



Guest Directory

Welcome to The Crest Apartments

15-21 Breaker Street, Main Beach QLD 4217

Phone 07 5552 6200 Email: info@crestmainbeach.com.au

Our aim is to ensure you have an enjoyable and memorable stay.
Please take a moment to familiarise yourself with our beautiful resort and services offered.

Reception Hours

Monday to Friday:	9.00 a.m. to 5.00 p.m.
Saturday:	9.00 a.m. to 12.30 p.m.
Sunday** & Public Holidays**:	10.00 a.m. to 12.00 p.m.

Dial "9" for reception during office hours
Dial "0" for an outside line

Emergency Services: Emergency Number "000" (Ambulance, Police, Fire)

Doctor/Medical Services: After Hours Doctor, House Calls – 13 SICK (137 425)

Gold Coast University Hospital: 1 Hospital Boulevard, Southport Phone: 1300 744 284

Accounts

On your arrival we require full payment of any outstanding accommodation balance. We will also request a scanned copy of your driver's licence and the credit card used to pay the account. This protects both parties from fraudulent activities and to ensure payment for any damages that may be caused.

Air Conditioners

Please close all windows and doors in your apartment to ensure the efficient and effective use of your air conditioner. Be considerate to our environment and turn your air conditioner off prior to leaving your apartment. Your apartment is pre-set to the optimum cooling temperature of 23 degrees for your comfort. No adjustment should be necessary.

Animals

Body Corporate By Laws strictly state no animals are permitted in holiday apartments.

Barbeques

The designated barbecue and outdoor entertaining area is located next to the outdoor pool. Bookings can be made on the booking sheet near reception. Please consider other guests by leaving this area clean and tidy when you vacate. Fees may apply if left unclean.



Beach

The beach is generally patrolled between 9.00 a.m. and 5.00 p.m. most of the year and is located a short walk at the end of Breaker Street. Beach towels can be hired at reception for \$5 each for the length of your stay.

Check Out – Departure

The departure time is 10.00 a.m.

Late departures will be subject to availability and will be subject to additional charges.

Upon your departure, please inform reception of any maintenance issues or breakages. We understand that breakages do occur.

Charges may apply.

Please ensure that your apartment is left in a clean and tidy state when you depart.

Dishes should be done and rubbish removed.

Charges will apply if additional cleaning or deodorising is required.

(SMOKING IN APARTMENTS IS STRICTLY PROHIBITED.)

Cleaning

Your apartment will be serviced if your stay is for eight (8) nights or more. Should you require daily servicing or fresh towels, this can be arranged at an additional cost. Please contact reception.

Coffee Pod Machine

For your convenience, most of our apartments now have a coffee pod machine which dispense both Hot and Cold beverages. Pods are available for purchase at reception during office hours.

Consumables

In your apartment you will find a starter pack. Other items needed to supplement longer stays can be purchased at reception:

Toilet Roll:	\$2.00
Washing Powder:	\$1.00
Soap:	\$0.50
Dishwashing Liquid:	\$1.00
Dishwasher Powder:	\$1.00
Tea, Coffee, Sugar (6 Pack):	\$3.00
Extra White Towels (per towel):	\$3.00
Coffee pods (each):	\$2.00

Facilities

Tennis Court

Hours: 7.00 a.m. to 9.00 p.m.

To be reserved/booked on the booking sheet near reception. Appropriate footwear must be worn at all times.

Tennis racquet hire \$5.00 each per game.

Billiard Room & Library

Hours: 7.00 a.m. to 9.00 p.m.

Gold \$2.00 coin is required for pool table.

We have a complimentary lending library of books for guest enjoyment. Please return these to the bookcase sanitised after use.

Indoor Pool & Outdoor Pool, Sauna & Spas

Hours: 7.00 a.m. to 9.00 p.m.

To ensure safe use of these facilities, children should be supervised at all times. Children under 13 years of age should not enter the sauna or use the spa due to health and safety. Please consider the safety of all guests by drying off prior to departing the pool area.

Also be mindful of the enjoyment of others. Bombing, loud behaviour, etc., impact on others.

Pool & Beach Toys (noodles, boogie boards, sand buckets & spades etc) are available for hire at reception. \$5 per item or 2+ items for \$10 for the duration of your stay.

