

Quest Spring Hill

Property Contact Details

Street Address:	454 Upper Edward Street Spring Hill QLD 4000
Postal Address:	As Above
Telephone:	61 – (0)7 3026 2500
Facsimile:	61 – (0)7 3026 2502
Email:	questspringhill@questapartments.com.au
AAA Rating:	4.5 Star & Green star accreditation
Property Website:	www.questspringhill.com.au

Reservations

Direct:	As Above
Quest Reservations Centre:	1800 334 033
Email:	qrc@questapartments.com.au
Quest Extended Stay Enquiries:	1800 232 384
Email:	esd@questapartments.com.au
GDS	QG

Check-In Information and Requirements

Reception Hours:	7am to 10pm Monday to Friday 8am to 9pm Saturday and Sunday
Check In:	from 2.00pm
Check Out:	to 10.00am
Car parking	Included in rate. Extra space \$20 per night
Pre-authorisation of \$300 on the card of the registered guest will be required upon check in.	
Photo ID for all adult guests will be required upon check in.	

Property Features

Swimming pool, heated spa & gymnasium onsite
Onsite undercover car parking
Onsite reception/management
Located within walking distance to Brisbane CBD

Property Services

Daily room servicing (ex Sundays & Public Holidays)
Pantry shopping service
Breakfast options including Breakfast Packs
Local restaurant chargeback
Valet dry cleaning service
Baby sitting booking service
Business administration services
Chauffeured vehicle service (charges apply)

Apartment Types

1 Bedroom Apartment	
2 Bedroom Apartment	
2 Bedroom Executive Apartment	
Total number of apartments	51

Apartment Facilities & Features

Separate living and dining areas
Fully equipped kitchens and laundry facilities
Bosch gas stove, oven and dishwasher
Stylish furnishings
All apartments feature a balcony
Apartment controlled reverse cycle air-conditioning in living areas
Foxtel
Broadband wireless and wired internet access
Work desk
Direct dial telephones with voicemail
2 televisions per apartment
DVD player

Points of Reference

Brisbane CBD	200m	Central Station	150m
Southbank	2.5km	Queen Street	300m

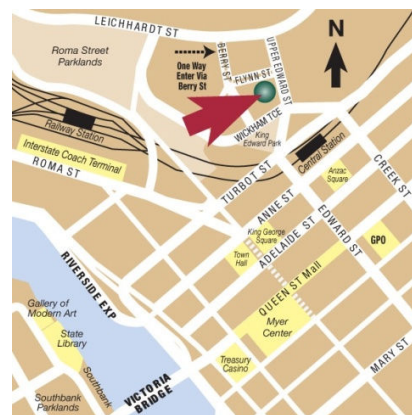
Places of Interest

Attraction	Distance
Treasury Casino	300m
The Convention Centre	2km
RNA Showgrounds	2km
GABBA	5km
Suncorp Stadium	1.2km
Eagle Street Pier	800m
Victoria Park Golf Club	5km
Roma Street Parklands	500m

Transport

Domestic and International airport	12km
Central train station	150m
Roma Street train station (interstate)	700m

Location Map



Your perfect travel companion.

QUEST BOOKING TERMS AND CONDITIONS

- **ALL BOOKINGS.** are held in good faith to the arrival and departure dates listed in your confirmation letter, at the rate specified. To confirm reservations current valid credit card details are required.
- **UPON ARRIVAL.** each guest will be required to sign a standard Quest registration form, a no party policy and accept the terms and conditions therein of his/her stay.

The occupant of the apartment must provide photo identification and a valid credit card in the same name.

We require a \$300 pre-authorisation on the credit card to cover any incidentals and the security of the apartment and keys.

- **PAYMENT OF RESERVATION.** any Quest property accepts all major credit cards, however may vary from property so please check at reception.

Payments must be made in full upon arrival. If paying by credit card a surcharge of 1.5% will be charged to all credit cards.

Cheques are not accepted as payment for accommodation unless received, banked and cleared 10 days prior to arrival as a full pre-paid deposit.

- **QANTAS FREQUENT FLYER POINTS.** at Australian properties, QFF Members are awarded 3 points for every whole dollar charged to their account for accommodation only, on properties Published Rates and General Corporate Rates.

The following products and services are not eligible for QFF points:

- Accommodation that forms part of an inclusive tour purchase (package).
- Accommodation charged at the wholesale rate.
- Accommodation charged at Negotiated Corporate Rate or Government Rate
- Accommodation charged at heavily discounted rates, such as those found on Last Minute sites.
- Conference related expenses, seminars and banquets.
- Accommodation earning QClub Dollars.
- Accommodation redeemed using QClub Dollars.
- accommodation charged from a special QClub offer any services provided by a third party

Points can only be earned by 1 member per room/apartment and cannot be split between 2 or more members occupying the same room/apartment.

Members can claim points on a maximum of 3 rooms/apartments and a maximum 7 nights per stay applies.

QUEST CANCELLATION POLICY

- **CANCELLATION FEE.** of one night's accommodation will apply to any bookings for which cancellations are not lodged by 2pm 48 hours prior to the scheduled arrival date. Any cancellation fee will automatically be charged to the credit card on the confirmation, or deducted from the reservation deposit.

Please note that any Quest property may alter these terms and conditions for specific bookings, and advise by return letter, the terms and conditions that will apply. (i.e. Group or Peak Period reservations)

QUEST GROUPS CANCELLATION POLICY

For information on the Group Cancellation Policy, please contact the Quest Property direct.

QUEST SPRING HILL ENTERTAINMENT/PARTY/NOISE POLICY

- A \$300 credit card pre-authorisation is required upon check-in. This is in addition to full payment of the accommodation on arrival.
- Parties, Large Gatherings or Loud Music are not permitted in the apartment at any time.
- Only Registered guests are permitted in the apartments or complex. Extra visitors are not permitted in the apartments or complex. A one bedroom apartment has a maximum of two people and a two bedroom apartment four people in the existing bedding. Apartments with an extra bed booked can have one additional guest. All guests are required to register with Reception.
- We have a 'zero warning' policy. Any disturbance or complaint regarding an apartment can result in the booking being terminated immediately. Guests will be asked to leave without refund. If necessary, the police will be called.
- The person who is guaranteeing the booking must sign the Guest Registration Form and will need to produce Photo ID, to be photocopied upon check in. This person is liable for any damage to the apartment – e.g. carpet cleaning, smell of smoke, breakages, extra housekeeping cleaning, lost keys, loss of rental income etc.
- Should your actions result in the apartment being unlettable, you will be responsible for the equivalent per night right as your current reservation until such time that the apartment is again in good working order.

Your perfect travel companion.