

Quest on Mount

Property Contact Details

Street Address: 15 Mount Street, Auckland
 Postal Address: 15 Mount Street, Auckland
 Telephone: 64 (0)9 367 5100
 Facsimile: 64 (0)9 367 4100
 Email: info@questonmount.co.nz
 Qualmark Rating: 4 Star
 Property Website: www.questonmount.co.nz

Reservations

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

Check-In Information and Requirements

Reception Hours: 8.00am - 5pm (Monday to Friday)
 8.00am - 12pm (Sat,)
 Closed (Sun & Public Holidays)
 Check In: from 2.00pm
 Check Out: 10.00am
 Car parking \$15.00 per night
 Pre-authorisation or cash bond may be required
 Photo ID may be required

Property Features

Undercover parking available on request
 Japanese style licensed restaurant on site
 Conference / Meeting / Boardroom facility
 Well equipped fitness room
 Business centre

Property Services

Daily room servicing (ex Sundays & Public Holidays)
 Pantry shopping service
 Breakfast options.
 Café Q in foyer
 Valet dry cleaning service
 Baby sitting booking service
 Business administration services

Apartment Types

Studio
 One Bedroom Apartment
 Two Bedroom Interconnecting Apartment
 Three Bedroom Apartment

Total number of apartments

30

Apartment Facilities & Features

Separate Living and Dining areas (excluding Studios)
 Fully equipped Kitchens and Laundry facilities in all rooms Types.
 Studios offer Kitchenettes with stove and microwave
 Stylish furnishings
 Some apartments with balconies
 Sky TV
 Wireless Internet access
 Work Desk
 Direct dial Telephones with Voicemail

Points of Reference

Auckland CBD 200m

Places of Interest

Attraction	Distance
University of Technology (AUT)	50m
University of Auckland	200m
Auckland Art Gallery	300m
Auckland Domain & Museum	1.5Km
Sky City Casino & Sky Tower	800m
Auckland High Court	500m

Transport

Domestic and international Airport	25Km
Intercity Coach Terminal/Local Ferry Terminal	1Km
Intercity Rail Station	1Km

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 24 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.