

Quest Mackay

Property Contact Details

Street Address:	38 Macalister Street Mackay QLD 4740
Postal Address:	As Above
Telephone:	61 – (0)7 4829 3500
Facsimile:	61 – (0)7 4829 3599
Email:	questmackay@questapartments.com.au
AAA Rating:	4.5 Star & Green star accreditation
Property Website:	www.questmackay.com.au

Reservations

Direct:	As Above
Quest Central Reservations:	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- 11pm, 7 Days
Check In:	from 2.00pm
Check Out:	to 10.00am

Car parking	On-site and secure
Pre-authorisation or cash bond may be required	
Photo ID may be required	
Deposit may be required	

Property Features

Conference facilities for up to 65 delegates
Outdoor heated swimming pool
Terraced BBQ area
Guest laundry
Onsite restaurant

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

Apartment Types

Studio room	
1 Bedroom Apartment	
2 Bedroom Apartment	
Total number of apartments	97

Apartment Facilities & Features

Separate Living and Dining areas
Fully equipped Kitchens and Laundry facilities in all rooms types (excluding Studios)
Studios offer Kitchenettes with stove and microwave
Stylish furnishings
Apartment controlled reverse cycle air-conditioning
Iron & Ironing Board
Direct dial Telephones with Voicemail
Separate fax/modem line in each apartment
Austar Connection
Broadband Internet access
LCD televisions with DVD player and stereos

Points of Reference

Gladstone	450km	Proserpine	125km
Townsville	390km	Airlie Beach	120km
Bowen	190km	Ayr	300km

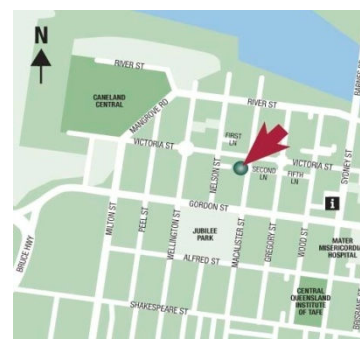
Places of Interest

Attraction	Distance
Mackay CBD	50 m
Canelands Shopping Centre	500 m
Bluewater Lagoon	1 km
North QLD University	3.6 km
Artspace Mackay	300 m
Exhibition & Convention Centre	300 m
Mackay Entertainment Centre	400 m
Mackay Beaches	3.5 km
Mackay Harbour	10 km

Transport

Mackay Airport	6km
Mackay Train Station	2km
Interstate Bus Terminal	100m

Location Map



Your perfect travel companion.

QUEST BOOKING TERMS AND CONDITIONS

- **ALL BOOKINGS.** are held in good faith to the arrival and departure date listed in this reservation, at the rate specified. To confirm reservations, either current valid credit card details are required, or a deposit received equal to first night's accommodation 10 days prior to arrival. Variations to this may apply during peak periods at the property's discretion.
- **UPON ARRIVAL.** each guest will be required to sign a standard Quest registration form, and accept the terms and conditions therein of his/her stay.
- A Minimum deposit of 50% must be made at the time of confirmation. Deposits are non-refundable as per the cancellation policy.
- **PAYMENT OF RESERVATION.** any Quest property accepts all major credit cards, however may vary from property so please check at reception. On arrival a pre-authorisation of your credit card for your accommodation amount may be required.

If paying by Credit Card a surcharge of 1.5% will be charged to all credit cards. If paying in Cash, a room security bond will be required upon arrival. Although minimum of first night accommodation, this amount may vary from property to property, please check with reception.

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 booking cancelled within 48 hours of arrival time. If no arrival time is specified, it is deemed by 10pm of that day. 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.