



Quest Gladstone
39 – 43 Bramston Street
Gladstone QLD 4680
P. 07 4970 0900 F. 07 4970 0999
E. questgladstone@questapartments.com.au
W. www.questgladstone.com.au

Apartment Facilities

AIR CONDITIONING AND HEATING

All apartments have their own individually controlled air conditioning unit allowing you to regulate the apartment temperature for your own comfort. The remote control is placed in its holder, fastened to the wall. To operate, press the "POWER" button and to select the desired temperature use the "UP" and "DOWN" arrows. If you require assistance please contact Reception.

ALARM CLOCKS (CLOCK RADIO)

Alarm clocks are located on your bedside table. If you require assistance please contact Reception. A radio is built in to your clock radio. Please be considerate of your neighbors and keep noise to a minimum after 10:00pm.

COMPUTER CONNECTION (DATAPORTS)

Each apartment has a dedicated modem line and broadband line on the wall above the desk. To connect your computer to the Broadband Connection, connect the provided cable to your network port and open your web browser, the screen will prompt you further. Should you experience any issues, please contact NetComm Support on 02 9424 2069.

COFFEE AND TEA FACILITIES

Coffee and tea making facilities are available in your kitchen and are replenished daily. Should you require replacement stocks please contact Reception.

COOKTOP, RANGEHOOD AND OVEN

When using the cooktop, rangehood and oven, please ensure that the white switch above the cooktop is turned on as this supplies power to the cooking equipment
To operate the cooktop: Select the desired setting by turning the knob for the plate you wish to use.

To operate the Rangehood: Pull the rangehood towards you. The light and fan switches are located underneath the unit.

To operate the Oven: Select the temperature setting, then select the cooking method, and finally set the timer. The oven indicator light should come on when in use.

Please use the rangehood exhaust fan when using the cooktop and oven. This will prevent the fire alarm system being unnecessarily activated.



DISHWASHER

A dishwashing powder tablet is located in the cupboard under the sink in the kitchen.

To operate the dishwasher: Load the dishwasher with soiled crockery and cutlery, place the dishwashing powder tablet into the dispenser on the inside of door and close the dishwasher door. Turn the dishwasher on and then select the program you wish to run.

HAIRDRYER

A hairdryer is located in the cupboard under the basin in the bathroom.

IRONING FACILITIES

An iron and ironing board are located inside the wardrobe.

LAUNDRY (WASHER – DRYER)

A washing machine and clothes dryer are provided in the one and two bedroom apartments. There are also laundry facilities available on level one for the use of all guests, particularly those in studio rooms. These laundry facilities are located in the corridor next to reception. A washing powder packet is provided in your apartment, additional packets are available from Reception at a small cost. For Dry Cleaning Services please refer to the Dry-Cleaning Section in this manual.

To operate the Washing Machine:

- Load clothes into the washing machine
- Remove the white cap from the centre and place in the detergent, replace the cap
- Press the "POWER" button
- Select the desired cycle by pushing the "SELECT" button
- Select the water level, washing temperature and spin speed
- Press "Start"

To operate the dryer:

- Load clothes into dryer and close the door firmly
- Select the required time required and time by turning the dial clockwise

MICROWAVE OVEN

Please do not use metal utensils in the microwave. Place food on a microwave safe dish. Select the time required and power setting, then press "START". Please note: all crockery provided in your room is microwave safe.



TELEVISION

Your apartment features a colour television that has been programmed to receive the analog and digital free to air channels available in Gladstone, as well a number of Austar channels.

You can activate your TV by pressing the red "POWER" button on your remote control, to select a channel use the CH +/- to move through each option. To change between analog and digital channels, please press the Source button and select TV for analog channels and DTV for digital channels. When using the DVD player, use the AV1 selection under the Source menu.

Should you experience any difficulty in accessing channels simply contact Reception.

DVD HIRE

Civic Video Gladstone has a large range of DVD's available for hire. They are located at 9/45 Dawson Road, Gladstone, Ph 07 4972 0447. You will need to join as a member to be able to hire DVD's.

