

## Quest Sanctuary Lakes

### Property Contact Details

Street Address: 9 Greg Norman Drive  
Point Cook, Vic 3030

Postal Address: As Above

Telephone: 61 – (0)3 9394 2100

Facsimile: 61 – (0)3 9394 2199

Email: [questsanctuarylakes@questapartments.com.au](mailto:questsanctuarylakes@questapartments.com.au)

AAA Rating: 4.5 Star

Property Website: [www.questsanctuarylakes.com.au](http://www.questsanctuarylakes.com.au)

### Reservations

Direct: As Above

Quest Central Reservations: 1800 334 033

Email: [qrc@questapartments.com.au](mailto:qrc@questapartments.com.au)

Quest Extended Stay Enquiries: 1800 232 384

Email: [esd@questapartments.com.au](mailto:esd@questapartments.com.au)

### Check-In Information and Requirements

Reception Hours: 7.00am – 10.00pm Monday to Friday  
8.00am – 8.00pm Saturday & Sunday

Check In: from 2.00pm

Check Out: to 10.00am

Car parking Complimentary

Pre-authorization or cash bond may be required

Photo ID may be required

Deposit may be required

### Property Features

24 hour onsite management  
Individual, undercover, carport per townhouse.

#### Services Provided by Sanctuary Lakes Club

**18 Hole Greg Norman designed golf course  
(conditions and additional charges may apply)**

#### Complimentary Access for Guests:

- Fully equipped gymnasium
- Indoor heated 20m lap pool / spa / sauna
- Full size tennis courts

[www.sanctuarylakes.com.au](http://www.sanctuarylakes.com.au)

### Property Services

Daily room servicing (ex Sundays & Public Holidays)

Pantry shopping service

Breakfast options including Breakfast Packs

Local restaurant chargeback

Valet dry cleaning service

### Apartment Types

1 Bedroom Apartment

2 Bedroom Apartment

**Total number of apartments 44**

**\*Note:** The One Bedroom Townhouse is a Two Bedroom Townhouse sold with access to only one bedroom and one bathroom. If the second bedroom or bathroom is used during the guests stay the Two Bedroom Townhouse rate will be automatically charged

### Apartment Facilities & Features

Separate Living and Dining areas

Fully equipped Kitchens and Laundry facilities in all apartments.

Stylish furnishings

All apartments feature a balcony

Apartment controlled reverse cycle air-conditioning

Foxtel

Broadband Internet access

Work Desk

Direct dial Telephones with Voicemail

TV with DVD player

### Points of Reference

Melbourne CBD	29km	Melbourne Airport	38km
Avalon Airport	38km	Laverton Train Station	6km

### Places of Interest

Attraction	Distance
Point Cook Town Centre	5km
Werribee Technology Precinct	8km
RAAF Base	3km
Victoria University	9km
Werribee Racing Club	12km
Melbourne Water Discovery Centre	12km
Werribee Park	11km
Werribee Open Range Zoo	11km

### Transport

Domestic and International airport	30km
Southern Cross train station	300m
Southern cross bus terminal	300m

### Location Map

Your perfect travel companion.

## Quest Sanctuary Lakes

### 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.