Applicant Guide

An alpine lakeside retreat, Matakauri Lodge is nestled in one of the world's most serenely beautiful landscapes. Spectacularly situated on Lake Wakatipu and only seven minutes from Queenstown, it is within easy reach of the adventure sports and outdoor activities, to several ski fields, or the more leisurely fine wine and arts scene of Central Otago.

OUR STORY

When financier and philanthropist Julian Robertson and his late wife Josie opened their inaugural lodge just north of New Zealand’s Bay of Islands in 2010, they combined classically warm hospitality with an unwavering commitment to excellence, to create an escape that would quickly become one of the world’s greatest.

What followed The Lodge at Kauri Cliffs was more than a decade of innovation and development, as Julian, Josie and their family unveiled The Farm at Cape Kidnappers in Hawke’s Bay (2007) and Matakauri Lodge in Queenstown (2010).

A trio of stunning properties, the lodges form a chain of luxurious destinations spanning the length of this remarkable country, each distinct and authentic to the region they inhabit.

With enduring and elegant interiors, gracious and dedicated owners, enriching experiences delicious cuisine and the Relais & Chateaux seal of approval, a stay with the Robertson Lodges is a memorable escape that will remain with you for a lifetime.
Living in Queenstown

Queenstown is a resort town with a population of approximately 15,000. It is located on the shores of the South Island’s Lake Wakatipu and is best known for its vineyards, adventure sports and ski fields at Coronet Peak and The Remarkables. No matter what the season, Queenstown offers visitors action-packed adventure and unparalleled scenery that will no doubt impress!

Centred within dramatic lake and alpine landscapes, Queenstown’s breath-taking scenery has inspired outdoor exploration for centuries. The stunning and accessible natural environment sets the stage for a range of outdoor pursuits, inviting outdoor enthusiasts to step away and explore.

Immerse yourself in stunning landscapes on Queenstown’s trails, with over 130km of tracks to explore, taking you around lakes, through vineyards, past heritage sites and great local cafes.

Queenstown’s awe-inspiring natural environment sets the stage for a range of year-round, high-octane thrills and the magnetic energy found here serves as inspiration to step outside of your comfort zone.
Aotearoa (New Zealand) is home to people from many cultures and many lands. But before significant migration from around the world, there were the Māori (indigenous people of Aotearoa). The name Matakauri comes from the Maori legend of the warrior who is said to have slayed the terrible taniwha Matau with fire. The sleeping giant’s body burnt so fiercely that it created a vast hole in the earth. The mountain snow melted in the heat, and water poured in to form Lake Whakatipu...

**Climate**

Summer brings long, warm days with lots of time to enjoy the outdoors. The colours of Queenstown in autumn are famed internationally. In winter you’ll experience the stunning snow-capped mountains and a winter paradise for snow sport enthusiasts. When spring breaks it transforms the area with bright colours, green valleys and a sense of energy and playfulness, perfect for hiking and camping.

Summer (Dec – Feb): Daytime 21°C – 30°C  
Autumn (Mar – May): Daytime 12°C – 25°C  
Winter (Jun – Aug): Daytime -2°C – 8°C  
Spring (Sep – Nov): Daytime 8°C – 22°C  

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Culture

He aha te mea nui o te ao?  
*What is the most important thing in the world?*  
He tangata, he tangata, he tangata  
It is people, it is people, it is people

— Māori proverb
Robertson Lodge welcomes discerning guests from around the world seeking a unique and luxurious New Zealand experience. They want to come away feeling rejuvenated and enriched, equipped with memories that last for a lifetime. Our commitment to the guest experience goes beyond expectations which is why our guests consider our lodges ‘a home-away-from-home’.

Our Team

Our team is our greatest asset. We’re proud to be a family of professional, motivated and dedicated people with a diverse range of skills and experiences from all around the world. We are passionate about hospitality and committed to providing outstanding customer service to our guests. We all share the same can-do, positive attitude and work ethic which makes our team that much stronger. We love working and living in the most beautiful locations New Zealand has to offer. We offer an excellent work environment where promoting a positive work life balance is key to our success. Whether enjoying a leisurely round of golf on one of your two consecutive days off, or making the most of the Robertson Lodges ‘Perks’ app, we pride ourselves on looking after our people.