A range of DVDs are also available at Reception for a cost of \$5.00 per night. The range changes on a monthly basis.

The DVD player is located in the cupboard under the TV. To activate the DVD player, with the TV on, press the SOURCE button on the TV remote and select AV1, then turn the DVD unit on. Place the DVD into the unit and press play.

TELEPHONE SERVICES

The below information will assist you to make a local, interstate or international telephone call. For a Gladstone telephone directory please refer to the Yellow Pages located in your room or for further assistance, please contact reception.

BILLING

Telephone calls are billed at house pulse rates. All local calls are \$0.80. STD and International calls are timed calls and will be billed at standard hotels rates. Such rates may prove costly. Should you have any concerns, please speak with Reception.

DIALLING AN APARTMENT FROM INSIDE THE PROPERTY

To call another apartment simply dial the relevant extension number applicable.

For Example Apt 18A dial extension 118
 Apt 18B dial extension 218
 Apt 23A dial extension 123
 Apt 23B dial extension 223



DIALLING AN APARTMENT FROM OUTSIDE THE PROPERTY

Each apartment can be called direct from outside the property. To find out your direct dial number, please refer to your welcome letter which was provided to you upon checkin.

TO MAKE AN OUTSIDE CALL

You can dial direct for all local, STD and IDD calls. To make a call: Dial '0', then enter the number required.

DIALLING STD OR IDD CALLS

For calls outside Queensland and within Australia: Dial '0', the relevant STD code and then the number required.

STD CODES

ADELAIDE (South Australia)	08	HOBART (Tasmania)	03
BRISBANE (Queensland)	07	MELBOURNE (Victoria)	03
CANBERRA (Australian Capital Territory)	02	PERTH (Western Australia)	08
DARWIN (Northern Territory)	08	SYDNEY (New South Wales)	02

LOCAL DIRECTORY ASSISTANCE

The local number for directory assistance is Ph: 12456 (local call cost applies).

DIALLING IDD CALLS

For calls outside Australia: Dial '0'
Dial '0011'
Dial the relevant country code
Dial the relevant area code within the country
Dial the number required

Example call to New York would be:

<u>Outside Line</u>	<u>IDD Access</u>	<u>Country Code</u>	<u>Area Code</u>	<u>Local Number</u>
0	0011	1	212	567 8901



INTERNATIONAL CODES

A list of country codes can be found in the back of the White Pages, which is located in the TV cabinet. Australia's country code is 61.

Some codes are:

Austria	43	Canada	1
China	86	Denmark	45
Egypt	20	Fiji	679
France	33	Germany	49
Greece	30	Hong Kong	852
India	91	Indonesia	91
Ireland	353	Italy	39
Japan	81	Kenya	254
Malaysia	60	New Zealand	64
Philippines	63	Singapore	65
South Africa	27	Switzerland	268
Taiwan	886	Thailand	66
UAE	971	UK	44
USA	1	Vietnam	84



Accommodation Services

ACCOUNT PAYMENT

The preferred method of payment is by credit card or cash. Company accounts may be established only after prior arrangements with the Accounts Department. The Manager will be happy to assist you with any enquiries.

ADAPTORS

The electrical current is 240 volts AC at 50 Hz. Adaptors are available from the Reception for hire. A \$20 charge will be levied if adaptors are not returned or returned damaged.

BAGGAGE SERVICES AND STORAGE

You are welcome to leave a small amount of luggage at Reception on the day of departure for later collection. Our team will assist you with storage and collection of your luggage. Please contact Reception for assistance.

BEDS (SOFA BEDS)

Sofa beds are available in one and two bedroom apartments at a cost of \$35.00 per night. Please notify Reception of your requirements.

CHECK OUT TIME

Checkout time is 10am unless prior arrangements have been made with Reception. We are happy to arrange an extension for you, subject to availability (costs may apply). Please contact Reception should you wish to extend your departure.

