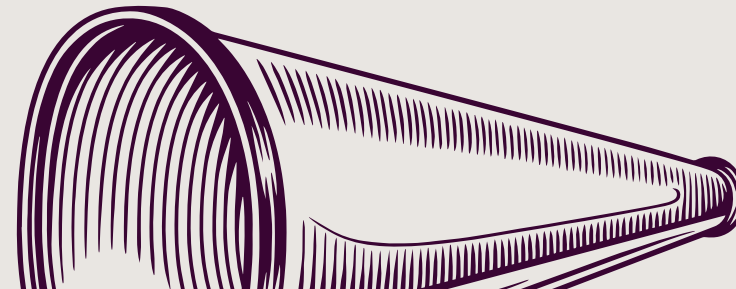
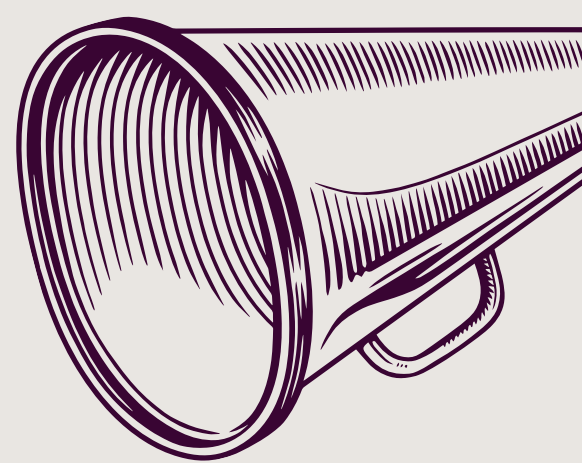


AVANI
Living
Queen's Wharf Residences

Just ask...
Guest Service Directory



Welcome to Avani Living 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 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 checkout, subject to availability. Please call reception the night prior to departure for further assistance.

GARBAGE DISPOSAL

For safety and building care, please ensure only appropriate waste is placed in the general or recycling chutes. For further guidance, please refer to the signage in the refuse rooms located on each floor. If your waste does not meet chute specifications, kindly leave it inside your apartment. Our cleaning team will arrange collection of bulky items.

RECREATIONAL FACILITIES

Located on Level 7:

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

Located on Level 7M

- Gym
- Sauna
- Resident Lounge Area
- Outdoor Terrace
- Steam Room
- 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.

GUEST SERVICES DIRECTORY A-Z

Air Conditioning

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

-  Changes the operating mode. Press to cycles between cool, heat, dry, and fan only.
-  Adjusts airflow speed. Press to toggle airflow speed.
-  Turns the air conditioner ON or OFF.
-  Increases the set temperature.
-  Decreases the set temperature.

Breakfast

Queen's Wharf Residences does not have an onsite restaurant; however, several breakfast options are available nearby, including the following:

Little Luck – Serving coffee and cabinet food, open Mon – Fri from 7:00am and Sat – Sun from 8:00am. Access via Level 4.

Babblers – À la carte breakfast menu, open daily from 7:00am to 10:30am. Located on the Sky Deck, Level 23 (access via Level 4).

Balcony

Please do not place clothes or other items over the balcony. Littering or throwing items from the balcony is an offense.

Breakages & Damages

All apartments are fully equipped with a standard inventory. Please report any breakages, missing items, or damaged property to reception. Guests are responsible for the cost of replacement or repair to any damaged items.

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.

Dry Cleaning

Laundry and dry cleaning services are available daily – charges apply. For collection of your laundry, please contact reception.

Front Door Alarm

Your apartment is equipped with a sensor system for safety and security. If both your entry door and balcony door are left open for an extended period, the system will trigger an audible alarm. This alert serves as a reminder to close your entry door promptly. Leaving both doors open can compromise fire safety protocols, affect air pressure systems, and increase the risk of unauthorised access.

What to do if the alarm sounds:

- Check that your apartment entry door is fully closed.
- Ensure the balcony door is also closed if you are not actively using it.
- The alarm will stop once the entry door is properly secured.

