

Quest Richmond

Property Contact Details

Street Address:	185 – 191 Lennox Street Richmond VIC 3121
Postal Address:	As Above
Telephone:	61 – (0)3 9267 1000
Facsimile:	61 – (0)3 9267 1199
Email:	questrichmond@questapartments.com.au
AAA Rating:	4.5 Star & Green star accreditation
Property Website:	www.questrichmond.com.au
Virtual Tour:	http://tours.questrichmond.com.au/street.html

Reservations

Direct:	As Above
Quest Central Reservations:	1800 334 044
Email:	grc@questapartments.com.au
Quest Extended Stay Enquiries:	1800 232 384
Email:	esd@questapartments.com.au

Check-In Information and Requirements

Reception Hours:	Monday – Friday: 700 – 2300 Saturday – Sunday: 800 - 2300
Check In:	from 2.00pm
Check Out:	to 10.00am
Car parking	\$18.00 per night
Pre-authorization are required	
Photo ID is required	
Deposit may be required	

Property Features

Non Smoking Property
Onsite Gymnasium
Secure Undercover Parking – Subject to availability and chargeable at \$18.00 per night
24 Hour on-site Management
Meeting Facilities for up to 80 people

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
Chauffeured vehicle service (charges apply)

Apartment Types

Studio Apartment	
Premier Studio Apartment (New room – Oct 11)	
One Bedroom Apartment	
One Bedroom Executive Apartment	
Premier One Bedroom Apartment (New room – Oct 11)	
Two Bedroom Apartment	
Total number of apartments	77

Apartment Facilities & Features

Kitchenette in Studios (microwave, stove, bar fridge)
Fully equipped kitchen (full size oven/stove, dishwasher and microwave) in One, One Bedroom Executive & Two Bedroom apartments
Separate Living and Dining areas (excluding Studios)
Washing machine & Dryer
Stylish furnishings
Iron & Ironing Board
Apartment controlled reverse cycle air-conditioning
DVD Players and Stereo Systems
Direct dial Telephones with Voicemail
ADSL Broadband Internet Connection
Austar/Foxtel
Minibar

Points of Reference

Melbourne CBD	2.5km	South Wharf	5.4km
Southbank	3.1km	Port Melbourne	6.0km

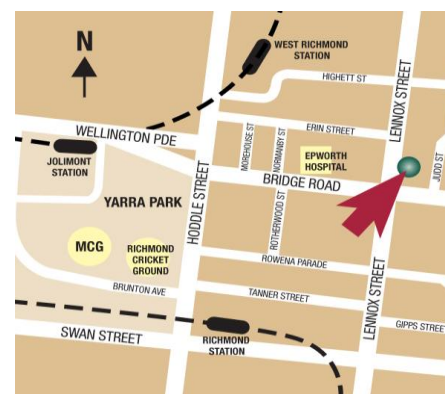
Places of Interest

Attraction	Distance
Bridge Road Shopping District	20m
Cafes, Restaurants, Entertainment	20m
Yarra Park	200m
Botanic Gardens	500m
MCG – Melbourne Cricket Ground	1.0km
Rod Laver Arena & Olympics Park	1.5km
Southern Cross Station & DFO Shop	2.6km
Melbourne Exhibition Centre	2.8km
Crown Casino & South Bank Precinct	2.8km
Etiihad Stadium (formally Telstra Dome)	2.9km

Transport

Melbourne Tullamarine Airport	25km
Richmond East train station	800m
Bridge Road/Lennox Street Tram Stop – Routes 48 & 75	20m

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.