

Property Contact Details

Street Address:	146 Thompson Ave Cowes Vic 3922
Postal Address:	PO Box 62 Cowes Vic 3922
Telephone:	61 – (0)3 59522 644
Facsimile:	61 – (0)3 59522 377
Email:	questreception@waterfront.net.au
AAA Rating:	4 Star
Property Website:	www.questoceanic.com.au

Reservations

Direct:	(61 3) 59 522 644
Quest Extended Stay Enquiries:	1800 232 384
Email:	questreception@waterfront.net.au

Check-In Information and Requirements

Reception Hours:	8.00am until 8.00pm located at Quest Phillip Island
Check In:	from 2.00pm
Check Out:	to 10.00am
Car parking	FOC
Pre-authorisation or cash bond may be required	
Photo ID may be required	
Deposit may be required	

Property Features

Complimentary undercover parking – One space

Property Services

- Daily room servicing (ex Sundays & Public Holidays)
- Breakfast options including Breakfast Packs
- Local restaurant chargeback

Apartment Types

1 Bedroom Apartment	= 5
2 Bedroom Apartment	= 11
3 Bedroom Apartment	= 3
Total number of apartments	191

Apartment Facilities & Features

- Separate Living and Dining areas
- Fully equipped Kitchens and Laundry facilities in all rooms types
- Stylish furnishings
- Apartment controlled reverse cycle air-conditioning
- Dial-up Internet access
- Work Desk
- Direct dial Telephones with Voicemail
- TV with DVD player

Points of Reference

Melbourne CBD	130km	Wonthaggi	30km
Portsea Car Ferry	140km	Cape Woolamai	14.5km

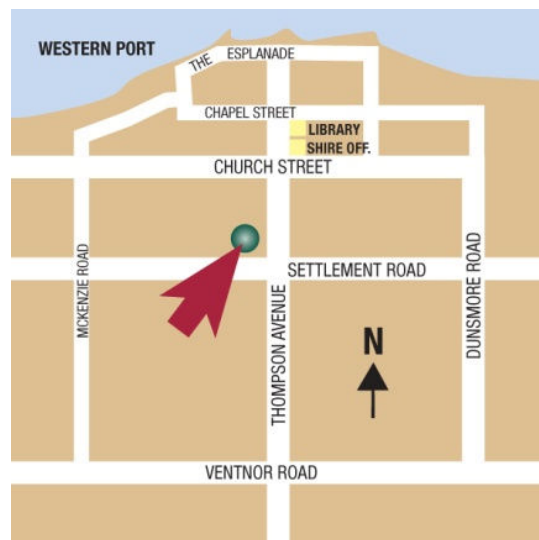
Places of Interest

<u>Attraction</u>	<u>Distance</u>
Penguin Parade	10km
Phillip Island Grand Prix Circuit	10km
Koala Conservation Centre	8km
Churchill Island	10km
Cowes CBD	200m
Cowes Jetty & Foreshore	500m

Transport

Melbourne International airport	160km
Southern Cross train station	120m
Local bus terminal	300m

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.