrs. Update booking file. Report to Council if applicable.

Where a complaint relates to interactions between guests in the Arthouse and Studio, the property manager will liaise with both guest groups to resolve the matter promptly.

6. Guest Screening

All bookings are automatically screened through GoodtoBook via Resly (the property management platform) before confirmation.

- If no flags are raised, the booking is confirmed automatically.
- If a flag is raised, the property manager reviews the reason and decides whether to approve or decline the booking.
- Declined bookings are cancelled and the guest is notified.

7. Cleaning and Garden Maintenance

7.1 Cleaning Management

- A professional cleaning team cleans the unit after each guest departure, prior to the next arrival.
- The cleaning service includes: full interior clean, linen change, bathroom sanitisation, kitchen/kitchenette deep clean, and property inspection.
- Between stays, the cleaning team identifies any maintenance or repair needs and reports to the property manager.

7.2 Garden Maintenance

- Garden and grounds maintenance is carried out on a regular schedule.
- Maintenance includes lawn mowing, weed control, and general tidying of outdoor areas.
- The property manager ensures the property's external appearance is maintained in keeping with the residential character of the neighbourhood.

8. Rubbish and Recycling Responsibilities

- Bins are provided on-site for general waste, recycling, food waste/compost, and glass. Bins are shared between the Arthouse and Studio.
- Guests are provided with clear waste sorting instructions in the Guest Book and in the pre-arrival digital message.
- Bins are collected weekly in accordance with the Mackenzie District Council collection schedule.
- The property manager or cleaning team conducts a post-collection check to ensure bins are returned and the area is tidy.

9. Occupancy Records

- All bookings are recorded through Resly and/or the booking platform (Airbnb or equivalent).
- Records of guest numbers, dates and duration of stay are retained in original digital format for a minimum of 24 months.
- Records will be provided to the Mackenzie District Council Planning Manager within 20 working days of any written request (planning@mackenzie.govt.nz).
- Private guest information (names, contact details) may be redacted, with redactions clearly noted.

10. VAMP Review and Amendment

- This VAMP will be reviewed annually by the property manager and consent holder.
- If changes are required, a revised VAMP will be submitted to Council for certification.
- Once re-certified, the revised VAMP replaces this document as the operative management plan.

FOR COUNCIL USE ONLY — CERTIFICATION

I certify that this Visitor Accommodation Management Plan for the Ard-Sonas Arthouse, 51 Murray Place, Lake Tekapo satisfies the VAMP requirements of the resource consent.

Name: _____ Title: Planning Manager, Mackenzie District Council

Signature: _____ Date: _____

Appendix A

Guest Information Booklet

Ard-Sonas Arthouse, 51 Murray Place, Lake Tekapo

Note to Council

The Guest Information Booklet for the Ard-Sonas Arthouse is attached as Appendix A. It constitutes the primary guest-facing document and communicates all house rules, quiet hours, waste instructions, parking guidance, and emergency information to guests.

[Guest Information Booklet document follows]

WELCOME TO

Ard-Sonas Arthouse

51 Murray Place, Lake Tekapo, New Zealand

Your address	51 Murray Place, Lake Tekapo 7999, New Zealand
Property	3 bedrooms • 2 bathrooms • contemporary art-inspired home
Maximum guests	6 people total (adults + children + infants)
Parking	Dedicated parking on the left-hand side of the property
WiFi Details	See the card at the property and the welcome notice
Check-in time	3:00 pm (or as agreed with your hosts)
Check-out time	10:00 am (please do not stay later without asking first)
Quiet hours	10:00 pm – 7:00 am every night
Your managers	Greg & Ange — BookTekapo (+64 27 483 3593)

We are so happy you chose to stay here.

You are in one of the most beautiful places in New Zealand — famous for its brilliant blue lake, the Church of the Good Shepherd, and some of the darkest, most star-filled skies on Earth.

This booklet tells you everything you need to know about your stay. Please read it carefully, especially the House Rules and Emergency sections.

Enjoy your stay!

Greg & Ange — BookTekapo (+64 27 483 3593)

1. Before You Arrive — Important Information

1.1 What We Send You Before Arrival

About 7 days before your arrival, we will send you a digital welcome message including:

- The address and directions to the property.
- Your WiFi network name and password.
- Parking instructions.
- A reminder of our quiet hours (10:00 pm – 7:00 am) and house rules.
- Waste disposal instructions.

1.2 Your Booking Was Screened for Safety

We use GoodtoBook (connected to Resly) to screen all bookings for safety. If your booking was approved, everything is in order and we look forward to welcoming you.

1.3 About This Neighbourhood

51 Murray Place is in a quiet, residential part of Lake Tekapo village. The area is a real neighbourhood — some people live here permanently, and others are visitors like you. We ask that you treat the street and the neighbours with the same respect you would want for your own street.

Please note that Ard-Sonas is a shared site with two separate accommodation units — the Arthouse (upper levels) and the Studio (ground floor). Both may be occupied by different guest groups at the same time. Please be considerate of guests in the other unit, particularly regarding noise and shared outdoor areas.

2. House Rules

Our house rules exist to make sure you have a great stay and our neighbours and the guests in the Studio unit below are not disturbed.

2.1 Maximum Number of Guests

- The maximum number of people allowed in the Arthouse at any time is **6 people**.
- This includes adults, children, AND infants. Please do not invite extra visitors to stay overnight.
- This property is booked as a whole unit for one group only.

