

## Guest Directory

Beaconlea Holiday Apartments  
318 Marine Parade Labrador  
Phone: (07) 5532 9919  
Fax (07) 5526 4211

On behalf of the management and staff we are pleased to welcome you and trust you will have an enjoyable and relaxing stay here. Please take a moment to familiarise yourself with the information provided and don't hesitate to contact Reception should you have any questions.

**Welcome To**  
*Beaconlea Holiday Apartments*



### Reception Hours

Monday to Friday - 8:30am - 5:00pm

Saturday - 8:30am - 2:00pm

Dial "9" for Reception

Dial "0" for an outside line

### Emergency Services

Dial "0" for an outside line  
then "000" Ambulance,  
Police or Fire

### Doctor/Medical Services

Gold Coast After Hours Doctors Phone 5532 8666

### Gold Coast University Hospital

1 Hospital Boulevard Southport Phone 1300 744 284



## **Credit Cards**

We accept payment via EFTPOS, Visa and MasterCard. Payment cannot be made by cheque.

## **Facsimile / Photocopying**

These services are available via Reception. A nominal charge will apply

## **Booking Amendments**

If you wish to extend your stay, please check with Reception for availability and relevant charges. Alternatively, should you wish to reduce your stay, a refund is at the discretion of Management but is not normally granted.

## **Car Hire**

Should you wish to hire a vehicle, Reception can assist with arrangements. A selection of car hire companies can be found in Reception.

## **Lifts / Elevators**

Please be careful whilst using the elevators. Service calls and Rescue charges due to Misuse of the Elevators (as deemed by Qualified Service Technicians) are expensive at \$895 and will be charged to the Guest.

## **Dry Cleaning**

Dry cleaning services can be arranged through Reception

## **Animals**

Health Department regulations do not allow pets in the building.

## **Breakages**

We understand that accidents do happen. Please inform Reception so we can rectify the problem as soon as possible.

## **Car Parking**

Free underground security parking is provided. Visitor parking is available roadside at the front of the building.



### Checkout

Departure time is 10.00 am unless previously arranged with Reception. If you plan on leaving before 8.30am please settle your account before 5.00pm the day before your departure.

### Fire Alarms

Due to the sensitivity of our smoke detectors, please turn on the range hood extraction fan while cooking. It is also advisable to leave laundry doors open while using the dryer. Guests are also requested not to burn incense or other like substances because smoke from these items will activate detectors. In the event of a fire alarm during your stay please evacuate the building using the fire stairs. Do not use the lifts. Fire evacuation procedures are shown on the back of the entry door to your apartment. Fire Department call outs are expensive so care should be taken when cooking within an apartment. A fine of up to \$1,500 may be imposed by the Fire Department.

### Complimentary Items

You will find complimentary tea, coffee, milk, detergent and toilet paper in your apartment on arrival. These items are not resupplied during your stay. Additional items are available for an extra cost at Reception. Supermarkets and convenience stores are located nearby.

### For Hire

Beach towels, cots, rollaway beds and extra linen can be hired at Reception for the length of your stay.

### Cinemas

Harbour Town and Australia Fair Shopping Centres have cinemas.

### Cleaning

Your apartment is serviced weekly.

### Items In Units

All units are individually owned so any items missing or mixed up with other units will be charged to your account on departure. Therefore families dining in other units, please make sure you return the items that belong to your unit.

## **Keys**

You will require your room key for access throughout the building and car park.

## **Lock Out Fee**

If you have locked yourself out and it is after office hours, there will be a charge to open your apartment. If you lose your keys, full replacement cost will be charged to your account.

## **No Party Policy**

For the consideration of other guests, we have a strict NO PARTY POLICY. Violation of this policy will result in eviction and additional cleaning charges.

## **Noise**

Please remember the other guests and keep noise at an appropriate level. When returning at night, take extra care not to disturb others, particularly after 10pm.

## **Recreation Facilities (Pool & Barbeque)**

This area is open for guests to use between the hours of 7am to 9pm. Children under 13 years must be accompanied by an adult. No glassware is permitted in the pool area and food or drink should not be consumed while using the pool. When using the BBQ, please ensure you clean it afterwards for the next person to enjoy.

## **Safety And Security**

Please keep your front door locked at all times. If you are leaving the apartment, it is suggested you close the doors and windows as the Gold Coast can have strong wind gusts and afternoon storms. Please do not leave items on the balcony as they may be blown away in strong winds. It is also recommended to lock balcony doors at night as a security measure. Please do not leave valuables or cash in your apartment.

## **Rubbish Disposal**

Please dispose of any rubbish you have throughout your stay. All garbage must be wrapped and sealed.



## Smoking

Queensland Government regulations do not allow smoking in any of the common areas of the building e.g. stairwells, garage, pool or garden areas. Smoking is NOT PERMITTED in your apartment. You may smoke on the apartment balconies when the sliding door is closed All butts must be disposed of properly. A deodorising charge will apply if you smoke inside your apartment.

*We would like to thank you for staying at  
Beaconlea Holiday Apartments and look forward to your return.*



## Telephone

Local calls can be dialled directly from your room telephone.

**9 - Reception**

**0 - Outside Line**

Please note that calls are charged at resort rates.

## Television

Free to air and Foxtel channels available.

## Wireless Internet

Wireless Internet is available in your apartment. Please see Reception.

## Tours

We offer a wide range of tours at Reception and provide a FREE booking service for all tours day trips and transfers. Please refer to the brochure board in reception for ideas as the Gold Coast has many hidden attractions and activities We can arrange your airport transfers, limousines, taxis and theme park transfers as well. By booking with us we can save you from having to queue at the theme park entrances.

