



Moroccan Resort, Surfers Paradise

Set against a backdrop of towering turrets and domes, the Moroccan Resort, offers a level of sophistication that is hard to match. Its beachfront location offers a fresh coast breeze and spectacular views that are worth returning for.

Paradise Awaits



Welcome

to your apartment



Moroccan Resort

We are pleased that you have chosen to stay at the Moroccan Resort. Centrally located, you are in the heart of the 'action', yet your resort provides a tranquil haven. From the team at Gold Coast Holiday Rentals, we extend to you a warm welcome and trust you will enjoy your stay.

For your convenience, we have prepared this information compendium to assist you with access to the amenities within your chosen apartment and the resort. Please take a moment to familiarise yourself with its contents.

Situated at the heart of Surfers Paradise, this award-winning AAA rated, 4½ star resort promises an unforgettable holiday experience, complete with all the amenities expected by the sophisticated traveller.

Indeed, the Moroccan Resort has something for everyone. With three towers set amid tranquil gardens, it is a peaceful haven for those who want to get away from it all. It boasts the best

of both worlds: One direction leads to the heart of Surfers Paradise, with shops, restaurants and clubs for those who want to kick up their heels; whilst the other direction leads directly to the golden sandy beaches of the Gold Coast.

The Moroccan Resort contains some of the most stylish resort accommodation found in Surfers Paradise. Moreover, your onsite recreational options include an outdoor pool



and spa as well as an indoor pool and spa (heated year round), gymnasium and sauna, barbecue area as well as a games room, which is sure to be popular with the children. You also have a range of nearby dining options from which to choose.

The Moroccan Resort offers a lifestyle that combines beachside culture with the sophistication and vibrancy of a metropolitan retail and holiday experience. You're sure to enjoy your stay - whether you venture out and explore the Gold Coast or you bask in the comforts of your resort accommodation.

Gold Coast Holiday Rentals

www.gchr.com.au

+61 7 5539 8553

Contents

Welcome	3	Electricity	21
Resort Introduction	6	Emergencies and repairs	21
Resort Facilities	8	Fire alarm and procedures	21
Leisure & Relaxation	9	Foxtel	22
Entertainment	9	Gymnasium	22
Fitness	9	Garbage	22
On-Site Facilities	9	Intercom	22
Resort Dining	10	Inventory	22
Resort Location	12	Keys (apartment)	22
Office Location	14	Laundry needs	22
By foot	14	Left luggage	23
By car	14	Management	23
GCHR App	14	Miscellaneous cleaning and laundry	23
General Information	18	Office hours	23
Air Conditioning	18	Places of worship	23
Airlines (domestic)	18	Police	23
Airport and transfers	18	Refunds	23
Amendments to stay	18	Sauna and spa	24
Appliance manuals	18	Security	24
ATM machines	18	Shopping	24
Banking	18	Swimming pools	24
Balconies	18	Sun protection	24
Barbeque	19	Surf safety	25
Bath towels	19	Television & DVD	25
Car hire	19	Tour desk	25
Car parking	19	Transport	25
Check-in/Check-out	19	Travel insurance	25
Chemist	20	WIFI Internet and telecommunications	26
Children	20	Valuables	26
Cinemas	20	Water restrictions	26
Cleaning	20	Terms and Conditions	27
Complimentary items	20		
Damage to apartment	20		
Doctors and medical care	21		
Doors and windows	21		

An Introduction to your resort

You have chosen to stay at one of the premier Gold Coast resorts, the Moroccan Resort. Located in the heart of Surfers Paradise, this AAA 4.5 star rated resort is a destination within itself.

Across the road lies the breathtaking Esplanade and all the wonderful amenities offered along this famous beach strip. You are only a stone's throw from Main Beach and the golden sands and crystal clear waters of the Pacific Ocean.

Just as close, you'll find Surfers Paradise's tourist hub, situated on Orchid Avenue and Cavill Avenue, including Cavill Mall. All the best shops, restaurants, bars and nightclubs are literally at your doorstep.