2.2 Quiet Hours — Very Important

Quiet Hours: 10:00 pm to 7:00 am, every night

Between 10:00 pm and 7:00 am, please keep all noise low. No amplified music (speakers, stereos, TV at loud volume) and no use of outdoor areas (deck, lawn, or yard) except to come and go. Please be especially mindful that the Studio unit is directly below you.

- No amplified music anywhere on the property between 10:00 pm and 7:00 am.
- Outdoor spaces (deck, lawn) must not be used between 10:00 pm and 7:00 am, except to come and go.
- Any visitors who are not part of your booking group must leave the property by 10:00 pm.

2.3 No Parties

- This property is not available for parties, large gatherings, or events of any kind.
- If a party or large gathering takes place, we have the right to end your stay immediately, without a refund.

2.4 Smoking Policy — Strictly Enforced

- **This is a strictly smoke-free home.**
- Smoking is not allowed anywhere inside the house at any time. This includes vapes and e-cigarettes.
- Smoking is permitted outdoors only, at least 5 metres away from the house and away from the Studio entrance below.
- All doors and windows must be fully closed before smoking outside. Cigarette butts must be fully extinguished.

2.5 No Pets

- Pets are not allowed in this property.

2.6 Parking

- Dedicated parking for the Arthouse is provided on the left-hand side of the property (as you look at the house from the road). A parking map is included in your pre-arrival message.

- Please use only the Arthouse parking spaces. The right-hand side driveway is reserved for Studio guests.
- Please do not park on the street or block neighbouring driveways.

2.7 Security

- Please lock all doors and windows whenever you leave the property.
- Do not give the access code or key to anyone who is not part of your booking group.

3. Noise, Complaints & How We Respond

We want to be completely transparent about how we manage noise and any complaints. Here is exactly what will happen:

3.1 If a Neighbour Makes a Complaint About Noise

BookTekapo (Greg & Ange, +64 27 483 3593) maintains a positive relationship with the neighbours in this residential area. If a neighbour contacts us about noise from this property, we will respond immediately. Here is our step-by-step process:

Step 1 — First Complaint	We will contact you promptly (by phone or message). We will politely remind you of the quiet hours and ask for your cooperation. We appreciate that sometimes people do not realise how far sound travels.
Step 2 — Second Complaint	We will contact you again with a formal written warning. We will let you know that if the noise continues, your stay may be ended without a refund.
Step 3 — Serious Disturbance	If there is a serious disturbance — for example, a party, repeated loud noise, or behaviour that disturbs neighbours — we have the right to end your stay immediately and without a refund.
After Any Complaint	We will follow up with our neighbour to confirm the issue has been resolved. We also keep a note on our booking records so we can make better decisions for future bookings.

3.2 Contact Details at the Property

BookTekapo manager contact details — Greg & Ange, phone +64 27 483 3593 — are displayed at the property. If you have any problems or questions during your stay, please contact us directly. We are here to help.

3.3 If You Have a Concern About Noise from Neighbours

If you are experiencing noise or a problem from neighbouring properties or from the other unit on site, please contact BookTekapo (Greg & Ange) on +64 27 483 3593, or message us via the booking platform. We will do our best to help. For serious issues, you can also contact Mackenzie District Council on 03 685 9010.

4. How to Use the Appliances

Here is a guide to the main appliances. If something is not working, please message us.

4.1 Heating

Log Burner (Masport R1000)

- The living area has a log burner for heating. Please note that firewood is not provided — you will need to source your own firewood before arrival or purchase it locally.
- Open the flue (damper) fully before lighting. Use kindling and firelighters to start the fire, then add larger logs once the fire is established.
- Never leave the fire unattended. Ensure the fire guard is in place.
- Let the fire die down naturally before going to bed. Do not close the flue until the fire is completely out and the embers have cooled.

Heat Pump

- A heat pump is also available. Use the remote control on the wall to set your desired mode and temperature.
- Lake Tekapo can be very cold at night, even in summer. We recommend ensuring heating is on before going to bed.
- Please turn the heat pump off when you go out for the day.

4.2 Oven & Cooktop

- Set your desired cooking function and temperature using the dial or buttons.
- Always use the rangehood extractor fan above the cooktop when cooking.
- Please do not leave cooking unattended.

4.3 Dishwasher

- A limited supply of dishwasher tablets is provided to get you started. If you need more, they are available at the Four Square supermarket in the village centre.
- Remove the plastic wrapper from the tablet. Press the power button, select 'Normal', and press start.

4.4 Washer/Dryer

- The property has a combination washer/dryer unit for your use during your stay.
- To start a wash: press the power button, then select your cycle using the dial. A normal wash cycle takes about 1 hour.
- To use the dryer function: select a drying cycle after the wash is complete, or choose a combined wash-and-dry programme.
- Important: Do not try to pause or stop the machine mid-cycle. The door will lock until the cycle finishes.
- Please clean the lint filter after using the dryer function.

4.5 Television

- The Smart TV has Netflix and other streaming apps. Press the 'Home' button on the remote to access apps.
- You can log in to your own streaming account. Please remember to log out before you leave.

4.6 WiFi Internet

- Your WiFi network name and password are displayed at the property.
- If the internet is not working, turn the WiFi modem off at the wall for 2–3 minutes, then plug it back in. Wait 3 minutes for it to restart.

