



*Welcome*

15-21 Breaker Street, Main Beach QLD 4217

Phone 07 5552 6200

Email: [info@crestmainbeach.com.au](mailto: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





## *Your Apartment*

### **Air Conditioners**

Please close all windows and doors in your apartment to ensure the efficient and effective use of your air conditioner. Please turn your air conditioner off prior to leaving your apartment.

### **Animals**

Animals are strictly not permitted in holiday apartments.

### **Coffee Pod Machine**

For your convenience, our apartments have a coffee pod machine. Extra Pods are available for purchase at reception during office hours.

### **Extra 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 Bath Towels (per towel):	\$5.00
Coffee pods (each):	\$2.00





## *Your Apartment*

### **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 prior to 10am if you require an additional service.

### **Foxtel BusinessIQ**

Giving you access to Foxtel's extensive Content Warehouse, packed with entertainment, live sport, news, lifestyle, dramas and documentaries from Australia and around the world.

Source is HDMI-1

Free to Air – standard channel selection.

### **Garbage**

There is a garbage chute conveniently located on each floor - look for the door signed "Garbage Room".

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 ensure all garbage has been removed from the apartment.

Additional charges will be charged if our staff need to remove garbage.

### **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.





*Your Apartment*

### **Internet Access**

Unlimited 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 fob.  
Please ensure you do not take them swimming.  
In the event either set is lost, or inoperable, the replacement charge  
is AUD\$100.00 (incl GST) per set.

If a call out is necessary out of reception hours, a fee of AUD \$150 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.

### **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.





### **Telephone**

Some of our apartments are equipped with telephones.

To contact reception please dial "9".

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.

### **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.





## Our Facilities

### 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 leave this area clean and tidy when you vacate.

Fees may apply if left unclean.

### 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 library 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. Please be considerate of other guests using the facilities.

Bombing and loud behaviour is not acceptable.

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.

### Tennis Court

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

***Bookings can be made on the booking sheet near reception.***

Appropriate footwear must be worn at all times.

Tennis racquet hire \$5.00 for 2 hours.





## *Our Facilities*

### **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 and linen \$25 per stay
- Beach/Pool toys & Boogie Boards \$5 each or 2+ items \$10 per stay;
- High Chairs \$25 per stay
- Rollaway Bed with Linen \$50 per night (1 per apartment)

### **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.

### **Printing /Photocopying**

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





## Main Beach

### **The 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.

### **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 and speciality shops, we suggest you visit Australia Fair Shopping Centre in Southport.

Coles and Woolworths Supermarkets are located here.

### **Tedder Avenue**

Tedder is a short stroll down the street. There are cafes, restaurants, boutiques and conveniences of a Chemist and Friendly Grocer.

