

Quest on William



Property Contact Details

Street Address:	172 William Street Melbourne VIC 3000
Postal Address:	As Above
Telephone:	61 – (0)3 9605 2222
Facsimile:	61 – (0)3 9605 2233
Email:	questonwilliam@questapartments.com.au
AAA Rating:	4.5 Star & Green star accreditation
Property Website:	www.questonwilliam.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

Services

Reception Hours:	7am – 11pm Sunday – Thursday 24 Hour Friday – Saturday
Check In:	from 2.00pm
Check Out:	to 10.00am

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

DVD hire

Room Facilities & Features

- Separate Living and Dining areas (including Studios)
- Fully equipped Kitchens and Laundry facilities in all room types (including Studios)
- Stylish furnishings
- Some apartments feature a balcony
- Apartment controlled air-conditioning and heating
- Iron & Ironing Board
- Direct dial Telephones with Voicemail
- TV with DVD player
- Foxtel
- Wireless Broadband Internet access

Property Features

- Onsite car parking (Limited)
- Electronic & Video building security
- On-site gymnasium
- Lift access to all floors
- 24 Hour on-site Management

Bedding Configurations

<u>Total keys mix</u>	
Executive Studio	7
1x Queen Bed	
1 Bedroom Apartment	17
1x Queen Bed	
2 Bedroom Apartment	32
1x Queen, 1x King split	
2 Bedroom Executive Apartment	9
1x Queen, 1x King split	
Executive Suite	5
1x Queen, 1x King split	
3 Bedroom Apartment	2
1x Double, 2x King splits	
3 Bedroom Executive Apartment	1
1x Double, 1x Queen & 1x King split	
Total	73

Places of Interest

<u>Attraction</u>	<u>Distance</u>
Bourke Street Mall	300m
Queen Victoria Market	500m
Etihad Stadium	800m
Docklands Precinct	900m
Southbank Precinct	900m
Crown Casino	900m
South Wharf Precinct (DFO, MCEC)	900m
Melbourne Cricket Ground	2km
Olympic Park	2.2km

Transport

Melbourne Airport	15km
Flagstaff Train Station	400m
Local bus terminal – Bourke / Queen Street	300m
William / Bourke Street Tram Stop - Routes 55, 86 & 96	70m

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.