4.7 Coffee Machine

- A coffee machine is available in the kitchen for your use during your stay.
- A limited supply of coffee is provided to get you started. If you need more, coffee supplies are available at the Four Square supermarket in the village centre.
- Please follow the instructions on or near the machine.

4.8 Extractor Fans

- Kitchen extractor fan: Switch on every time you cook.
- Bathroom extractor fan: Switch on every time you shower.

5. Waste, Recycling & Bins

Correct waste disposal is required by Mackenzie District Council. We will send you full instructions in your pre-arrival digital message, 7 days before you arrive.

5.1 The Bins

Red / Black bin	General waste — rubbish that cannot be recycled or composted.
Yellow bin	Recycling only — clean cardboard, paper, plastic bottles, tins and cans. Rinse food containers first. Glass must NOT go in this bin — use the blue box.
Green bin	Food waste / compost only — fruit and vegetable scraps, food leftovers, tea bags, coffee grounds. No meat, fish, or dairy.
Blue plastic box	Glass only — glass bottles and jars. Rinse before placing in the blue box.

5.2 Where Are the Bins?

- The bins are shared between the Arthouse and Studio and are located at the side of the property. Your pre-arrival message will confirm the exact location.
- Please always return bins to their designated location after use.

5.3 Please Help Us

- Before you check out, please place all rubbish in the correct bin.
- Do not leave rubbish in bags on the floor, on the deck, or outside the bins.
- Please keep the bins tidy so that animals (birds, insects) do not get into them.

6. Cleaning & Check-Out

6.1 When You Check Out

Our professional cleaning team will come after you leave. Here is what we ask:

- Place all rubbish in the correct bins (see Section 5).
- Leave sheets on the beds — our laundry team will collect everything.
- Leave used towels in the bathroom.
- Wash up any dishes or run the dishwasher.
- Wipe down the stovetop and benches if you have cooked.
- Ensure the log burner is completely out and cooled.
- Turn off all lights, the heat pump, and other appliances.
- Lock all doors and windows.

6.2 Check-Out Time

Check-out is 10:00 am

Please ensure you have left by 10:00 am on your departure day. If you need a later check-out, please ask us the night before.

7. Emergencies & Safety

Emergency services in New Zealand: Dial 111 (Police, Fire, Ambulance)

7.1 Fire Extinguisher

- A fire extinguisher is located in the unit. Pull the pin, point the nozzle at the BASE of the fire, and squeeze the handle firmly.
- If a fire is large or spreading, do not try to fight it. Leave the building immediately, close doors behind you, and call 111.

7.2 Nearest Hospital

- Timaru Hospital: 23 Queen Street, Timaru — Phone: 03 684 4000
- This is the nearest full hospital, approximately 1.5 to 2 hours' drive from Lake Tekapo.
- The Tekapo Medical Centre provides local general health services. Check their hours on arrival or ask us.

7.3 Free Health Advice by Phone

Healthline: 0800 611 116

Free 24-hour, 7-days-a-week health advice phone line in New Zealand. Call any time if you are unsure whether you need to see a doctor or go to hospital.

7.4 Earthquake Safety

- DROP down to your hands and knees immediately.
- COVER your head and neck with your arms. Get under a sturdy table if possible.
- HOLD ON until the shaking completely stops.
- Do NOT run outside during the shaking. Stay away from windows.
- After the shaking stops, check for injuries and hazards.

7.5 Alpine & Weather Safety

- Lake Tekapo weather can change very quickly. Always check the weather forecast before going into the mountains: metservice.com
- In winter, roads around Lake Tekapo can have ice and snow. Drive slowly and carefully.
- If you are going hiking, always tell someone where you are going and when you expect to return. Register your trip at adventuresmart.org.nz

8. Getting Around Lake Tekapo

8.1 Distances from the Property

Village centre	~800 m — about 10 minutes' walk or 2 minutes by car
Church of the Good Shepherd	~800 m — about 10 minutes' walk
Christchurch Airport	~225 km north — approximately 3 hours by car
Queenstown Airport	~255 km south — approximately 3.5 hours by car
Aoraki / Mount Cook	~105 km south — approximately 1.5 hours by car
Roundhill Ski Area	~32 km — approximately 35 minutes by car (winter only)

8.2 Shuttle Services

- Cook Connection: Scheduled shuttle between Lake Tekapo, Aoraki/Mt Cook, and Christchurch. Website: cookconnect.co.nz
- Atomic Travel: Buses and shuttles connecting Lake Tekapo to Christchurch and Queenstown. Website: atomictravel.co.nz

8.3 Cycling & Walking

- The village and lakefront are easy to explore on foot or by bike.
- The lake foreshore walkway is beautiful and accessible within 10 minutes' walk from the property.
- E-bikes and mountain bikes are available for hire in the village centre.

9. Local Amenities & Things to Do

Lake Tekapo village is compact and friendly. Almost everything you need is within 800 m of the property.

9.1 Dining, Cafés & Bars

- Astro Café — At the summit of Mount John with 360° panoramic views. Open daily (weather permitting).
- Kohan Restaurant — Japanese cuisine in the village centre with lake views.
- Mackenzie's Bar & Restaurant — At Peppers Bluewater Resort on the lakefront.
- Lake Tekapo Village Café — Casual daytime café in the village centre.
- Four Square Supermarket — Groceries, deli, fresh produce, liquor. Open daily.