If you experience repeated alarms or believe the system is malfunctioning, please contact reception for assistance.

Housekeeping

Please be aware that daily housekeeping services may not always be included in your reservation. Please contact reception if you would like to arrange this service. A daily service includes rubbish removal, replacing bathroom linen, remaking the beds with existing linen, and replenishment of kitchen and bathroom consumables. Please note that

beds with personal items on them will not be made. A weekly service (for stays of 8 nights or more) also includes a full linen change, vacuum and mop if required.

Intercom











Can be used to allow visitors access to your level.

Keys

Please keep your room keys with you at all times. For security reasons, ensure all doors and windows are locked when leaving your apartment. If you misplace your room key, key card, or parking remote, please contact Reception immediately. Replacement fees may apply for any lost items.

Lift Tilt Open Window

Skyline apartments 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.

-  Press Up to retract blind
-  Mode: Blind (Blind will only operate when window is completely closed)
-  Press Down to lower blind
-  Press Up to Open
-  Mode: Lift & Tilt (Completely Open)
-  Press Down to Close
-  Press Up to Open
-  Mode: Tilt (Half Open)
-  Press Down to Close
-  Emergency Stop Only

Lost Property

For any lost property enquiries, please contact reception. Items will be held for a maximum of three months and can be returned via post at the guest's expense. Queen's Wharf Residences accepts no liability for any lost property.

Luggage

Our reception team will be happy to store your luggage upon check out. Queen's Wharf Residences is not responsible for loss or theft of stored luggage.

Maintenance


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

Continued on next page >

Microwave

Instructions are as follows. Please refer to the appliance brand in your apartment (All ovens have built in microwave functions).



Bosch

1. Press  to switch the appliance on.
2. Press . The microwave power setting is highlighted in white.
3. Use the control ring to set the microwave power setting.
4. Press . The cooking time is highlighted in white.
5. Use the control ring to set the cooking time.
6. Press  to start.

Siemens

1. Press **On/Off** to switch appliance on.
2. Press **Menu**.
3. In the operating modes menu, select “Microwave combination” using the rotary selector.
4. Press **>**.
5. “Type of heating with microwave output setting”, “Temperature” and “Cooking time” recommendations are displayed.
6. Use the rotary selector to set the type of heating with the microwave output setting.
7. Press **>**
8. Use the rotary selector to set the temperature.
9. Press **>**
10. Use the rotary selector to set the cooking time.
11. Press **start/stop** to start the operation.

Neff

1. Use  to switch the appliance on.
2. Press .
3. Use **< or >** to set the “Microwave combination”.
4. Use **∨** to navigate to the next row.
5. A microwave combination appears.
6. Use **< or >** to select a temperature.
7. Use **∨** to navigate to the next row.
8. Use **< or >** to select the required cooking time.
9. Use **▷||** to start the microwave combination.

Pets

With the exception of assistance dogs, guests of Avani Living Queens Wharf Residences are not permitted to bring any animals into the building.

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.

Tour Desk

Our team can assist with booking tours and local attractions. Please visit reception for a full list of recommended operators and experiences.

Telephone

Your room offers a direct dial telephone that is suitable for local and international calls – charges apply. To contact reception, please press any of the three buttons above the reception symbol on the handset.

Umbrellas

Available upon request from reception.

Wake-Up Calls

Can be requested for via reception.

WIFI Instructions

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**

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 000

IN CASE OF FIRE – DO NOT USE LIFTS.

Evacuation Instructions for Mobility-Impaired Guests.

1. If you are unable to use the emergency stairs during a building evacuation, please notify Reception in advance
2. In the event of an evacuation, proceed to the emergency stairwell on your floor and wait on the landing. Emergency Services will be notified and will assist with your retrieval during a real emergency.
3. If the alarm is false, this will be announced over the PA system.

For Guests in Apartments on Levels 44 to 46:

1. Your apartment is equipped with a Manual Call Point (MCP) due to limited space in the stairwell.
2. If you are unable to evacuate via the stairs, remain inside your apartment and press the MCP button. This will alert Emergency Services that assistance is required.