While you are close to all the action, the resort also provides a private and secure retreat for those times you simply want to relax. You can enjoy the lush landscape of tropical greens and the crystal blue waters of the lagoon pools. No matter which way you look, you are surrounded by elegance and tranquility.

Walk among the gardens, relax around the tropical lagoon pool or enjoy a family barbecue in the undercover barbecue area. The choice is yours.

With both outdoor and indoor pools on offer, you can swim any time of the day or evening, summer or winter. Among the other facilities to enjoy are the spa, sauna, games room and gymnasium. The resort also has a business centre with internet kiosks as well as a photocopying service (charges apply).



Beachfront Luxury



Resort Facilities

The Moroccan Resort takes pride in being one of the best resorts in Surfers Paradise, boasting some of the best amenities. Suited for families and couples alike, the Moroccan Resort features facilities that fit all recreation needs.

All guests have access to the fantastic resort facilities within the secure complex.

Barbecue Area

Free Parking

Games Room

Children's Play Area

Gymnasium

1 Indoor Swimming Pool

1 Outdoor Swimming Pool

Shopping Precinct

Indoor and outdoor Spa

Sauna

Tour desk

Business Centre



Leisure & Relaxation

Should you wish to escape the beach, the Moroccan Resort has a smorgasbord of leisure facilities for you to bask in. This includes two pools; one indoor heated pool and an outdoor pool, two spas and a sauna.

Entertainment

The Moroccan Resort is incredibly family-friendly, offering plenty of entertainment options for children and the young at heart. There is a well-equipped games room and play area for the kids.

Fitness

Fitness enthusiasts are not forgotten at the Moroccan Resort. In addition to the swimming pools, guests can keep fit in the fully-equipped gymnasium.

On-Site Facilities

Adjacent to the outdoor pool area lies covered outdoor barbecue and entertainment areas, perfect for relaxing and spending quality time with friends and family whilst on holiday.



You have a number of dining choices to explore around Surfers Paradise, all just a short walk from your resort.



Resort Dining

At the Moroccan Resort you are close to a wide range of restaurants and bars.

Start by checking out the offerings close to the resort. Recommendations include Sandbar, Costa D'Oro Italian Restaurant and Pizzeria and the offerings at Chevron Renaissance Shopping Centre.

Here, you will also find a range of dining options including Baritalia, Betty's Burgers, Starbucks, Classic India, Crust Pizza and Max Brenner.

Beyond the Chevron precinct you have countless dining options from which to choose.

You can also cook up a storm in your own kitchen. A Coles supermarket is located on the ground floor of the Chevron Renaissance Shopping Centre and a Woolworths supermarket can be found at Circle on Cavill. There are also a number of convenience stores and take-way restaurants close by for that late night snack.

Should you feel like a family barbecue, step out into the resort gardens and make some new friends while you enjoy the Queensland lifestyle.

Being located in central Surfers Paradise, there is a vast range of options within walking distance. You will certainly not go hungry, thirsty or lack entertainment. Your only problem will be making a choice.

Sandbar

Opening hours

Sun - Thurs 6:00am - 10:00pm

Fri - Sat 6:00am - 12:00am

Location

52 Esplanade, Surfers Paradise

Chevron Renaissance Shopping Centre

Opening hours

Mon - Sat 10:00am - 6:00pm

Sunday 10:00am - 4:00pm

Location

3240 Surfers Paradise Blvd, Surfers Paradise

Coles Supermarkets

Opening hours

Mon - Sat 7:00am - 10:00pm

Sunday 8:00am - 8:00pm

Location

Chevron Renaissance Shopping Centre,
3240 Surfers Paradise Blvd, Surfers Paradise

Woolworths Supermarkets

Opening hours

Mon - Sat 7:00am - 10:00pm

Sunday 8:00am - 8:00pm

Location

Circle on Cavill Shopping Centre, Gold Coast
Hwy & Cavill Avenue, Surfers Paradise