Note: Hours of operation vary by season. We recommend checking ahead, especially for dinner on weekdays.

9.2 Must-Do Experiences

Earth & Sky Stargazing	Guided tours at the Mt John Observatory. Book in advance: earthandsky.co.nz
Tekapo Springs	Outdoor hot pools, water slides and ice skating (seasonal): tekaposprings.co.nz
Mt John Summit Walk	Free walk with 360° panoramic views. Track from behind the village (~1.5 hrs up).
Church of the Good Shepherd	Iconic 1935 lakeside chapel — one of NZ's most photographed buildings. ~10 min walk.
Lake Tekapo Foreshore Walk	Easy 4 km lakeside loop with views of the Southern Alps. ~1 hour.
Aoraki / Mt Cook Day Trip	1.5 hrs south. Walk the Hooker Valley Track (3 hr return). Allow a full day.
Scenic Flights	Helicopter and fixed-wing tours over the Southern Alps from Tekapo airfield.

9.3 Skiing (Winter)

- Roundhill Ski Area — ~32 km (35 min). Family-friendly with stunning lake views. roundhill.co.nz
- Mt Dobson Ski Area — ~65 km via Fairlie (55 min). Higher altitude, drier powder. mtdobson.co.nz

9.4 Day Trips

Aoraki / Mount Cook	~105 km south (1.5 hrs) — Hooker Valley Track, scenic flights, glacier views.
Lake Pukaki	~60 km south (50 min) — Intense turquoise colour with Mt Cook backdrop. Free.

Twizel	~50 km south (40 min) — Township with cafes, supermarkets, Lake Ruataniwha.
Omarama	~80 km south (55 min) — Gliding, Clay Cliffs, hot tubs.
Fairlie	~65 km north-east (50 min) — Mackenzie's Bakery, charming small town.

9.5 Seasonal Highlights

Spring (Sep–Nov)	Wildflowers, snow on peaks, fewer crowds.
Summer (Dec–Feb)	Lupins in bloom. Long warm days ideal for lake activities. Busiest season.
Autumn (Mar–May)	Golden tussock, clear skies, excellent stargazing. Quieter.
Winter (Jun–Aug)	Snow, skiing, exceptional stargazing. Cold — pack warm layers.

9.6 Food Delivery

- Food delivery apps have very limited or no coverage in Lake Tekapo. We recommend cooking at home, dining out, or collecting takeaways from the village.
- Your delivery address if ordering online: 51 Murray Place, Lake Tekapo 7999.

10. History of Lake Tekapo & the Mackenzie

The Mackenzie Basin and Lake Tekapo have a rich history stretching back centuries — from Māori navigators to European settlers, and from high-country sheep stations to one of the world's great astronomical observatories.

10.1 Māori History — Takapo

The lake's Māori name is Takapo. The Mackenzie Basin was part of the territory of Ngāi Tahu, the principal iwi of the South Island. Māori first passed through the Mackenzie during expeditions south from Canterbury in search of pounamu (greenstone), moa, and fish. The lakes and rivers were rich in kōura (freshwater crayfish) and native fish. The basin served primarily as a travel corridor linking coastal Canterbury to the southern lakes and the West Coast pounamu trails.

Aoraki / Mount Cook holds deep spiritual significance for Ngāi Tahu. According to tradition, Aoraki is the most sacred ancestor of Ngāi Tahu — a figure from creation mythology whose canoe became the South Island itself.

10.2 European Settlement — The Mackenzie Country

European explorers first crossed the Mackenzie Pass from Canterbury in the early 1850s. The region takes its name from James 'Jock' Mackenzie — a Scottish shepherd who, in 1855, was found driving approximately 1,000 stolen sheep over the pass by night. The vast tussock grasslands proved ideal for large-scale sheep farming, and great runs were established in the 1850s and 1860s.

10.3 The Church of the Good Shepherd

Built in 1935 from local Mackenzie schist stone, the Church of the Good Shepherd was designed as a memorial to the pioneers of the Mackenzie Basin. The famous east window behind the altar frames the view of the lake and mountains. It is listed as a Category I historic place by Heritage New Zealand and is visited by hundreds of thousands of people each year.

10.4 Astronomy & the Dark Sky Reserve

Mount John Observatory was established in 1965 by the University of Canterbury. In 2012, the Aoraki Mackenzie International Dark Sky Reserve was formally established — one of only a handful of gold-tier dark sky reserves on Earth. On a clear, moonless night, the Milky Way is clearly visible to the naked eye. We strongly encourage you to take an evening to simply stand outside and look up.

11. Contact Details & Final Note

Your property managers	Greg & Ange — BookTekapo
BookTekapo manager phone	+64 27 483 3593
How to contact us	Message via your booking platform, or call/text Greg & Ange on +64 27 483 3593.
New Zealand emergencies	111 (Police, Fire, Ambulance)
Healthline (free, 24/7)	0800 611 116
Timaru Hospital	03 684 4000
Mackenzie District Council	03 685 9010 — mackenzie.govt.nz
Property address	51 Murray Place, Lake Tekapo 7999

We hope you have a truly wonderful stay in Lake Tekapo.

With warm regards,

Greg & Ange — BookTekapo (+64 27 483 3593)

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The house rules below address the key consent conditions. Guests must accept these rules as a condition of booking.

