

# Q Squared Serviced Apartments

115 Chetwynd Street,  
North Melbourne Victoria 3051 Australia  
Phone : 03 8383 1072 [www.q2sa.com.au](http://www.q2sa.com.au)  
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## Quick Information Guide for Q Squared Guests

Welcome to Melbourne and Q Squared Serviced Apartments! We sincerely hope your stay with us is an enjoyable one.

### ACCOUNT SETTLEMENT

- Payments can be made by cash, credit card or EFTPOS upon check-in. Company charges will only be accepted by prior arrangement. Major credit cards are accepted including Master and Visa cards. We also have EFTPOS available, however we do not offer a “cash out” facility. Please note, all credit card payments incur a service fee.

### AIR CONDITIONER

- Reverse cycle aircon so can run hot or cold. Please turn off when you are not in the apartment.

### BREAKAGES & DAMAGES

- All apartments are fully equipped with a standard inventory. Please report any breakages, missing items or damaged property to Reception. The cost of replacement or repair of any items broken or damaged is the responsibility of the guest.

### BANKS

- Turn right when leaving the front door, walk 20m and turn right onto Queensberry Street. Walk approximately 300 metres to Errol Street where you will find all four big banks.

### CHECK-OUT

- Apartments need to be vacated by 10am at the latest.
- Early Check-outs – if leaving outside of Reception hours, leave the key in the apartment or in the post box (marked key returns) outside the lift on B1.

### DO NOT DISTURB

- Place your ‘Do Not Disturb’ sign on the outside of your apartment door to ensure your privacy is upheld. Please note your apartment will not be serviced if this sign is in place.

### ELECTRICITY

- The Power points in your apartment operate on 240 volts.

### HOUSEKEEPING / ROOM SERVICING

- Daily Service – Stays of less than 7 days
  - This is a limited service which includes removal of rubbish from bins, replacing towels if placed on bathroom floors & making of beds with existing linen.
- Weekly Service – Stays of 7 or more days
  - As above with linen change / vacuum and general cleaning of apartment.
- Please note: Beds with personal items on them will not be made.

### Hospitals

- RMH / PeterMac / Royal Womens / Melbourne Private
  - Turn left out the front door then at the roundabout, dogleg right into Wreckyn St and you will see the hospitals in front of you. 400m or 7 mins to walk.

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## KEYS & FOBS

- Lost or unreturned keys will incur a \$500 charge as the locks/fobs will have to be replaced.

## LAUNDRY FACILITIES

- All apartments are equipped with a washing machine, clothes dryer, ironing board and iron.

## NOISE

- We are a Non-Party property with zero tolerance - excessive noise will result in your immediate eviction without a refund.
- Please respect other residents and keep the noise to a minimum, especially on the balconies and in the passages. No noise on balconies at all after 10:30pm.

## PARKING

- There is a height restriction when using the parking – 1.8m is the limit so larger 4 wheel drives will not fit in the parking.
- Gate will open automatically on exit with the weight sensor.

## RESTAURANTS & CAFES

- Errol St - same directions as Banks

## SECURITY

- For security purposes please ensure you lock all doors and windows when leaving your apartment.
- Please ensure the front doors to the building are closed behind you and do not allow tailgaters.

## SUPERMARKET IGA

- Errol St, same directions as Banks

## SMOKE ALARMS

- All apartments are fitted with internal smoke alarms. If you inadvertently set this off, do not open the internal passage door as this will set off the main fire alarm which will incur a call out fee. If it is not an emergency (e.g. burnt toast), turn on extractor fans and open balcony doors.

## SMOKING

- All apartments, balconies and common areas are NON-SMOKING.
- Additional cleaning charges will apply if there is any evidence of smoking within apartments.

## TAXI

- Silvertop 131 008
- 13Cabs 13 22 27

## TRAMS

- We are in between 3 lines – Errol St / Flemington Rd / Victoria St.
- A Myki card is required to travel on Melb public transport which can be purchased at Seven 11's.

## WI-FI

- Select : Q Squared Password : qsquared3d - Daily Limit : 2 GB

See Compendium for more detailed information.