

Quest Auckland

Property Contact Details

Street Address: 363 Queen Street, Auckland
 Postal Address: 363 Queen Street, Auckland
 Telephone: 64 (0)9 300 2200
 Freephone: 0800 9 444 01
 Email: res@questauckland.co.nz
 Qualmark Rating: 4 Star
 Property Website: www.questauckland.co.nz

Reservations

Direct: As Above
 Quest Central Reservations: 0800 456 647
 Email: qrc@questapartments.co.nz
 Quest Extended Stay Enquiries: 0800 944 401
 Email: esd@questauckland.co.nz

Check-In Information and Requirements

Reception Hours: 24 Hours, 7 Days
 Check In: 2.00pm
 Check Out: 11.00am
 Car parking Complimentary
 Pre-authorisation or cash bond may be required
 Strict no party policy
 Deposit and Photo ID may be required

Property Features

Café Quest licensed restaurant, evening room service
 Complimentary undercover security parking
 Member of the Qantas Frequent Flyer program

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

Studio Apartment
 One Bedroom Apartment
 Two Bedroom Interconnecting Apartment

Total number of apartments

70

Apartment Facilities & Features

Separate Living, Dining areas (excluding Studios)
 Fully equipped Kitchens(excluding Studios) and Laundry facilities in all rooms types
 Studios offer Kitchenettes with stove and microwave
 Stylish furnishings
 All apartments feature a balcony
 Apartment controlled reverse cycle air-conditioning
 Sky TV
 Broadband Internet access
 Work Desk
 Direct dial Telephones with Voicemail
 TV with Sky TV

Points of Reference

Auckland CBD	1Km	Aotea Centre	400m
Myers Park	0		

Places of Interest

Attraction	Distance
Auckland Town Hall & Aotea Convention Cntr	200m
Auckland Museum	2Km
Sky City Tower and Casino	1Km
Auckland University	300m
Auckland Harbour	1Km
Auckland Institute of Technology	200m

Transport

Domestic Airport	22Km
International Airport	22Km
Intercity coach terminal	1Km
Local Bus Stop	30m
Intercity Rail Station	2.5Km

Location Map



Your perfect travel companion.

Quest Auckland

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.** Quest Auckland accepts all major credit cards. 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. Starting January 2012

If paying in Cash, a room security bond will be required upon arrival, A minimum of first the 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.** QFF Members are awarded 1000 points for stay greater than two nights, on the 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. A minimum two night stay applies to earn QFF rewards

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.

ENTERTAINMENT/PARTY/NOISE POLICY

1. A \$300 credit card pre-authorisation is required upon check-in. This is in addition to full payment of the accommodation on arrival.
2. Parties, Large Gatherings or Loud Music are not permitted in the apartment at any time.
3. 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 in the existing bedding. Apartments with an extra bed booked can have one additional guest. All guests are required to register with Reception.
4. 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.
5. 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.
6. Should you 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

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