3.1 Maximum Occupancy

- No more than 2 guests are permitted in the Ard-Sonas Studio at any one time. 'Guests' includes adults, children and infants.
- The unit is rented to one group only. Individual room letting is not permitted.

3.2 Quiet Hours and Noise

- Guests must not use outdoor areas between 10:00 pm and 7:00 am, except for entry or egress.
- No amplified music is permitted anywhere on the property between 10:00 pm and 7:00 am.
- Guests must be mindful of the Arthouse above, which may be occupied by separate guests.

3.3 Visitors of Guests

- Any visitors who are not part of the booking group must leave the site by 10:00 pm.

3.4 No Parties

- The use of the property for parties or large gatherings is prohibited.

3.5 No Smoking; No Pets

- Smoking is not permitted inside the unit. No pets are permitted.

3.6 Rubbish and Recycling

- Guests must sort waste correctly using the bins provided. Full details in Section 8.

4. Parking

Dedicated parking for Studio guests is provided on the right-hand side driveway (as viewed from the road). The left-hand side parking is reserved for Arthouse guests. The Studio has a separate entrance at ground level. A parking map showing designated spaces is provided to guests in the Guest Book and pre-arrival message. Guest parking instructions direct Studio guests to use the right-side driveway only.

- A parking map is provided to guests in the Guest Book and in the pre-arrival digital message.
- Guest parking instructions direct guests to park only in designated spaces and not to block access for the other unit or neighbouring properties.

5. Complaint Management Procedure

The following procedure is followed by the Property Manager in managing and responding to complaints from third parties about visitor accommodation activities on the site.

Stage	Trigger	Action
Step 1	Complaint received	Acknowledge within 30 min. Record details. Assess urgency.
Step 2	First complaint	Phone guest within 30 min. Remind of rules. Confirm resolution with complainant.
Step 3	Second complaint	Formal verbal + written warning. Stay at risk. Notify complainant.
Step 4	Serious disturbance or third complaint	Terminate stay. Remove guests. Police if required (non-emergency: 105). Record and report.
Step 5	Post any complaint	Follow up with complainant within 24 hrs. Update booking file. Report to Council if applicable.

Where a complaint relates to interactions between guests in the Arthouse and Studio, the property manager will liaise with both guest groups to resolve the matter promptly.

6. Guest Screening

All bookings are automatically screened through GoodtoBook via Resly (the property management platform) before confirmation.

- If no flags are raised, the booking is confirmed automatically.
- If a flag is raised, the property manager reviews the reason and decides whether to approve or decline the booking.
- Declined bookings are cancelled and the guest is notified.

7. Cleaning and Garden Maintenance

7.1 Cleaning Management

- A professional cleaning team cleans the unit after each guest departure, prior to the next arrival.
- The cleaning service includes: full interior clean, linen change, bathroom sanitisation, kitchen/kitchenette deep clean, and property inspection.
- Between stays, the cleaning team identifies any maintenance or repair needs and reports to the property manager.

7.2 Garden Maintenance

- Garden and grounds maintenance is carried out on a regular schedule.
- Maintenance includes lawn mowing, weed control, and general tidying of outdoor areas.
- The property manager ensures the property's external appearance is maintained in keeping with the residential character of the neighbourhood.

8. Rubbish and Recycling Responsibilities

- Bins are provided on-site for general waste, recycling, food waste/compost, and glass. Bins are shared between the Arthouse and Studio.
- Guests are provided with clear waste sorting instructions in the Guest Book and in the pre-arrival digital message.
- Bins are collected weekly in accordance with the Mackenzie District Council collection schedule.
- The property manager or cleaning team conducts a post-collection check to ensure bins are returned and the area is tidy.

9. Occupancy Records

- All bookings are recorded through Resly and/or the booking platform (Airbnb or equivalent).
- Records of guest numbers, dates and duration of stay are retained in original digital format for a minimum of 24 months.
- Records will be provided to the Mackenzie District Council Planning Manager within 20 working days of any written request (planning@mackenzie.govt.nz).
- Private guest information (names, contact details) may be redacted, with redactions clearly noted.

10. VAMP Review and Amendment

- This VAMP will be reviewed annually by the property manager and consent holder.
- If changes are required, a revised VAMP will be submitted to Council for certification.
- Once re-certified, the revised VAMP replaces this document as the operative management plan.

FOR COUNCIL USE ONLY — CERTIFICATION

I certify that this Visitor Accommodation Management Plan for the Ard-Sonas Studio, 51 Murray Place, Lake Tekapo satisfies the VAMP requirements of the resource consent.

Name: _____ Title: Planning Manager, Mackenzie District Council

Signature: _____ Date: _____

Appendix A

Guest Information Booklet

Ard-Sonas Studio, 51 Murray Place, Lake Tekapo

Note to Council

The Guest Information Booklet for the Ard-Sonas Studio is attached as Appendix A. It constitutes the primary guest-facing document and communicates all house rules, quiet hours, waste instructions, parking guidance, and emergency information to guests.

[Guest Information Booklet document follows]

WELCOME TO

Ard-Sonas Studio

51 Murray Place, Lake Tekapo, New Zealand

Your address	51 Murray Place, Lake Tekapo 7999, New Zealand
Property	1 bedroom • 1 bathroom • self-contained studio
Maximum guests	2 people total (adults + children + infants)
Parking	Dedicated parking on the right-hand side driveway
WiFi Details	See the card at the property and the welcome notice
Check-in time	3:00 pm (or as agreed with your hosts)
Check-out time	10:00 am (please do not stay later without asking first)
Quiet hours	10:00 pm – 7:00 am every night
Your managers	Greg & Ange — BookTekapo (+64 27 483 3593)

We are so happy you chose to stay here.

