

Quest Ivanhoe

Property Contact Details

Street Address 72-84 Upper Heidelberg Road
IVANHOE, VIC 3079

Postal Address As Above
Telephone 61-(03) 9490 2100
Facsimile 61-(03) 9490 2199

Email questivanhoe@questapartments.com.au
AAA Rating 4.5 Star
Property Website www.questivanhoe.com.au

Reservations

Direct 1800 232 384 or As Above
TravelCLICK QUEST
E-mail questivanhoe@questapartments.com.au
Internet Site www.questivanhoe.com.au

Services

Reception 7am – 11pm Seven Days
Check in: from 2.00pm
Check out: to 10.00am
Daily room servicing (Ex Sun & Public Holidays)
Pantry Shopping
Breakfast packs
Charge back at a selection of local restaurants
Valet dry cleaning
Baby sitting
Secretarial services
On-site management

Room Facilities & Features **66 Apts**

Living/dining area
Stylish furnishings
Apartment controlled reverse cycle air-conditioning
Direct dial phones / Voicemail
Foxtel
Iron & Ironing Board
Fully equipped kitchen (excluding Studios)
Kitchenettes in Studios
Fully equipped laundry with washer & dryer (excluding Studios)
LCD Televisions & DVD / Stereos
Broadband Internet Access

Property Features

On-site Car Parking for in-house guests
BBQ area and facilities
Conference room – 30 pax Theatre Style
Onsite Guest Laundry
Business Lounge

Apartment Types

Studio Apartment
1 Bedroom Apartment
2 Bedroom Apartment

Total number of apartments = 66

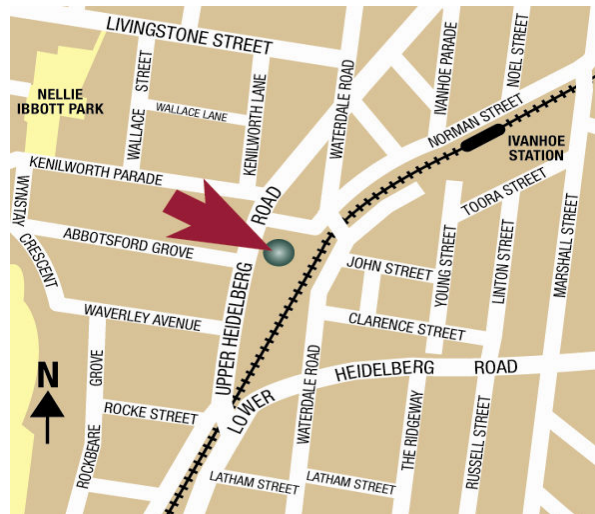
Attractions

Melbourne CBD	10km
Ivanhoe Public Golf Course	2.4km
Ivanhoe Aquatic & Fitness Centre	800m
Simpson Army Barracks	5.6km
Austin & Repatriation Medical Centre	2.3km
La Trobe University/Bundoora Campus	2.8km
Yarra Flats	2.8km
Centre Ivanhoe	500m
RMIT Bundoora Campus	5km
Warrigal Private Hospital	2.3km

Transport

Melbourne Int. & Domestic Airport	24km
Ivanhoe Railway Station	200m
Ivanhoe Bus Company Bus Stop	200m

Location Map



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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.