

Quest Carlton on Finlay

Property Contact Details

Street Address:	2-9 Finlay Place Carlton, VIC 3053
Postal Address:	As Above
Telephone:	61 – (0) 3 8341 4777
Facsimile:	61 – (0)3 8341 4799
Email:	questcarltononfinlay@questapartments.com.au
AAA Rating:	4 Star (Anticipated)
Property Website:	www.questcarltononfinlay.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:	7am – 11pm, 7 days
Check In:	from 2.00pm
Check Out:	to 10.00am
Car parking: Onsite secure undercover car parking (Limited – must be booked in advance). Charges apply.	
Pre-authorisation or cash bond may be required	
Photo ID may be required	
Deposit may be required	

Property Features

Guest Laundry
Lift to all levels
Executive apartments available with spa bath
Membership with Melbourne City Baths & Gym (charges apply)

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
Room Service available daily from 11am till midnight

Apartment Types

Studio room	52
1 Bedroom Apartment	
2 Bedroom Apartment	
Total number of apartments	

Apartment Facilities & Features

Separate living and dining areas in all apartments
Fully equipped kitchenette and laundry facilities in all room types (excluding Studios)
Studios offer Kitchenettes with fridge and microwave
Iron and ironing board
Most apartments feature a private balcony
Apartment controlled reverse cycle air-conditioning
Separate fax/modem line in all apartments
Direct dial telephone
In room safes
Executive apartments available with spa bath
Foxtel television

Points of Reference

Mildura	547km	Geelong	75km
Shepparton	190km	Bendigo	170km

Places of Interest

Attraction	Distance
Royal Exhibition Buildings	200m
Queen Victoria Market	800m
Royal Women's / Children's Hospitals	1 km
The MCG / Melbourne Park / Rod Laver Arena	3 km
Parliament Buildings	1.5 km
Melbourne Convention Exhibition Centre	3 km
Southbank / Crown Casino	2 km
University of Melbourne	1 km

Transport

Melbourne Airport	22 km
Avalon Airport	25 km
Melbourne Central Station (Metro Trains)	800m
Swanston Street Tram Stop	500m

Location Map



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.



Your perfect travel companion.