This comfortable, self-contained studio is the perfect base for exploring Lake Tekapo — one of the most beautiful places in New Zealand, famous for its brilliant blue lake, the Church of the Good Shepherd, and some of the darkest, most star-filled skies on Earth.

Enjoy your stay!

Greg & Ange — BookTekapo (+64 27 483 3593)

1. Before You Arrive — Important Information

1.1 What We Send You Before Arrival

About 7 days before your arrival, we will send you a digital welcome message including:

- The address and directions to the property — the Studio entrance is at ground level, separate from the Arthouse above.
- Your WiFi network name and password.
- Parking instructions.
- A reminder of our quiet hours (10:00 pm – 7:00 am) and house rules.
- Waste disposal instructions.

1.2 Your Booking Was Screened for Safety

We use GoodtoBook (connected to Resly) to screen all bookings for safety. If your booking was approved, everything is in order.

1.3 About This Neighbourhood

51 Murray Place is in a quiet, residential part of Lake Tekapo village. The area is a real neighbourhood — some people live here permanently, and others are visitors like you. We ask that you treat the street and the neighbours with the same respect you would want for your own street.

Please note that Ard-Sonas is a shared site with two separate accommodation units — the Arthouse (upper levels) and the Studio (ground floor). Both may be occupied by different guest groups at the same time. Please be considerate of guests in the other unit, particularly regarding noise and shared outdoor areas.

2. House Rules

Our house rules exist to make sure you have a great stay and our neighbours and the guests in the Arthouse above are not disturbed.

2.1 Maximum Number of Guests

- The maximum number of people allowed in the Studio at any time is **2 people**. This is suitable for a single person or a couple.
- This includes adults, children, AND infants.

2.2 Quiet Hours — Very Important

Quiet Hours: 10:00 pm to 7:00 am, every night

Between 10:00 pm and 7:00 am, please keep all noise low. No amplified music and no use of outdoor areas except to come and go. Please be mindful that the Arthouse is directly above you.

- No amplified music anywhere on the property between 10:00 pm and 7:00 am.
- Any visitors who are not part of your booking must leave by 10:00 pm.

2.3 No Parties

- This property is not available for parties or gatherings.

2.4 Smoking Policy

- **This is a strictly smoke-free unit.**
- Smoking is not allowed anywhere inside at any time, including vapes and e-cigarettes.
- Smoking is permitted outdoors only, at least 5 metres from the building and away from the Arthouse entrance above.

2.5 No Pets

- Pets are not allowed in this property.

2.6 Parking

- Dedicated parking for the Studio is provided on the right-hand side driveway (as you look at the house from the road). A parking map is included in your pre-arrival message.
- Please use only the Studio parking space. The left-hand side parking is reserved for Arthouse guests.

2.7 Security

- Please lock all doors and windows whenever you leave.

3. Noise, Complaints & How We Respond

We want to be completely transparent about how we manage noise and any complaints. Here is exactly what will happen:

3.1 If a Neighbour Makes a Complaint About Noise

BookTekapo (Greg & Ange, +64 27 483 3593) maintains a positive relationship with the neighbours in this residential area. If a neighbour contacts us about noise from this property, we will respond immediately. Here is our step-by-step process:

Step 1 — First Complaint	We will contact you promptly (by phone or message). We will politely remind you of the quiet hours and ask for your cooperation. We appreciate that sometimes people do not realise how far sound travels.
Step 2 — Second Complaint	We will contact you again with a formal written warning. We will let you know that if the noise continues, your stay may be ended without a refund.
Step 3 — Serious Disturbance	If there is a serious disturbance — for example, a party, repeated loud noise, or behaviour that disturbs neighbours — we have the right to end your stay immediately and without a refund.
After Any Complaint	We will follow up with our neighbour to confirm the issue has been resolved. We also keep a note on our booking records so we can make better decisions for future bookings.

3.2 Contact Details at the Property

BookTekapo manager contact details — Greg & Ange, phone +64 27 483 3593 — are displayed at the property. If you have any problems or questions during your stay, please contact us directly. We are here to help.

3.3 If You Have a Concern About Noise from Neighbours

If you are experiencing noise or a problem from neighbouring properties or from the other unit on site, please contact BookTekapo (Greg & Ange) on +64 27 483 3593, or message us via the booking platform. We will do our best to help. For serious issues, you can also contact Mackenzie District Council on 03 685 9010.

4. How to Use the Appliances

The Studio is equipped with a kitchenette and essential appliances. If something is not working, please message us.

4.1 Heating — Heat Pump

- A heat pump remote control is on the wall. Press 'Mode' to choose Heat, Cool, or Fan.
- Lake Tekapo can be very cold at night. We recommend setting the heat pump to 'Heat' before going to bed.
- Please turn the heat pump off when you go out for the day.

4.2 Cooktop

- The Studio has a cooktop for light cooking. Please do not leave cooking unattended.
- Please wipe down the cooktop after use.

4.3 Microwave

- A microwave is available for reheating food and light cooking.

4.4 Mini-Fridge

- The Studio has a mini-fridge. Please empty it before you check out.