CHILDREN

Cots

Cots are available at \$5 per night; linen included (subject to availability) Please contact Reception.

Highchairs

Highchairs are available at \$5 per night. (Subject to availability) Please contact Reception.

Baby Baths

Baby baths are available free of charge. (Subject to availability) Please contact Reception.



DISABLED ACCESS FACILITIES

Quest Gladstone has wheel chair access into the property and two Accessible Rooms. Please contact Reception for more information.

DRY CLEANING AND LAUNDRY

A same day dry cleaning service is available Monday to Friday excluding public holidays. Laundry bags and docketts are located in your wardrobe. Please complete the docket and take your dry cleaning to Reception prior to 8.30am.

EMAIL

Guests may receive emails whilst staying at Quest Gladstone. Emails should be addressed to questgladstone@questapartments.com.au. Please request the sender to note "****GUEST EMAIL FOR ... ****" in the subject line.

EMERGENCY

In the event of an emergency contact Reception. Please familiarise yourself with the emergency procedures on the back of your apartment door. If after hours please contact the onsite Manager by dialling 997 from your in room telephone or 07 4970 0997 from any external line. If either of these numbers are unavailable, please call 0439 719 874.

FIRE EVACUATION PROCEDURES

Quest Gladstone is equipped with sophisticated fire detection and prevention systems. We do however ask as a further precaution that you familiarise yourself with the nearest fire exit and in the unlikely event of a fire, follow these safety procedures. In the event of a fire alarm a continuous warning bell will sound. Should you become aware of a fire or smell smoke, please call Reception and state the location and we will investigate immediately.

Should a fire start in or near your Apartment

- Remain Calm
- Alert Reception immediately by dialling "82" during reception hours, or "997" after hours
- If you are advised to evacuate the building collect your key card and move towards the door
- Feel the door with the back of your hand. If it is hot DO NOT OPEN
- If it is not hot carefully open the door and look outside
- If the hall way is not too smoky proceed to the fire exit, descend to street level where you will be directed to a safe area
- If you encounter smoke, crawl on your hands and knees
- Once inside the fire stairs, keep walking down and do not stop until you exit the building on street level



- DO NOT bring Luggage

If You Are Unable To Leave Your Apartment:

- Advise the operator of your location
- Pack wet towels or sheets under the door
- Remain close to the floor
- All apartment doors are fire proof in accordance with the Australian Fire Safety Standards
- If smoke is evident, open windows/balcony door to vent room. Hang a bed sheet out of the window to signal the rescue team. Do not attempt to climb down.
- Remain close to floor keeping a wet cloth over your nose and mouth.
- Rest Assured - Help is on the way

Note: If you have a physical condition that might impair your ability to either detect an alarm or evacuate via the stairway please notify Reception now.

FIRST AID

Contact Reception immediately if you require First Aid assistance.

FACSIMILE SERVICES

The main facsimile number for Quest Gladstone is 07 4970 0999. Any faxes received to your attention will be delivered to your room.

Receiving Faxes

Faxes received for guests will be free of charge. Faxes received will be delivered to guests' apartments.

Sending Faxes

Faxes sent on behalf of guests will be charged at the following rates:

Within Australia - \$1.00 per page

International - \$3.00 per page

FOREIGN EXCHANGE

Quest Gladstone has several banks located within walking distance, which can assist in foreign Exchange. These include Westpac, Commonwealth, National Australia Bank and Bendigo Banks.

HOUSEKEEPING

Housekeeping will be happy to assist with any special requests i.e. additional amenities, linen supplies etc.



KEY CARDS

For your convenience and security we ask that you retain your key card during your stay at all times and return it upon checkout. Please report lost cards to Reception immediately. A charge of \$20.00 will be applied for any lost key card.

LOST AND FOUND

Please hand in any found items to Reception. The owners will be contacted where possible and all items shall be kept for a period of 3 months after which time they will be disposed of at Management's discretion.

