

Quest Hero

Property Contact Details

Street Address:	140 Little Collins Street Melbourne VIC 3000
Postal Address:	As Above
Telephone:	61- (03) 8664 8500
Facsimile:	61- (03) 8664 8599
Email:	questhero@questapartments.com.au
AAA Rating:	4 Star
Property Website:	www.questhero.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

Check-In Information and Requirements

Reception Hours:	8am – 9pm Monday- Saturday 9am – 6pm Sunday and Public holidays
Check In:	from 2.00pm
Check Out:	to 10.00am
Pre-authorization or cash bond may be required	
Photo ID may be required	
Deposit may be required	

Property Features

Undercover Car Parking
On- site Reception
Video Intercom
Secure lift and building access

Property Services

Daily room servicing (ex Sun & Public Holidays)
Pantry Shopping Service
Breakfast packs
Charge back at a selection of local restaurants
Valet Dry Cleaning Service
Business Administration Services
Baby Sitting Booking Service

Apartment Types

Studio room	
1 Bedroom Apartment	
2 Bedroom, 2 Bedroom Executive, 2 Bedroom Loft & 2 Bedroom Deluxe Apartment	
3 Bedroom Executive, 3 Bedroom Loft & 3 Bedroom Deluxe Apartment	
Total number of apartments	40

Apartment Facilities & Features

Separate Living and Dining areas
Fully equipped Kitchens and Laundry facilities in all room types
Full size oven/stove, dishwasher and microwave
Opening windows
Stylish furnishings
Apartment controlled reverse cycle airconditioning
Iron & Ironing Board
Direct dial Telephones with Voicemail
Separate fax/modem line in each apartment
Broadband Internet access

Points of Reference

Crown Casino	1.5 km
Southbank	1 km

Places of Interest

<u>Attraction</u>	<u>Distance</u>
Bourke Street Mall	300 m
Federation Square	450 m
Rod Laver Arena	650 m
Melbourne Cricket Ground (MCG)	1 km

Transport

Airport	20 km
Interstate Coach Terminal	1 km
Interstate Rail Station	600 m
Local Rail Station	200 m
Bus Terminal	20 m
Tram Stop	20 m

Location Map



Your perfect travel companion.

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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.

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