4.5 Toaster & Kettle

- A toaster and kettle are provided in the kitchenette for your use.

4.6 Television

- A TV is available in the Studio. Check what streaming apps or channels are available on the unit.

4.7 WiFi Internet

- Your WiFi network name and password are displayed at the property.
- If the internet is not working, turn the WiFi modem off for 2–3 minutes, then plug it back in and wait 3 minutes.

4.8 Bathroom

- The Studio has a private ensuite bathroom with shower.
- Shampoo and shower gel are provided.
- Please use the extractor fan every time you shower to prevent moisture build-up.

Note: The Studio does not have a washing machine, dryer, dishwasher, or oven. There are no laundry facilities available for Studio guests.

5. Waste, Recycling & Bins

Correct waste disposal is required by Mackenzie District Council. We will send you full instructions in your pre-arrival digital message, 7 days before you arrive.

5.1 The Bins

Red / Black bin	General waste — rubbish that cannot be recycled or composted.
Yellow bin	Recycling only — clean cardboard, paper, plastic bottles, tins and cans. Rinse food containers first. Glass must NOT go in this bin — use the blue box.
Green bin	Food waste / compost only — fruit and vegetable scraps, food leftovers, tea bags, coffee grounds. No meat, fish, or dairy.
Blue plastic box	Glass only — glass bottles and jars. Rinse before placing in the blue box.

5.2 Where Are the Bins?

- The bins are shared between the Arthouse and Studio and are located at the side of the property. Your pre-arrival message will confirm the exact location.
- Please always return bins to their designated location after use.

5.3 Please Help Us

- Before you check out, please place all rubbish in the correct bin.
- Do not leave rubbish in bags on the floor, on the deck, or outside the bins.
- Please keep the bins tidy so that animals (birds, insects) do not get into them.

6. Cleaning & Check-Out

6.1 When You Check Out

Our cleaning team will come after you leave. Here is what we ask:

- Place all rubbish in the correct bins.
- Leave sheets on the bed and used towels in the bathroom.
- Wipe down the cooktop and kitchenette benches.
- Empty the mini-fridge.
- Turn off all lights and the heat pump.
- Lock all doors and windows.

6.2 Check-Out Time

Check-out is 10:00 am

Please ensure you have left by 10:00 am. If you need a later check-out, please ask the night before.

7. Emergencies & Safety

Emergency services in New Zealand: Dial 111 (Police, Fire, Ambulance)

7.1 Fire Extinguisher

- A fire extinguisher is located in the unit. Pull the pin, point the nozzle at the BASE of the fire, and squeeze the handle firmly.
- If a fire is large or spreading, do not try to fight it. Leave the building immediately, close doors behind you, and call 111.

7.2 Nearest Hospital

- Timaru Hospital: 23 Queen Street, Timaru — Phone: 03 684 4000
- This is the nearest full hospital, approximately 1.5 to 2 hours' drive from Lake Tekapo.
- The Tekapo Medical Centre provides local general health services. Check their hours on arrival or ask us.

7.3 Free Health Advice by Phone

Healthline: 0800 611 116

Free 24-hour, 7-days-a-week health advice phone line in New Zealand. Call any time if you are unsure whether you need to see a doctor or go to hospital.

7.4 Earthquake Safety

- DROP down to your hands and knees immediately.
- COVER your head and neck with your arms. Get under a sturdy table if possible.
- HOLD ON until the shaking completely stops.
- Do NOT run outside during the shaking. Stay away from windows.
- After the shaking stops, check for injuries and hazards.

7.5 Alpine & Weather Safety

- Lake Tekapo weather can change very quickly. Always check the weather forecast before going into the mountains: metservice.com
- In winter, roads around Lake Tekapo can have ice and snow. Drive slowly and carefully.
- If you are going hiking, always tell someone where you are going and when you expect to return. Register your trip at adventuresmart.org.nz

8. Getting Around Lake Tekapo

8.1 Distances from the Property

Village centre	~800 m — about 10 minutes' walk or 2 minutes by car
Church of the Good Shepherd	~800 m — about 10 minutes' walk
Christchurch Airport	~225 km north — approximately 3 hours by car
Queenstown Airport	~255 km south — approximately 3.5 hours by car
Aoraki / Mount Cook	~105 km south — approximately 1.5 hours by car
Roundhill Ski Area	~32 km — approximately 35 minutes by car (winter only)

8.2 Shuttle Services

- Cook Connection: Scheduled shuttle between Lake Tekapo, Aoraki/Mt Cook, and Christchurch. Website: cookconnect.co.nz
- Atomic Travel: Buses and shuttles connecting Lake Tekapo to Christchurch and Queenstown. Website: atomictravel.co.nz

8.3 Cycling & Walking

- The village and lakefront are easy to explore on foot or by bike.
- The lake foreshore walkway is beautiful and accessible within 10 minutes' walk from the property.
- E-bikes and mountain bikes are available for hire in the village centre.

9. Local Amenities & Things to Do

Lake Tekapo village is compact and friendly. Almost everything you need is within 800 m of the property.

9.1 Dining, Cafés & Bars

- Astro Café — At the summit of Mount John with 360° panoramic views. Open daily (weather permitting).
- Kohan Restaurant — Japanese cuisine in the village centre with lake views.
- Mackenzie's Bar & Restaurant — At Peppers Bluewater Resort on the lakefront.
- Lake Tekapo Village Café — Casual daytime café in the village centre.
- Four Square Supermarket — Groceries, deli, fresh produce, liquor. Open daily.

