

Quest Ballarat

Property Contact Details

Street Address: 7 – 11 Dawson Street, North Ballarat, VIC 3350
 Postal Address: As Above
 Telephone: +61 3 5309 1200
 Facsimile: +61 3 5309 1299
 Email: questballarat@questapartments.com.au
 AAA Rating: 4.5 Star
 Property Website: www.questballarat.com.au

Reservations

Direct: As Above
 Quest Central Reservations: 1800 334 044
 Email: qrc@questapartments.com.au
 Quest Extended Stay Enquiries: 1800 232 384
 Email: esd@questapartments.com.au

Check-In Information and Requirements

Reception Hours: 7am – 11pm (M-Thu); 7am-10pm (F); 8am-10pm (Sat/Sun)
 Check In: from 2.00pm
 Check Out: to 10.00am

Complementary car parking
 Pre-authorisation or cash bond may be required
 Photo ID may be required
 Deposit may be required

Property Features

Conference facilities
 Complimentary access to gymnasium
 Alfresco BBQ area
 Located in the heart of town and close to shops and cafes

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 room
 1 Bedroom Apartment
 2 Bedroom Apartment
 3 Bedroom Apartment

Total number of apartments

54

Apartment Facilities & Features

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

Points of Reference

Melbourne CBD	115 km	Geelong	85 km
Daylesford	43 km	Echuca	212 km
Bendigo	120 km	Albury	410 km
Shepparton	275 km	Adelaide	614 km

Places of Interest

Attraction	Distance
Ballarat Fine Art Gallery	600m
St. John of God Hospital	900m
Ballarat Base Hospital	900m
Ballarat CBD & Major shopping centre	500m
Sovereign Hill /Gold Museum	2.5km
Ballarat Botanical Gardens	4 km
University of Ballarat – Mt Helen	9 km
University of Ballarat – SMB Campus	1 km

Ballarat Train Station	700m
Melbourne Airport (Tullamarine)	107 km

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% may 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.