Our Guests

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"Aside from the guests and the opportunities, the best thing about working here is the team. You can tell by how long they’ve been there that they love it, and we really are a family who care about each other. We all know and respect how hard each other works and we all have each other's backs, that's not just limited to our lodge - but across all of the Robertson lodges throughout the country."

Averil, Assistant Lodge Manager
Relais & Châteaux, established in 1954, is an association of 580 unique hotels and restaurants throughout the world, owned and operated by independent entrepreneurs – most often families – who are passionate about their craft and deeply committed to forging warm, lasting relationships with their guests.

Established on five continents, from the Napa Valley vineyards to Provence to the beaches of the Indian Ocean, Relais & Châteaux invites people across the globe to savor delicious journeys, to discover the inimitable art de vivre engrained in each local culture and to share an incomparable, unforgettable experience.

Relais & Châteaux members protect and promote the wealth and diversity of the world’s culinary and hospitality traditions, to ensure they continue to thrive. They are equally dedicated to preserving local heritage and the environment, as articulated in the association’s Vision presented to UNESCO in November 2014.

In support of the relationship shared through our Relais & Châteaux network, and recognising the value of our personnel, all Robertson Lodge employees are entitled to the Relais & Châteaux staff rate of $250 per person per night inclusive of GST, double occupancy. On a room, dinner, and breakfast basis at any Relais & Châteaux property.
Accommodation

Matakauri has limited staff accommodation available. If you are interested, please ask us about availability. Unfortunately, if the staff house is full you will be required to find your own alternative accommodation. The following websites; www.lwb.co.nz and www.trademe.co.nz/property are good online options to start looking for accommodation in advance of your arrival to Queenstown.

Meals & Uniform

Uniforms are provided for most staff at Robertson Lodges, you’ll receive details for the specific role you’re applying for during the interview process. You will be required to provide or purchase your own footwear, which should be comfortable, clean and tidy and simple. Our full grooming policy is available to view in our staff onboarding journal.

A delicious staff meal is provided during your shift.

Driving

The public transport system does not operate to Matakauri so for your own convenience and work commitments you will need a driver’s licence and a vehicle to get to the Lodge. Employees who need to drive some distance from the main centres into work receive a daily travel allowance as contribution towards fuel costs. You can drive in New Zealand on most overseas licences for a maximum of 12 months. After 12 months you need to apply for a New Zealand Driver’s Licence. The Automobile Association or “AA” is a great point of contact for driver licencing, car insurance (and other insurance) and vehicle registration. There are AA Service Centres located throughout New Zealand. For info on used cars, car inspection tips, insurance and driving in New Zealand, go to www.newzealandnow.govt.nz/live-in-new-zealand/getting-started/transport.
Getting here
You will most likely arrive in New Zealand via Auckland International Airport. From there, your easiest option is to fly to Queenstown. There are domestic flights from Auckland that fly direct to Queenstown or via Wellington. A direct flight from Auckland Domestic Airport to Queenstown will take just under 2 hours and will cost around $100. Flights from Wellington or Christchurch airports to Queenstown take just over an hour.

Local Shops & Services
Queenstown is equipped with supermarkets, stores, cafes, restaurants, shops, banks, gyms, medical centres and more. Matakauri is only a 7 minute drive from the heart of Queenstown. Queenstown boasts a fun and energetic night life which attracts travelers from all over the world.

If you want to take your time and see some of our beautiful country then driving might be an option for you. A suggestion would be to purchase a vehicle in one of the main cities, such as Wellington or Christchurch, and drive from there.

The drive from Wellington (New Zealand’s capital city) will require a ferry across the Cook Strait that divides the North and South Island. The ferry crossing will take approximately 3 hours before it docks at the South Island town of Picton. From Picton, a scenic drive south to Queenstown will take approximately 10 hours.

Driving to Queenstown from Christchurch will take approximately 6 hours and there are plenty of worthwhile stops along the way. Of mention is the stunning glacial waters of ‘Lake Pukaki’ as seen in the Lord of the Rings Trilogy.
Communications

It is important to be contactable for work. A New Zealand sim card can be purchased at Auckland International Airport arrivals or at any NZ mobile phone provider throughout the country.