Note: Hours of operation vary by season. We recommend checking ahead, especially for dinner on weekdays.

9.2 Must-Do Experiences

Earth & Sky Stargazing	Guided tours at the Mt John Observatory. Book in advance: earthandsky.co.nz
Tekapo Springs	Outdoor hot pools, water slides and ice skating (seasonal): tekaposprings.co.nz
Mt John Summit Walk	Free walk with 360° panoramic views. Track from behind the village (~1.5 hrs up).
Church of the Good Shepherd	Iconic 1935 lakeside chapel — one of NZ's most photographed buildings. ~10 min walk.
Lake Tekapo Foreshore Walk	Easy 4 km lakeside loop with views of the Southern Alps. ~1 hour.
Aoraki / Mt Cook Day Trip	1.5 hrs south. Walk the Hooker Valley Track (3 hr return). Allow a full day.
Scenic Flights	Helicopter and fixed-wing tours over the Southern Alps from Tekapo airfield.

9.3 Skiing (Winter)

- Roundhill Ski Area — ~32 km (35 min). Family-friendly with stunning lake views. roundhill.co.nz
- Mt Dobson Ski Area — ~65 km via Fairlie (55 min). Higher altitude, drier powder. mtdobson.co.nz

9.4 Day Trips

Aoraki / Mount Cook	~105 km south (1.5 hrs) — Hooker Valley Track, scenic flights, glacier views.
Lake Pukaki	~60 km south (50 min) — Intense turquoise colour with Mt Cook backdrop. Free.

Twizel	~50 km south (40 min) — Township with cafes, supermarkets, Lake Ruataniwha.
Omarama	~80 km south (55 min) — Gliding, Clay Cliffs, hot tubs.
Fairlie	~65 km north-east (50 min) — Mackenzie's Bakery, charming small town.

9.5 Seasonal Highlights

Spring (Sep–Nov)	Wildflowers, snow on peaks, fewer crowds.
Summer (Dec–Feb)	Lupins in bloom. Long warm days ideal for lake activities. Busiest season.
Autumn (Mar–May)	Golden tussock, clear skies, excellent stargazing. Quieter.
Winter (Jun–Aug)	Snow, skiing, exceptional stargazing. Cold — pack warm layers.

9.6 Food Delivery

- Food delivery apps have very limited or no coverage in Lake Tekapo. We recommend cooking at home, dining out, or collecting takeaways from the village.
- Your delivery address if ordering online: 51 Murray Place, Lake Tekapo 7999.

10. History of Lake Tekapo & the Mackenzie

The Mackenzie Basin and Lake Tekapo have a rich history stretching back centuries — from Māori navigators to European settlers, and from high-country sheep stations to one of the world's great astronomical observatories.

10.1 Māori History — Takapo

The lake's Māori name is Takapo. The Mackenzie Basin was part of the territory of Ngāi Tahu, the principal iwi of the South Island. Māori first passed through the Mackenzie during expeditions south from Canterbury in search of pounamu (greenstone), moa, and fish. The lakes and rivers were rich in kōura (freshwater crayfish) and native fish. The basin served primarily as a travel corridor linking coastal Canterbury to the southern lakes and the West Coast pounamu trails.

Aoraki / Mount Cook holds deep spiritual significance for Ngāi Tahu. According to tradition, Aoraki is the most sacred ancestor of Ngāi Tahu — a figure from creation mythology whose canoe became the South Island itself.

10.2 European Settlement — The Mackenzie Country

European explorers first crossed the Mackenzie Pass from Canterbury in the early 1850s. The region takes its name from James 'Jock' Mackenzie — a Scottish shepherd who, in 1855, was found driving approximately 1,000 stolen sheep over the pass by night. The vast tussock grasslands proved ideal for large-scale sheep farming, and great runs were established in the 1850s and 1860s.

10.3 The Church of the Good Shepherd

Built in 1935 from local Mackenzie schist stone, the Church of the Good Shepherd was designed as a memorial to the pioneers of the Mackenzie Basin. The famous east window behind the altar frames the view of the lake and mountains. It is listed as a Category I historic place by Heritage New Zealand and is visited by hundreds of thousands of people each year.

10.4 Astronomy & the Dark Sky Reserve

Mount John Observatory was established in 1965 by the University of Canterbury. In 2012, the Aoraki Mackenzie International Dark Sky Reserve was formally established — one of only a handful of gold-tier dark sky reserves on Earth. On a clear, moonless night, the Milky Way is clearly visible to the naked eye. We strongly encourage you to take an evening to simply stand outside and look up.

11. Contact Details & Final Note

Your property managers	Greg & Ange — BookTekapo
BookTekapo manager phone	+64 27 483 3593
How to contact us	Message via your booking platform, or call/text Greg & Ange on +64 27 483 3593.
New Zealand emergencies	111 (Police, Fire, Ambulance)
Healthline (free, 24/7)	0800 611 116
Timaru Hospital	03 684 4000
Mackenzie District Council	03 685 9010 — mackenzie.govt.nz
Property address	51 Murray Place, Lake Tekapo 7999

We hope you have a truly wonderful stay in Lake Tekapo.

With warm regards,

Greg & Ange — BookTekapo (+64 27 483 3593)