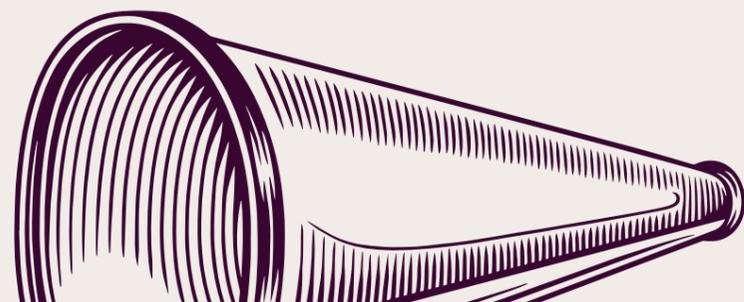
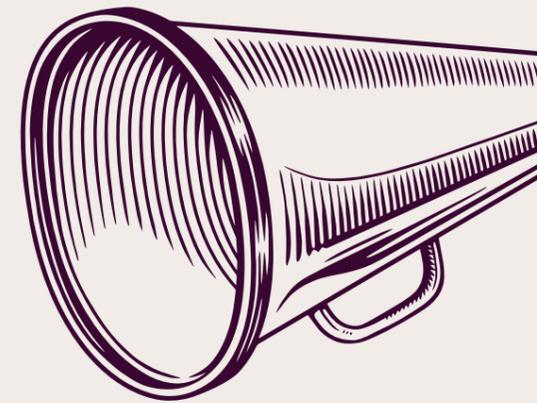


AVANI

Hotels & Resorts

Just ask...

Guest Service Directory



Welcome to Avani Adelaide 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, card or EFTPOS upon or prior to arrival. Company charges or cheque payments will only be accepted by prior arrangement. Major credit cards are accepted including American Express, Diners Club, MasterCard and VISA. We also have EFTPOS available, however we do not offer 'cash out' facilities.

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 is subject to availability and can be arranged for an additional cost of \$50. Incidentals that are 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 Elizabeth Street. Please contact reception should you require a car park and our friendly team can organise access for you and advise on the procedure accordingly. Please note you must only park in the allocated space 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 Adelaide Residences has a no party or excess noise policy. Breaches of these policies will result in eviction from the property and charges for any damages inflicted to the suites or property.

Smoking

Avani Adelaide Residences is a non-smoking property, please refrain from smoking in your suite and balcony, cleaning charges will apply for offenders. Smoking is also not permitted in common areas.

Electricity

The power points in your suite operate on 240 volts (AC 50 cycles). International adapters are available at reception, subject to availability. Alternatively, these are largely available at nearby convenience stores. Please contact reception for directions to the nearest store.

FORGET ME NOT

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

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

These items are available for complimentary loan:

- GHD Hair Straightener
- International Adaptor
- Yoga Mat

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. foadelaide@avanihotels.com.au | F. 08 8470 7099

Lost Property

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

Taxis

Adelaide Airport is 5.3km from the hotel, approximately a 15-minute drive in light traffic. Taxi services can be arranged at reception.

Adelaide Independent Taxis 132 211 (dial 0 for an outside line).

Please contact reception if you require further assistance.

You are staying at: Avani Adelaide Residences | 176 Franklin Street, Adelaide

HOTEL FACILITIES

Facilities

Our 25m heated lap pool, sauna, steam room, gymnasium, Sky Park with communal BBQs, communal dining rooms, library, cinema and golf simulator are all located on Level 7. All facilities are free of charge and can be used at your leisure, however the communal dining rooms, cinema and golf simulator must be booked with reception in advance for access.

Children under 16 years of age are NOT allowed to use the equipment or book the Golf Simulator area.

Children that are 16 years and over are allowed to use the equipment ONLY with SUPERVISION of a person with age higher than 18 years (Adult).

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 Guest 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. Please note 3 digit suite numbers require a 0 at the beginning, e.g. S201 needs to be entered as S0201.

Air Conditioning

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

Balcony

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

Garbage Disposal

Rubbish chutes are located on each floor and each chute has a general waste and recycle feature. Please select the appropriate button to engage the respective chute. We encourage all of our guests to consider the environment when disposing of garbage and recycle where possible. Should you need to dispose of any large waste, recycling or cardboard, please contact reception to obtain access to the refuse room.

Television Channels

A selection of Foxtel and local Free-to-air channels are available on your television. To access Free-to-air channels, please use the source button on your Hisense remote control to select 'TV.' To access Foxtel channels, please use the source button on your Hisense remote control to select 'HDMI 1'. You may then need to power your Foxtel box on by pressing the power button on the Foxtel remote.

Laundry Facilities

Your suite is fitted with a washer and dryer for use throughout your stay. Dry cleaning services are available Monday to Friday. A detailed price list and bag is located inside your suite's bedroom cupboard. Please ensure any dry cleaning is delivered to reception by 8.00am to ensure same day return.

Telephone

Each suite 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 rates:

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

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 reception before 12.00pm.

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, replacement of empty amenities, wiping over kitchen, replacing bathroom linen when placed on bathroom floor, making the beds with existing linen.

Weekly service (8 night stay or greater) 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. 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.

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 or an Avani Adelaide Residences representative.
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.