

# GUEST SERVICES DIRECTORY

QUEEN'S WHARF RESIDENCES



Welcome to Queen's Wharf Residences. In this compendium you will find information with respect to our hotel and facilities. We take pleasure in welcoming you as our guest and trust that your stay is both comfortable and enjoyable. Our reception is open from 24 hours so please feel free to come see our friendly staff.

## HOTEL SERVICES

### ACCOUNT SETTLEMENT

Payment can be made for any additional charges throughout your stay by cash, credit card, or EFTPOS upon or prior to departure. Company charges or cheque payments will only be accepted by prior arrangement. Major credit cards are accepted including American Express, Diners Club, Master Card, and Visa. Please note, all credit card payments incur a service fee of 1.5%.

### TRANSPORT

**AIRPORT** - Brisbane airport is located 17 km away (approximately 20-25 minutes drive in no traffic).

**TAXIS** - Contact Brisbane taxi service on 132 227.

### CAR PARKING

Please contact reception to book car space (subject to availability) and obtain pricing.

### CHECK-OUT

Check-out is 10am on the day of departure. Some reservations may have a provision for a later check-out, subject to availability. Please call reception the night prior to departure for further assistance.

### REFUSE ROOM

For your convenience general waste and recycle rubbish chutes are located on each floor. Alternatively, bulky waste can be disposed of in larger bins located on Level 0.

### LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for a maximum of three months and can be posted back at the guest's expense. Queen's Wharf Residences will not be held liable for any lost property.

### PETS

With the exception of assistance dogs, guests of Queen's Wharf Residences are not permitted to bring any animals into the building.

### TOUR DESK

Our team can assist you with booking tours and attractions. Visit reception for a full list of companies and recommendations.

### PUBLIC TRANSPORTATION & INFORMATION

Please contact reception for directions to the nearest public transport service or any local information, attractions, car hire or maps of the area.

## ROOM FEATURES

### AIR CONDITIONING

To operate the climate control in your apartment, please use the control panel located in your unit. Should you require assistance please contact reception.

### CLEANING / HOUSEKEEPING

Please be aware that daily cleaning services may not always be included in your reservation. Please contact reception if you would like to arrange this service.

Daily Service includes: rubbish removal, replacing towelling, making the beds with existing linen, and replenishment of kitchen and bathroom consumables. Please note beds with personal items on them will not be made. A full mid-stay service (for stays of 8 nights or more) includes: as above plus a linen change, full vacuum and cleaning of the apartment.

### DO NOT DISTURB

Please 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 with this sign in place. Should you wish to remove this sign and have your apartment serviced, please call reception prior to 12pm to arrange.

### KEYS

Please always keep your room keys with you. For security purposes please ensure you lock all doors and windows when leaving your apartment. Should you misplace your keys, contact reception immediately.

### LIFT TILT OPEN WINDOW (LTOW)

High rise units are fitted with lift tilt open windows, please do not attempt to forcibly move the window and keep clear of obstruction or the window may fault. Contact reception for assistance operating the window.

### MAINTENANCE

If you experience any issues within your apartment, please contact reception.

### RECREATIONAL FACILITIES

Located on Level 7:

- Pool & Lounge Area
- BBQ & Outdoor Seating Area
- Resident Lounge Area

Located on Level 7M

- Gym
- Outdoor Terrace
- Sauna
- Steam room
- Outdoor Hot Tubs x 2
- Resident Lounge Area with Dry Bar
- Business Centre and Meeting Rooms

All facilities opening hours are 6AM to 10PM, Monday to Sunday.

Please note the Cinema on Level 7 & Private Dining on Level 7M is for the exclusive use of Residents Only.

### SMOKING & SMOKE DETECTORS

Smoking, vaping and the use of e-cigarettes is strictly prohibited inside all apartments and all common areas. Smoke detectors are not to be touched or tampered with as an alarm will be activated at reception. Significant call fees apply should Emergency Services need to attend.

### WI-FI / INTERNET

Each apartment has its own individual Wi-Fi network. To access yours, please find the network that matches your apartment number and use the password Connect@[Apt.#]. For example, apartment #6402 would be: Connect@6402

If you experience any issues within your apartment, please contact reception.

## IN AN EMERGENCY

**POLICE, FIRE DEPARTMENT OR  
AMBULANCE DIAL 000**

### RECEPTION (24 HOURS) PRESS RECEPTION BUTTON

A fire evacuation plan is located on the back of your apartment door, please ensure you have familiarised yourself with the nearest fire exit.

### IN CASE OF FIRE - DO NOT USE LIFTS

This property is fitted with an advanced fire protection system. In case of fire, please follow the procedures outlined below:

If the fire alarm or automatic evacuation system sounds, please make your way to the nearest fire exit.

Do not run.

Do not use the elevators.

Do not telephone reception as we may require the phone lines for emergency calls.

Assemble at the meeting point located on the evacuation plan located on the front door of your apartment.

Do not re-enter the building unless you are advised to do so by the Fire Brigade or hotel management