MAILING SERVICES

Mailing and shipping of articles and parcels locally or overseas can be arranged with Reception. Any mail received will be delivered to your apartment daily. If mail is expected after your departure we will gladly accept a forwarding address.

MAINTENANCE

Should you experience any equipment failure or difficulties in your apartment please contact Reception and it will be attended to immediately. Please note all guests shall be liable for any spillage, loss or damage to the appliances, furniture fixtures and all fittings in the apartment. Fair wear and tear expected. Where professional cleaning is required the guest will be responsible for costs.

MAP

A map of Gladstone and surrounds is available from Reception

NEWSPAPERS

If you would like a morning paper delivered to your room please organise with reception by 9pm the night prior.

NON SMOKING APARTMENTS AND FACILITIES

Quest Gladstone is a non smoking property, please respect this for the comfort of other guests. A cost of \$250.00 will be charged to your account if this is not adhered to. This is to cover the cleaning of carpets, curtains, cushions, blankets and throws. If smoking within the building triggers a fire alarm a cost of \$1000.00 will also apply.

NOISE

In consideration of other guests, no loud noise is permitted in your apartment after 10.00pm. Excessive noise may result in eviction from the property without refund.



Quest Gladstone prides itself on providing a homely and relaxing environment for the benefit of all guests.

- Please ensure that your television, stereo and radio volumes are at a comfortable level so as not to disturb your neighbours.
- If at any time you are disturbed by noise from either within or outside the property please contact Reception.

PARKING

Limited onsite parking is available for guests complimentary. Your car registration number should be registered with Reception on check-in. Quest Gladstone accepts no responsibility for guest cars parked in the car park.

PETS

We regret, with the exception of guide dogs, pets are not permitted at Quest Gladstone.

PHOTOCOPYING

A limited photocopying service is available upon request from Reception. A charge of 20c per page applies

DO NOT DISTURB

A Do Not Disturb sign is provided on the back of your door. If this sign is hung, housekeeping will not service your room.

RESERVATIONS

Our Reception staff will be pleased to assist you with future bookings for Quest Gladstone or any other Quest Serviced Apartments location.

SAFETY DEPOSIT BOXES

A safe is located within your apartment wardrobe. To lock your safe enter a 4 digit pin number and press the lock button. To open the safe re-enter the 4 digit pin code and the safe door will release. Please leave the safe door ajar when not in use.

SECURITY

For security reasons the front doors are locked from 9.00pm - 8.00am. Overnight access can be gained by the use of your key card. Please report any security issues immediately to Reception.



SERVICING OF APARTMENT

Your apartment will receive a full service daily (except Sundays and Public Holidays) or unless otherwise arranged. Please report any spillages or accidental damage to Reception immediately. Guests are responsible for any spillage loss or damage to the appliances, furniture, fixtures and all fittings in the apartment. Fair wear and tear is expected. Where professional cleaning is required the guest will be responsible for the costs.

TAXI

Reception can arrange for a taxi to your desired location. Alternatively, you can telephone directly from your room. The local taxi company can be contacted on the Australia wide number of 131 008.

TOWELS

For extra towels during your stay, please contact Reception.

UMBRELLAS

Umbrellas are available for short-term hire from Reception, complimentary. A \$30 charge will be levied if umbrellas are not returned or returned damaged. Umbrellas are also available for sale for \$30 from Reception.

VISITORS TO YOUR APARTMENT

For your safety, it is recommended that all visitors register at Reception. After 10pm no persons are to be within the property apart from registered guests for the safety, security and consideration of all in-house guests. No parties or large groups of people are permitted in the apartments. Quest Gladstone has a STRICT NO PARTY POLICY; guests will be asked to leave the property if this policy is not adhered to.

WAKE UP CALLS

Wake up calls can be arranged by contacting Reception.



Dining Options

Quest Gladstone has restaurant charge back facilities set up with a number of local restaurants. This allows guests to dine at a local restaurant and then simply re-direct all charges onto their room account for one entire payment upon check out.