Foxtel Digital Channels

- 101. Channel 502 – Fox Sports 2
- 102. Channel 501 – Fox League
- 104. Channel 506 – Fox Sports (*season dependent*)
- 105. Channel 401 – Premier Movies
- 106. Channel 405 – Action Movies
- 107. Channel 112 – Showcase
- 108. Channel 119 – BBC First
- 109. Channel 108 – Fox 8
- 111. Channel 600– Sky News Live
- 112. Channel 105 – BBC/UKTV
- 113. Channel 106 – Lifestyle
- 114. Channel 404 – Disney Movies
- 115. channel 705 – Ceebees Kids
- 116. Channel 701 – Cartoon Network

Free to Air – standard channel selection.

Garbage

There is a garbage chute conveniently located on each floor in the south western end of the foyer. Bottles and loose newspaper **MUST NOT** be thrown down the chute. Please take bottles and newspapers down to the recycling bin located in the basement (opposite the lift is the recycle bin). All other garbage must be placed in plastic bags before it is put down the garbage chute. When vacating your apartment, please take all garbage down to the basement.

Gymnasium

Located on the ground floor, the gym is open 6.00 a.m. to 9.00 p.m. Due to health and safety requirements, children under 16 years of age are **NOT** permitted in the Gym at any time. Please treat equipment with care at all times. A gym towel should be used on equipment.

Hire Items

Hire items are available at reception and include:

- Portacots & mattresses;
- Beach/Pool toys;
- High Chairs;
- Boogie boards.

Intercom (Visitors)

Visitors can press your room number, followed by the phone symbol located on the intercom panel at the right of the front main entrance doors. You can then press the key symbol on your white intercom phone, tell your visitor what level to come to, via the lift.

Internet Access

Wifi is included in your accommodation tariff. Please see our friendly staff if you require any additional assistance.

Keys

Please take care of your apartment key and security swipe. Please ensure you do not take them swimming. In the event either set is lost, or inoperable, the replace charge is AUD\$100.00 (incl GST) per set.

If a call out is necessary out of reception hours, a fee of AUD \$100 will apply.

Laundry

Full laundry facilities are provided. Please do not hang towels or other laundry items over balconies.

Clothes dryers are provided in all apartments. Please clean the lint filter after each use.

Lost Property

The Crest Apartments Main Beach shall not be responsible whatsoever for any loss or damage to the property of any person at the resort. Lost property will only be held for a period of one month.

Mail

We offer a complimentary postage service. Stamps can be purchased at reception.

Markets

Farmers markets are at Marina Mirage every 1st Saturday of the month and also at the Gold Coast Arts Centre located on Bundall Road every Sunday from 6.00 a.m. to 12.00 noon.

Noise

The City of Gold Coast bylaws restrict noise between the hours of 10.00 p.m. and 7.00 a.m. Please be considerate of other guests with noise levels.

Parking

Undercover secure parking is provided. Do not leave valuables in the car. Lock up your car and please park in the correct allocated number. Please be considerate of other guests. Your car may be towed away if you are not in your allocated space. A \$300 (minimum) fee is required for the retrieval of your car.



Printing /Photocopying / Secretarial Services

Printing/photocopying and secretarial services are available for your convenience from reception for a nominal fee.

Smoke Alarm

Accidental smoke caused from cooking – please immediately turn the exhaust fan above the stove top on, open balcony sliding doors and windows. Do not open the front door opening out to the foyer – this will trigger the building smoke alarm, the fire brigade will automatically attend and you will be responsible for any associated costs.

Smoking

We respect your right to smoke, however, in consideration of others, the Crest Apartments is a non-smoking resort.

All apartments are smoke free apartments.

Supermarkets/Bottle Shops

There are a number of small convenience stores including a newsagent, chemist and two bottle shops located in nearby Tedder Ave.

For a larger grocery shop, we suggest you visit Australia Fair Shopping Centre in Southport that contains Coles and Woolworths Supermarkets.

Telephone

Your phone is equipped with an automatic metering system and is set at 80 cents per pulse. Each local call will register one pulse, while STD and ISD calls will register pulses in accordance with the distance called and the time taken for the call.

Please be aware that cheap rates such as the \$3.00 STD for as long as you like, are not available through our system.

Direct Line To You

Outside callers can contact you direct by phoning 07 5552 62## and then your 2 digit room number.

E.g.: room 60 (07) 555 262 60

If you would like to speak with a guest in another apartment within the resort, you may phone their room number with a 2 in front of their apartment number.

For example: Apartment 60 would be 260.

There is no charge for internal apartment calls or for calling Reception.

We would like to thank you for staying at The Crest Apartments and look forward to your return.

