

Quest Southbank

Property Contact Details

Street Address:	16 Kavanagh Street Southbank VIC 3006 (The Arts Centre End)
Postal Address:	As Above
Telephone:	61 – (0)3 9694 5600
Facsimile:	61 – (0)3 9694 5700
Email:	questsouthbank@questapartments.com.au
AAA Rating:	4.5 Star & Green star accreditation
Property Website:	www.questsouthbank.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:	24 hours, 7 Days
Check In:	from 2.00pm
Check Out:	to 10.00am

Pre-authorisation or cash bond may be required

Photo ID may be required

Deposit may be required

Property Features

Lift access to all floors including Video security access.

Secure on site Car parking

Non Smoking – All Apartments

Onsite Gym including Sauna

Property Services

Daily room servicing (ex Sundays & Public Holidays)

Pantry shopping service & Breakfast options

Restaurant chargeback & Room Service Menu

Valet dry cleaning service

Massage service

Safe Deposit Boxes

Airport Shuttle Bus and Chauffeured car service

Free Guest Internet access from our Business centre

High Speed Internet in all apartments – cable & wireless

Baby sitting booking service & Tour Desk

Apartment Types

1 Bedroom Apartment - standard & executive	46
2 Bedroom Apartment - standard & executive	39
3 Bedroom Apartment - executive	3
Total number of apartments	88

All Apartment Types provide a mix of Queen & King Split Bedding

Apartment Facilities & Features

Stylish furnishings - Separate Bedroom, Living and Dining areas

Fully equipped Kitchens and Laundry facilities

All 2 & 3 bedroom apartments have two bathrooms

Most apartments feature a balcony

Apartment controlled reverse cycle air-conditioning

Direct dial Telephones with Voicemail

Digital LCD TV & DVD Micro sound systems

LCD TV & DVD Player in Most Master Bedrooms in 2 Bedroom Apts

Foxtel - Cable TV in all Apartments – 9 channels

2 & 3 Bedroom executive apartments are located on Levels 11-22 and offer a larger apartment, superior fit outs and extensive views

Points of Reference

CBD & Local Shops – Myers/David Jones	1 km
Federation Square	600 m

Places of Interest

Attraction	Distance
The Arts Centre & Hamer Concert Hall	100 m
Southgate Promenade	400 m
Crown Casino Complex	750 m
Melbourne Aquarium	800 m
Melbourne Conference & Exhibition Centre	1 km
Tennis Centre & AAMI Park	1 km
Melbourne Cricket Ground (MCG)	2 km

Transport

Airport Shuttle Bus – Front Door	
Local Bus – Melbourne City Tourist Shuttle	20 m
Tram Routes – 1,3,5,6,8,16,64,67,72	50 m
Local Rail Station – Flinders St	400 m
Interstate Rail & Coach Terminal	1 km
Melbourne Airport	20 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 \$300.00 pre-authorisation or \$300.00 cash bond is required, plus full payment to be made on arrival.
- **PAYMENT OF RESERVATION.** Quest property's accept all major credit cards, however may vary from property so please check at 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. A group is any booking over 5 Apartments.