



# Q Squared Serviced Apartments

**Welcome to Q Squared Serviced Apartments, North Melbourne** The following points, listed alphabetically, are to help make your stay with us an enjoyable one :

## **Air Conditioner:**

- Reverse cycle air conditioners are for heating and cooling.

## **Airport Transfers:**

- Taxi phone 131 008 – costs approx. \$50 for a Standard or \$75 for a Maxi to the Airport.
- Bluebird Shuttle Bus – will pick up at reception. Needs to be booked at least 2 hours in advance. Bookings 03 8378 8700 or [www.starbusshuttle.com.au](http://www.starbusshuttle.com.au) Cost is \$20 per person

## **Appliances**

- Detailed user guides can be found elsewhere in the compendium

## **Cancellations**

- A minimum of 72 hour notice must be given for all changes and/or cancellations.
- A full day's rates will be charged for late cancellations of less than 72 hours.

## **Check-Out**

- Check-Out time is 10am.
- Late Check-outs are available subject to availability – fees apply.
- If you are checking out before 8am, please settle any outstanding bills the night before and leave your apartment keys on the table in your room or

## **Cleaning**

- Apartments left in a mess will be charged an additional cleaning fee.

## **Cooking**

- Please ensure that the extractor fan is used when cooking to limit the odour spread throughout the building.
- Slide the extractor fan out to activate.

## **Damages**

- Damages not considered fair wear and tear caused by the guest or their visitors will be charged back to the guest.

## **Emergencies**

- Fire / Ambulance / Police – 000 or 112 from a mobile.
- North Melbourne Police – 03 8379 0800
- Night Manager – Phone on Reception window outside near lockbox on ramp
  - Emergency calls only – call out fees apply for Managers attendance

## **Extending**

- If you wish to extend your stay, see Reception to check availability, do not assume the room will be available.
- Payment is required in advance.

### Internet

- Wi-Fi is available in all rooms
  - Login by using the password provided on check-in or see Reception for passcode.

### Laundry:

- All apartments have a washer/dryer installed in the unit.
- See detailed instructions on how to use the machine under Appliance User Guide elsewhere in compendium

### Luggage Storage:

- If you have a late flight, we are able to store your luggage securely at reception, short term, at no extra cost.
- Long Term luggage storage (overnight) is available at \$5 per day

### Noise

- Please respect other guests and keep the noise levels down after 10:30pm.
- No loud music will be tolerated at any time during the day or night.
- Noisy guests will be asked to leave without a refund.

### Non – Smoking

- Q Squared Apartments are a Non-Smoking Building – guests will be charged \$500 plus any cleaning charges if they smoke / burn incense in the apartments.
- You will also be asked to leave without a refund if found to be smoking in the room.

### Parking

- We make use of Car Stackers in this building.
- Training is required before using the stackers – see reception for details
- There is a 1.8m height restriction so no large 4 Wheel Drives / Vans / Utilities will fit

### Reception Hours

- Mon – Fri : 8:00am – 6:00pm
- Sat & Sun : 9:00am – 4:00pm
- Public Holidays : Closed

### Room Services

- Short Term Stays of less than 7 days will be serviced daily **except** weekends and public holidays.
- Longer Term Stays of 7 or more days only get a weekly service - no daily service.
  - Longer term stays can request for the daily service but fees apply.
- If you do not want your room serviced, make sure the 'Do Not Disturb' sign is on the door.
- Daily Services include:
  - Removal of rubbish
  - Changing Towels if required.
  - Beds will be made if clear of personal possessions
- Weekly Service
  - Linen Change
  - Vacuuming
  - Wipe down of kitchens
  - Removal of rubbish
  - Cleaning of bathroom

## Restaurants & Take Away

- There are too many nearby options to list however the Castle Hotel on the corner of Chetwynd and Wreckyn Street is the closest option.
- We recommend using MenuLog &/or Uber Eats for Take Away options
  - Remember reception closes at night, so if ordering after office hours, supply the restaurant with your mobile number or wait downstairs.

## Scanning, Printing & Photocopying

- Scanning, Printing & Photocopying services are available at Reception for a small fee.

## Security

- When entering or vacating the building, please ensure that the door has closed securely behind you.
- Do not allow tailgating through the security doors or the Garage.
- Report any suspicious activities to Reception as soon as you become aware of them.

## Shopping

- Supermarket IGA located at 75 Flemington Road – 550m away
  - Turn left as you exit the building
  - 2<sup>nd</sup> left at roundabout – Wreckyn St
  - Left at the traffic lights into Flemington Road and it is one block away.
- Supermarket IGA located at 26 Errol Street – 450m away
  - Turn right as you exit the building
  - Turn right at Queensberry St –20m
  - Turn Left at Errol St – 300m
- Victoria Market – 800m away
  - Turn right as you exit the building – travel 350m
  - Turn left into Victoria St – travel 350m

## Taxi

- The number for a taxi is 131 008 – Silvertop Taxis

## Telephone

- A landline **is not** available in your room
- Emergency – dial 112 from a mobile
- North Melbourne Police – 03 8379 0800

## Television

- Free to air channels are available on your TV.
- Foxtel and is not available at our apartments.
- The Televisions are smart TV's so have streaming capabilities for Netflix / Stan etc

## Wireless Broadband:

- Your room is fitted with a Wi-Fi option, see Reception or 'Quick Info' – received on check-in, for password.