

## Quest Clocktower on Lygon

### Property Contact Details

Street Address:	255 Drummond Street Carlton VIC 3053
Postal Address:	As Above
Telephone:	61 – (0)3 9349 9700
Facsimile:	61 – (0)3 9349 2542
Email:	<a href="mailto:questclocktower@questapartments.com.au">questclocktower@questapartments.com.au</a>
AAA Rating:	4 Star
Property Website:	<a href="http://www.questclocktower.com.au">www.questclocktower.com.au</a>

### Reservations

Direct:	As Above
Quest Central Reservations:	1800 334 033
Email:	<a href="mailto:qrc@questapartments.com.au">qrc@questapartments.com.au</a>
Quest Extended Stay Enquiries:	1800 232 384
Email:	<a href="mailto:esd@questapartments.com.au">esd@questapartments.com.au</a>

### Check-In Information and Requirements

Reception Hours:	7am - 11pm Mon – Sat 8am - 8pm Sun
Check In:	from 2.00pm
Check Out:	to 10.00am

- Car parking - Under cover secure car parking
- Pre-authorisation or cash bond may be required
- Photo ID may be required
- Deposit may be required

### Property Features

- Lift to most floors
- DVD/VCR available for hire
- Located amid 300 restaurants and cafes
- Supermarket located 130 meters away

### 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

### Apartment Types

- 1 Bedroom Apartment
- 2 Bedroom Apartment

**Total number of apartments** **28**

### Apartment Facilities & Features

- Spacious Living/dining area
- Large Spacious Separate bedrooms
- Fully equipped & S.C. Kitchen
- Full size oven/stove, dishwasher & microwave
- High Speed Wireless internet access
- Apt controlled reverse cycle air-conditioning
- Direct dial phones / Voicemail
- Fully equipped laundry – washer, dryer & tub
- Iron & Ironing Board

### Places of Interest

Attraction	Distance
Lygon Street	Doorstep
Melbourne University	400m
RMIT University	1 Km
3 of Melbourne's Major Hospitals	500m
Melb Museum/Exhibition Bldgs	400m
IMAX Cinema	400m
Queen Victoria Market	1 Km

### Transport

Melbourne Int & Domestic Airport	20km
V Line Train Station – Spencer St	1.5km
Tram Stop (Route # 1,3,5,6,8,16,64,67,72)	300m
Melbourne Central Rail Station	1 Km

### Location Map



## Quest Clocktower on Lygon

### 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.