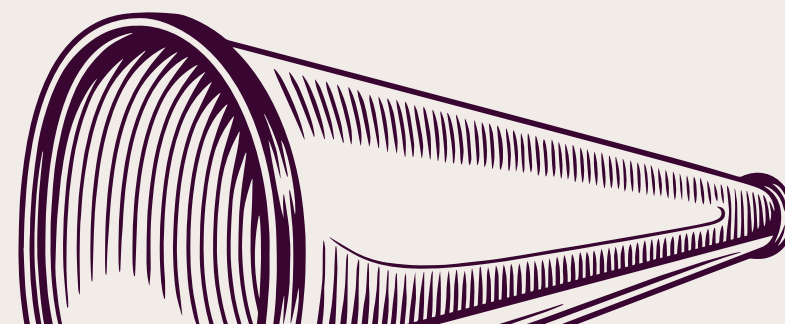
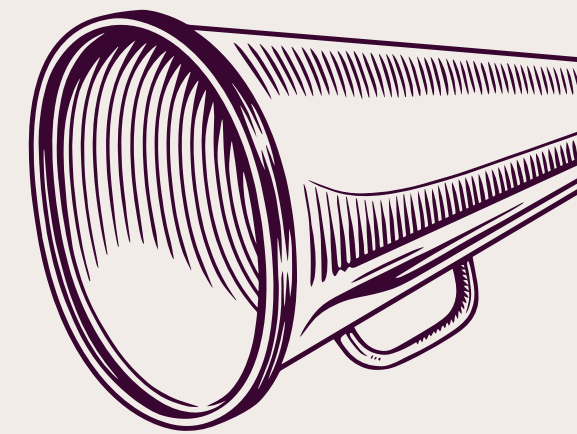


# AVANI

Hotels & Resorts

Just ask...

Guest Service Directory



# Welcome to Avani Melbourne Central Residences

Settle in, unpack and RELAX. Here is some handy information for your stay. If you have any questions please don't hesitate to call reception and quiz our Guest Experience team. Have a great stay!

RECEPTION & HOUSEKEEPING	DIAL 99
OUTSIDE LINE	DIAL 0
ROOM TO ROOM	DIAL Room Number

(Rooms on level 10 and above, dial the room number only e.g. 1215.  
Rooms on level 1 to 9 place '8' in front e.g. 115, dial 8115)

## NEED TO KNOW

### Paying the Bill

*Please note, all credit card payments incur a service fee of 1.5%.*

Payment can be made by cash or card upon or prior to check-in. Company charge cards or cheques will only be accepted by prior arrangement. American Express, China Union Pay, Diners, MasterCard and VISA accepted. EFTPOS is available, however we do not offer cash out.

### Breakages & Damages

If anything is broken or damaged please let us know. Guests may be responsible for the cost of replacement or repair.

### Check-out

Check-out is 10am on your day of departure. Incidentals that are not finalised at check-out will be charged to your card.

### Consumption of Alcohol

No alcohol is allowed to be consumed in any common areas such as the gym, pool and ground floor.

### Keys

Two hard keys are available per suite. Lost or unreturned hard keys and/or remotes will attract a fee of \$200 per set.

### Security

Please ensure you lock all doors and windows when leaving your suite. For security of the building you will be required to swipe your key each time to gain access to the building. If you see anything suspicious, please let us know.

### Smoking

We are a non-smoking building, which extends to smoking on balconies and includes a ban on e-cigarettes. Victoria legislation prevents smoking in common areas and foyers.

### Pets

We love our furry companions, however with the exception of assistance dogs, animals are not permitted in the hotel.

## FORGET ME NOT

If you have left home without some creature comforts, the following items are complimentary at reception:

- Sewing Kit
- Shaving Kit
- Slippers
- Dental Kit
- Vanity Kit

These items are available for complimentary loan:

- GHD Hair Straightener
- Yoga Mat
- Phone Charger
- International Adaptor
- Rice Cooker

## RECEPTION SERVICES

### Email, Printing and Fax Services

Guest emails, printing and faxes received by reception can be collected at your convenience. Printing can be sent via email. Charges may apply.