Banking & Tax

**OBTAIN A NEW ZEALAND BANK ACCOUNT NUMBER**
To open a new bank account in New Zealand you will need to complete a 'Tax Residency and Foreign Tax Information' form and take it to your nearest bank branch together with original copies of:

- your passport
- Immigration letter/Work Visa.
- Proof of residential address

**OBTAIN AN IRD (TAX) NUMBER**
In New Zealand, an IRD number is required when you earn an income from any source. To obtain an IRD number you will need to apply online at www.ird.govt.nz

You must have the following information:

- Your passport details
- Your most recent overseas tax number (if you have one)
- Your immigration New Zealand application number (from your visa letter)
- A New Zealand bank account number.

Once completed, it should only take 1-2 days for the Inland Revenue Department to allocate you an IRD number that will be emailed to you or text messaged to your New Zealand cell phone number.
WORKING HOLIDAY VISAS
New Zealand has working holiday scheme agreements with many countries, allowing you to work here and explore our great country.

Every year hundreds of young people apply for New Zealand working holiday visas, and spend a year or two working in New Zealand.

Eligibility and criteria for working holiday visas
Working holiday visas are available to young people, usually aged 18 to 30, but 18 to 35 in a select few countries. They let you travel and work in New Zealand for up to 12 months, or 23 months if you are from the UK or Canada. If you apply for a 23-month visa, you must provide a General Medical Certificate.

Countries eligible for Working Holiday Visas 2022
Belgium, Canada, Denmark, Finland, France, Germany, Ireland, Italy, Netherlands, Norway, Sweden, United Kingdom, USA, Japan.

For more information visit:

SKILLED MIGRANT VISAS
If you have skills, qualifications or experience that New Zealand needs you may be able to apply for a resident visa under the Skilled Migrant Category.

The Skilled Migrant Category is a points system based on factors such as age, work experience, your qualifications, and an offer of skilled employment. You must also be aged 55 or under, and meet English language, health, and character requirements.

Jobs such as Chef, Cook, Pastrycook and Baker are often found in the specialist skills area.

For more information visit:
WORLD CLASS SNOW SPORTS
Queenstown’s four ski fields offer varied and true alpine terrain, the closest just 20 minutes' drive from town centre. Offering one of the longest seasons in the Southern Hemisphere and some of the best ski fields in the South Island, Queenstown welcomes skiers and snowboarders from June to October. Our four ski areas offer unrivalled alpine scenery, world class infrastructure and varied open terrain, each with its own unique character.

HIKING AND WALKS
Some of New Zealand’s best walks and hikes are accessible from Queenstown. Explore the diverse landscapes of Queenstown and surrounding regions on foot. Queenstown is a hiking destination with breathtaking varied scenery, from jagged mountains and native beech forests, to wild rivers, waterfalls and glassy lakes. Untouched nature and stunning natural sights are within easy reach of Queenstown's vibrant town centre.

CELEBRATE FOOD AND WINE
Taste Queenstown’s iconic Pinot Noir and explore a new generation of local craft beers. Welcome to the heart of the Central Otago Wine Region, internationally celebrated for our full-bodied pinot noir and aromatic whites.

Things to do
Queenstown is a natural playground providing an incredible backdrop for a range of sights to see and things to do for adventurers of all persuasions. World-renowned for its adventure, Queenstown is home to a huge choice of adrenaline activities including jet boating, bungy jumping, white water rafting, skydiving and even indoor thrills – all guaranteed to get your blood pumping!
QUEENSTOWN RECREATION

Queenstown is one of New Zealand’s most exciting destinations. Surrounded by towering mountains, positioned on the edge of a lake, Queenstown is a hub of adventure, thrumming with adrenaline and an omnipresent sense of fun.

www.newzealand.com/int/queenstown
www.queenstownnz.co.nz/things-to-do/
www.eventfinda.co.nz/whatson/events/queenstown-lakes

TRACKS AND WALKS

There are many opportunities to stretch your legs, clear your lungs and get close to nature on the walkways and tracks you’ll find wherever you go in New Zealand. Check the Department of Conservation site to find the great walks available in the region.


SPORT

District councils around the region provide a range of recreation facilities including sportsgrounds, parks and gardens. Your local community center may also run many different social activities and groups for the community to join.

www.sportnz.org.nz/

Helpful links

YOUR GUIDE TO LIVING & WORKING IN NEW ZEALAND

This New Zealand Government website is packed with useful, reliable information to help you get settled.

www.newzealandnow.govt.nz/
www.immigration.govt.nz/

ROBERTSON LODGES
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