



Guest Directory

Welcome to The Crest Apartments

15-21 Breaker Street, Main Beach QLD 4217

Phone 07 5552 6200 Fax 07 5552 6290 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

Catholic Church: 99 Scarborough Street, Southport. Mass times Phone: 5510 2222

Anglican Church: 89 Nerang Road, Southport Phone: 5532 8978

Accounts

On your arrival we require full payment of any outstanding accommodation balance. We also require some form of security in the form of a credit card pre authorisation or cash bond.

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 preset 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.

Babysitting

A babysitting service is currently unavailable due to COVID-19

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. If you are departing prior to 9.00 a.m. please advise reception the day before during business hours. Late departures will be subject to availability and may 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. Please

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:	\$2.00
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

Dishwasher

Turn big dial between 4 and 5 then press in the small button to operate.

Dry Cleaning Service

This service is available, please see reception.

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. \$2.00 per lost ball.

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.

Swimming aids such as noodles (\$5) and body boards (\$10) for the surf are available for hire at reception.

Foxtel Digital Channels

- 101. Channel 501 – Fox Sports
- 102. Channel 502 – Fox League
- 103. Channel 503 – Fox Sports
- 104. Channel 505 or 506 – Fox Sports (*season dependent*)
- 105. Channel 401 – Premier Movies
- 106. Channel 406 – Action Movies
- 107. Channel 114 – Showcase
- 108. Channel 117 – BBC First
- 109. Channel 108 – Fox 8
- 110. Channel 112 – Universal
- 111. Channel 601 – Sky News Live
- 112. Channel 103 – BBC/UKTV
- 113. Channel 106 – Lifestyle
- 114. Channel 707 – Foxtel Kids Movies
- 115. channel 404 – Foxtel Kids Channel
- 116. Channel 701 – Nick

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. Please note COVID-19 requirements.

Hire Items

Hire items are available at reception and include:

- Portacots & mattresses;
- Beach/Pool toys;
- Prams and strollers;
- 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 available from reception for a fee if your rate does not include a data limit Wifi voucher. Please see our friendly staff to help choose the best plan for your stay.

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, the same as your room number. Please be considerate of other guests. Your car may be towed away if you are not in your allocated space. A \$300 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 we request that you smoke outside on the balcony.

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.

Tours & Transfers Desk

Our reception doubles as our Tours & Transfer Desk. This service is offered free to our guests and is a complimentary service offered for your convenience.

Please take time to look through the many different attractions and offerings of the Gold Coast and beyond by looking at the brochures at reception.

We do not charge a booking fee or credit card fee and can often secure exclusive discounts due to the high volume of bookings we process.

Airport transfers and hire cars can also be arranged.

Translink Tourist Go Cards are available from reception - \$10 per adult and \$5 per child for all day/same day bus and tram travel.

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

