



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. Sun to heat and snowflake to cool.

Airport Transfers:

- Taxi phone 135 000 – costs approx. \$60 for a Standard or \$90 for a Maxi to the Airport.
- Uber – requires your own account.

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 dining table in your apartment or in either of the 2 return key boxes, next to lift on B1 or next to reception on the ground Floor.

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
- North Melbourne Police – 03 8379 0800
- Night Manager – Phone on Reception window outside building near the access panel
 - 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 Info screen on Ground floor.

Keys

- Any lost or unreturned Keys will result in a \$500 fee to replace the locks and FOBS

Laundry:

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

Luggage Storage:

- If you have a late flight, we are able to store your luggage securely at reception until reception closes, 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 is a Non-Smoking/Vaping 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/vaping in the room.

Parking

- We make use of Car Stackers in this building.
- Training is required before using the stackers – see reception for training
- There is a 1.8m height restriction so no large 4 Wheel Drives / Vans / Utilities will not fit

Reception Hours

- Mon – Fri : 8:00am – 2:00pm
- Sat : 9:00am – 2:00pm
- Sun : Closed
- 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 within walking distance to list individually.
- Uber Eats is the best option for Take Aways
- Remember reception closes at night, so if ordering outside of Reception hours, track your delivery through the app and wait downstairs when they get close.

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
 - 2nd 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 135 000 – Silvertop Taxis

Telephone

- A landline **is not** available in your room
- Emergency – dial 000
- 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 / YouTube
- Casting to TV's does not work in a commercial setup due to Firewalls

Wireless Broadband:

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