A full list of these restaurants are available from Reception and also via our website at www.questgladstone.com.au under the 'Dining Options' tab.

Please contact reception to make a reservation for you at these selected restaurants.

Menus are also available at Reception for your perusal.



General Information

CURRENCY

Australia operates under a decimal system currency with 100 cents (c) equalling one dollar (\$). The coins are \$2 and \$1 (coloured gold) 50c. 20c. 10c. and 5c. (coloured silver). Notes comprise of \$100, \$50, \$20, \$10 and \$5.

ELECTRICITY

Australia's domestic electricity supply is 230-240 volts AC at 50 Hz. The standard three pin plugs are fitted to domestic appliances. Main overseas plugs are of a different design and will not fit Australian power points. Should you require an international adaptor please contact Reception.

TAXES

GST (Goods and Services Tax) A 10% tax applies to Goods and Services purchased in Australia. Taxes are included in the tariff.

TIME ZONE

There are three time zones in Australia.

- Eastern Standard Time (EST) applies to New South Wales. Australian Capital Territory. Victoria, Tasmania and Queensland.
- Central standard time (CST) applies South Australia and Northern Territory
- Western standard time (WST) applies to Western Australia.
- CST is half hour (30 minutes) behind EST, while WST is two hours behind EST.

WEATHER

Gladstone enjoys a warm temperate climate with four distinct seasons:

- Summer – December, January & February
- Autumn – March, April & May
- Winter - June, July & August
- Spring – September, October & November

The following chart shows mean daily maximum and minimum recorded temperatures in degrees Celsius (supplied by the Australian Bureau of Meteorology)

MONTH	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Maximum	30.6	30.5	29.8	28.0	25.7	23.3	22.8	23.8	25.8	27.5	28.7	29.9
Minimum	23.0	23.0	21.6	18.9	15.6	13.3	11.8	12.6	15.5	18.7	20.4	18.0



Local Information

AUTOMATIC TELLER MACHINES LOCATION

The nearest ATM is located within walking distance on Goondoon Street. See reception for specific bank outlets.

BANKS

- **ANZ** – 86 Goondoon St, Gladstone 4680
- **Commonwealth Bank** – 113 Goondoon Street, Gladstone 4680
- **NAB** – 97 Goondoon Street, Gladstone 4680
- **Westpac** – 80-82 Goondoon Street, Gladstone 4680
- **Bank of Queensland** – 120 Goondoon Street, Gladstone 4680

CHEMIST

Chemist Warehouse
157 Goondoon Street
Gladstone
(07) 4972 1277

Priceline Pharmacy
Shop 4, 216 Philip St,
Gladstone
(07) 4972 3822

DENTIST

Fanelli Dental
171 Goondoon St,
Gladstone,
(07) 4972 1507

DOCTOR AND GENERAL MEDICAL PRACTITIONERS

The Bulk Billing Surgery
67 Goondoon St,
Gladstone
(07) 4972 6216

GOLF COURSES

Gladstone Golf Club
Hickory Avenue
Kin Kora



HAIRDRESSER

Caths Hair Studio
Shop 5, 93 Goondoon St
Gladstone
(07) 4972 6800

PLACES OF WORSHIP

ANGLICAN CHURCH

Anglican Parish of Gladstone
70 Auckland Street
Gladstone
(07) 4972 4754

CATHOLIC CHURCH

Our Lady Star of the Sea Parish
38 Herbert St
Gladstone
(07) 4972 1095

RESTAURANTS

See the "Dining Options" section.

SUPERMARKETS

Woolworths
Centro Gladstone
Goondoon Street
Gladstone

Coles
Stockland Kin Kora
Dawson Highway
Gladstone

GYMNASIUM

Gladstone Physio and Fitness
96 Glenlyon Street
Gladstone
(07) 4972 3244

TOURIST INFORMATION & VISITOR CENTRE

Marina Ferry Terminal, Bryan Jordan Drive
Gladstone
Ph: 07 4972 9000

For further information please contact Reception.