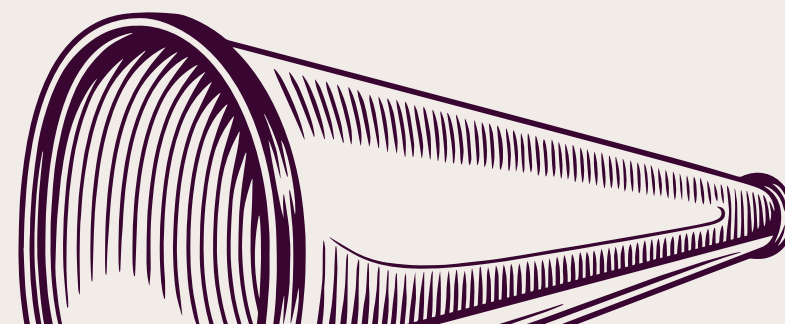
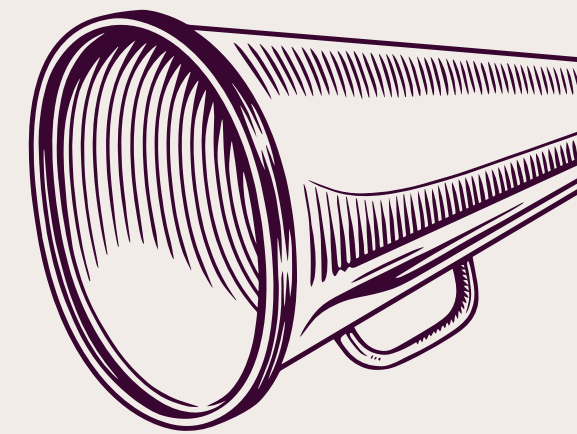


# AVANI

Hotels & Resorts

Just ask...

Guest Service Directory



# Welcome to Avani Melbourne Box Hill 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 9
OUTSIDE LINE	DIAL 0

## 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, 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. We also have EFTPOS available, however we do not offer a 'cash out' facility.

### Breakages & Damages

All suites are fully equipped with a standard set of household items. Please report any breakages, missing items or damaged property to reception. The cost of replacement or repair of any items broken or damaged is the responsibility of the guest.

### Check-out

Check-out is 10am on your day of departure. 12pm check-out can be requested for an extra \$50 and is subject to availability. Incidentals not finalised at check-out will be charged to your card.

### Parking

We have onsite car parking facilities available for an additional fee per night, entrance via Shipley Street. Please contact reception should you require car parking so that our friendly team can organise access for you and advise the procedure accordingly. Please note you must only park in the allocated space as advised by reception, failure to comply may result in your vehicle being towed at your own expense.

### Security

Reception is staffed 24 hours a day to ensure safety and security of building occupants. Avani Melbourne Box Hill Residences has a no party or excess noise policy. Breaches of these policies will result in eviction from the property and charges for any damaged inflicted to the suites or property.

### Smoking

Avani Melbourne Box Hill Residences is a non-smoking property. Please refrain from smoking in your suite as cleaning charges will apply for offenders. Smoking is also not permitted in common areas.

### Pets

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

## FORGET ME NOT

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

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

These items are available for complimentary loan:

- GHD Hair Straightener
- Yoga Mat
- International Adaptor

## RECEPTION SERVICES

### Email and Printing

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

E. foboxhill@avanihotels.com.au

### Taxis and Airport Transfer

Melbourne Airport is located 38.3kms from the hotel. Allow about 45 minutes drive time in light traffic. Taxis can be arranged at reception or alternatively contact 13CABS. Please contact reception if you require further assistance.

13CABS: 132 227 (dial '0' for an outside line).

You are staying at: Avani Melbourne Box Hill Residences  
12 - 14 Nelson Road, Box Hill

## HOTEL FACILITIES

### Recreation Facilities

Our facilities located on level 19 include a heated infinity pool, spa, sauna, gymnasium, communal BBQ kitchen and lounge. All facilities can be enjoyed free of charge and can be used at your leisure, however communal lounge and dining areas must be booked with reception in advance for access.

## IN YOUR SUITE

### Air-conditioning

All suites are fitted with climate controlled air conditioning system which can be adjusted with the control panel located on the wall in your suite. Should you require assistance please contact reception.

### Internet Access

Get connected with free Wi-Fi. 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 suite number and surname on the booking and follow the instructions. Please note 3 digit suite numbers require a '0' at the beginning, e.g. room 201 needs to be entered as 0201.

### Balcony

Please do not hang towels, clothing or other items over the balcony. Throwing of objects off a balcony or out of a window is strictly prohibited and can cause serious injury to people or property below, if such an incident occurs police will be called.

### Garbage Disposal

There are rubbish chutes located on each level for waste disposal, there is a separate chute for general waste and recycling. Please contact reception for access to the refuse room should you have any cardboard boxes or oversized items that will not fit in the chute.

### Television Channels

A selection of local Free-to-Air Channels are available on your in-room television. Please select TV input to access channels.

### Telephone

Each suite is fitted with a direct dial telephone, for an outside line dial '0', followed by the desired number you wish to connect to. Please note all external calls are automatically recorded on our Call Accounting System. For more information and pricing please contact reception. For internal calls, simply dial the room number you are wishing to call.

### Laundry Facilities

Your suite is fitted with a washer and dryer for use throughout your stay. Should you require 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. Should you remove this sign and wish for your suite to be serviced please contact reception before 12:00pm daily.

### Cleaning / Servicing

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, place dishes in dishwasher, replace empty amenities, wipe over kitchen bench, replace bathroom linen when placed on bathroom floor and making of beds using existing linen.

Weekly service (8 night stay or greater) includes: as above, plus a linen change, full vacuum and cleaning of suite.

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

Any additional services or amenities required will incur a fee.

### Maintenance

Whilst we endeavour to ensure all rooms are maintained to the highest possible standard, on occasion you may notice a maintenance issue that requires attention. Please contact reception at your earliest convenience to ensure these issues are addressed.

## EATING OUT

Avani Melbourne Box Hill Residences has two chargeback dining options. If you have any queries, please dial 9 to speak to reception.

### Nelson

Ground Floor, next to reception. Café, breakfast, lunch and coffee.

Open 6:30am to 4:00pm. Serving food from 7:00am.

### Box Hill RSL

Next door. Bistro dining, food and drinks.

Open 9:00am to 1:00am. Serving lunch 11:30am to 2:30pm, dinner 5:45pm to 9:00pm.

\*Guests will need to provide photo ID. Dress code applies.

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE	DIAL 0,000
RECEPTION (24 Hours)	DIAL 9

A fire evacuation plan is located on the back of your suite's 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 your suite's door firmly behind you when all occupants of the suite 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 meeting area as shown on the evacuation plan on the front door of your suite.
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade.
5. Please note: if a false alarm is found to be caused by the occupant of a suite, a false alarm fee will be charged to the occupant.

For all other information please contact reception – dial 9.