E. focentralmelbourne@avanihotels.com.au | F. 03 8803 3689

### Lost Property

For lost property enquiries please contact reception. Lost property items are held for three months, postage can be arranged by contacting our Guest Experience team.

### Tour Desk

Our team can assist you with booking tours and attractions around Melbourne. Please call reception for a full list of companies and recommendations.

### Public Transport

Avani Melbourne Central Residences is located within the free tram zone. Melbourne Central Station and the closest tram stop is a two minute walk from the hotel. Please see reception for further directions and timetables.

### Taxis and Airport Transfers

Melbourne Airport is 20km from the hotel, approximately a 25-minute drive in light traffic. Taxis and shuttle bus services can be arranged at reception.

Melbourne Cabs (13cabs) 132 227 (dial 0 for an outside line).

Please contact reception if you require further assistance.

You are staying at: Avani Melbourne Central Residences,  
60 A'Beckett Street Melbourne

## HOTEL FACILITIES

### Avani Fit

The pool, sauna, steam room, terrace, BBQ, gymnasium, yoga room and games room are all located on level 9 and are open from 6am - 10pm daily. Your room key is required for access.

### Level 55 Lounge

Enjoy spectacular views from the Level 55 dining room and kitchen or enjoy a movie in the theatre room. Available for booking by contacting our Guest Experience team.

## IN YOUR SUITE

### Internet Access

Get connected with free Wi-Fi up to 1GB a day (that's a lot). If you need more you can add extra download capacity for \$10 a day.

For access, select 'AVANI Public Wireless' from the list of available Wi-Fi networks. Open your internet browser, select 'In House Guests' and enter your room number and surname on the booking and follow the instructions.

### Garbage Disposal

Rubbish and recycling chutes are located on each floor. A recycling bin is located on the ground floor for the disposal of larger items. We'd encourage all of our guests to consider the environment when disposing of garbage and recycle where possible. Please help us by breaking up cardboard boxes prior to disposal.

### Telephone

Each apartment is fitted with a direct dial telephone. All external calls are automatically recorded on our Call Accounting System. For external calls please dial '0' first followed by the phone number.

Telephone calls are charged at the following rate:

- Local: \$0.80 untimed
- Local Mobile: \$0.80 per minute
- ISD: \$1.50 per minute

### Television Channels

Local Free to Air and Foxtel channels are available on your television. All free to air channels can be accessed via Foxtel. Please use the source button to select HDMI on your television remote control.

### Air Conditioning

All apartments are fitted with a climate controlled air conditioning system which can be adjusted using the control panel located in your apartment. To change between heating and cooling select the 'mode' button. For guests' comfort we recommend setting the temperature to 22 degrees for both heating and cooling. Should you require further assistance please contact reception.

## HOUSEKEEPING

### Do Not Disturb

Please place your 'Do Not Disturb' sign on the outside of your suite door to ensure your privacy is upheld. Your suite will not be serviced with this sign in place. Should you remove this sign during the day and wish for your suite to be serviced, please contact our Guest Experience team at reception.

### Cleaning/Serviceing

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

Daily service includes: rubbish removal, placing dishes in the dishwasher, wiping over kitchen, replacing towels, cleaning the bathroom, making the beds with existing linen.

Full service (once per week) includes: as above plus a linen change, full vacuum and cleaning of the suite.

Please note: beds with personal items on them will not be made.

### Maintenance

If you notice that something is broken or faulty please notify an Avani team member. We will get our maintenance team to fix it as soon as possible.

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE	DIAL 0,000
RECEPTION (24 Hours)	DIAL 99

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:

1. If the fire alarm or automatic evacuation system sounds, please make your way to the nearest fire exit. Close apartment door firmly behind you when all occupants of the apartment have vacated. Do not run. Do not use the elevators.
2. Do not telephone reception as we may require the phone lines for emergency calls.
3. Proceed to the assembly area at RMIT basketball court, 22 A'Beckett Street (exit the building on to A'Beckett Street and turn left). Await further instruction from an Avani Melbourne Central Residences representative.
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade or an Avani Melbourne Central Residences representative.

For all other information please contact reception – dial 99