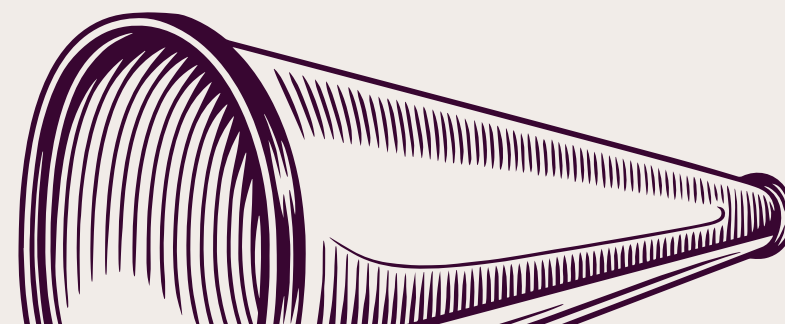
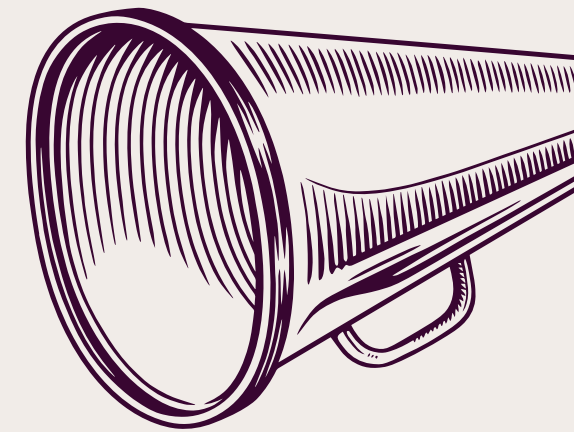


# AVANI

Hotels & Resorts

Just ask...

Guest Service Directory



# Welcome to Avani Broadbeach Residences

Welcome to Avani Broadbeach Residences, we hope you enjoy your Avani experience. We are in the perfect location for you to enjoy everything Gold Coast.

You're only a few minutes' walk from the G:link tram that takes you up and down the coast, to Surfer's Paradise, Southport and beyond. A great way to enjoy authentic local experiences. We hope you get a chance to experience the theme parks and everything Broadbeach has to offer. Why not speak to our amazing staff, they are only too happy to help you discover the area's best kept secrets and amazing local activities.

RECEPTION & HOUSEKEEPING	DIAL 99
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 or card upon or prior to check-out. Company charge cards or cheques will only be accepted by prior arrangement. American Express, China Union Pay, Diners, MasterCard & 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 are responsible for the cost of replacement or repair.

### Check-in / Check-out

Check-out is 10:00am on your day of departure. Incidentals that are not finalised at check-out will be charged to your card.

Enjoy the suite for a little longer by contacting reception to organise a late check-out for additional fees. Departing on Sunday? Then take advantage of our Lazy Sunday\* offer and stay until 5:00pm for only \$85 on Sundays or Public Holidays. \*Subject to availability.

### Rollaway Beds

Rollaway beds can be arranged with reception for an additional \$49 per night. Cots can be hired free of charge.

### Parking

Undercover parking is available for \$15 per night. Parking is subject to availability so we recommend pre-booking. Park in designated areas and display your Avani parking permit. We accept no responsibility for loss/damage to vehicles. Unauthorised parking may result in your car being towed at your expense.

### Keys

Two key cards are available per suite. Lost or unreturned key cards will attract a fee of \$20 each.

### Security

Please ensure you lock all doors and windows when leaving your suite. The lobby entrance doors are locked between 9:00pm and 6:00am daily. To enter during these hours please use the intercom or your suite access card. 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. Queensland legislation prevents smoking in common areas and foyers.

### Pets

We love our furry companions, 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, 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. fobroadbeach@avanihotels.com.au | F. 07 5634 8899

### 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.

### Power Adaptors and Chargers

Reception has a variety of international power adaptors and phone chargers available to borrow. Come and see us to find out if we have one that suits your needs.

### Taxis and Airport Transfer

Coolangatta Airport is 18km from the hotel, approximately 35 minutes drive in light traffic. Brisbane Airport is 90km from the hotel, about 1 hour and 25 minutes drive in light traffic. Taxis and shuttle bus services can be arranged at reception.

Gold Coast Cabs 131 008 (dial 0 for an outside line).

You are staying at: Avani Broadbeach Residences,  
2663 Gold Coast Highway

### Tour Desk

Our team can assist you with booking tours and attractions around the Gold Coast. Please see reception for a full list of companies and recommendations.

## HOTEL FACILITIES

### Facilities

Our Swimming pool, gym and BBQ areas are located on level 2. Gym opening hours 5:00am to 9:00pm. Pool and BBQ area hours: 7:00am to 10:00pm

Children 12 years and under must be accompanied by an adult at all times in the pool area. Guests must be 15 years or older to use the gym. For hygiene purposes, please bring a towel to use with equipment. To keep things safe please do not bring glass into the area and clean the BBQ after use.

## IN YOUR SUITE

### Internet Access

Get connected with free Wi-Fi. For access, select "AVANI Guest Wireless", from the list of available Wi-Fi networks.

### Balcony

Please do not hang towels, clothing or other items over the balcony railings. Throwing objects off balconies 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.

### Television Channels

Local Free to Air channels and Sky are available on your television free of charge. To access Foxtel channels please use the source button to choose HDMI.

### 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 number.

Telephone calls are charged at the following rate:

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

The red light on the top of the telephone indicates that a message is waiting for you. To retrieve a message, press the voicemail button.

## 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 / 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, replacing towels and amenities, 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

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
AFTER HOURS SECURITY	DIAL 99

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 99.