Resort Location

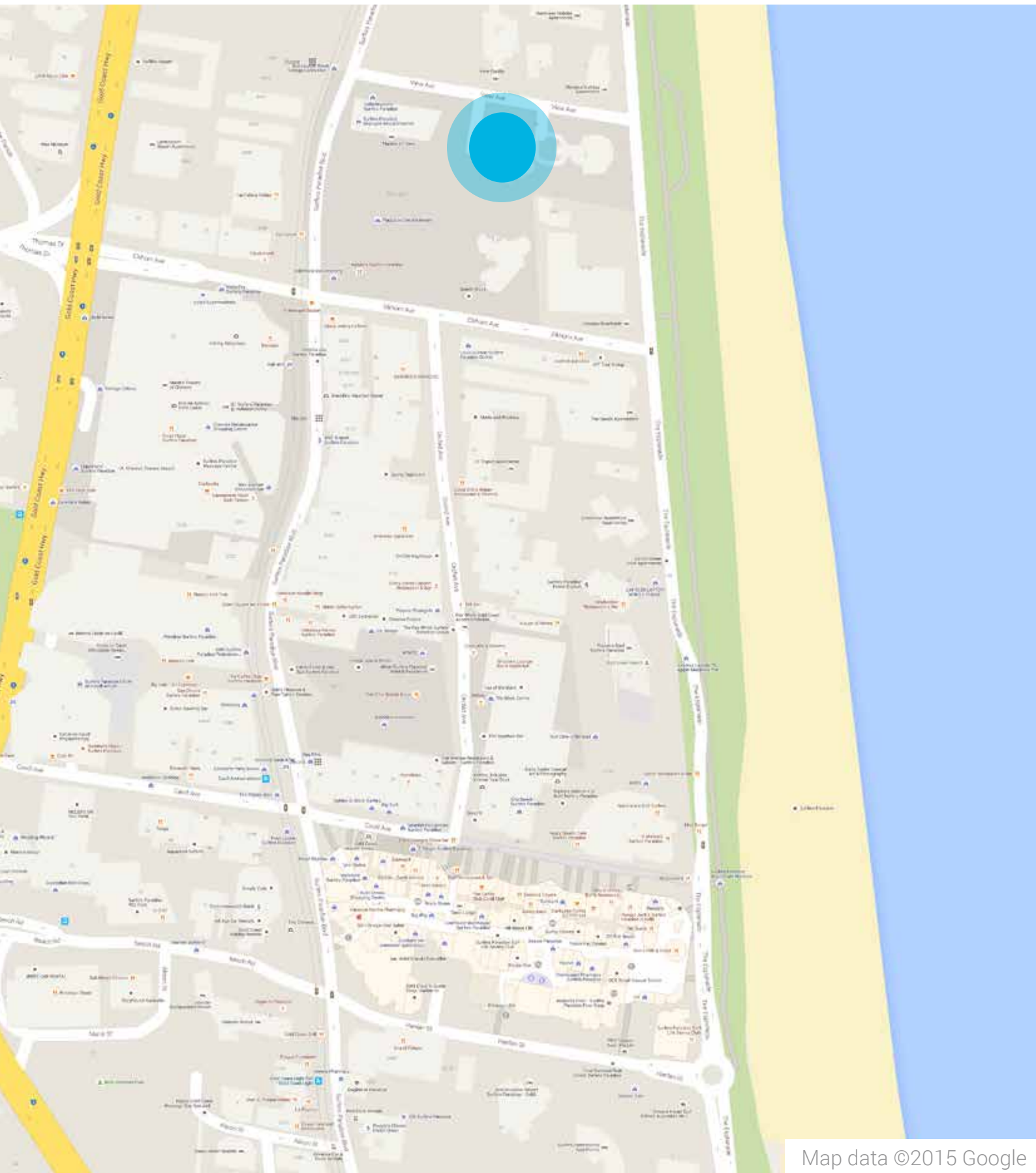
**14 View Ave,
Surfers Paradise, Gold Coast**

The Moroccan Resort is located on the corner of View Street and Esplanade, directly opposite Surfers Paradise Beach. Entrance to the View Tower and Esplanade Tower (Towers 2 and 3 respectively) is located on View Street while entrance to the Elkorn Tower (Tower 1) can be accessed via 7 Elkorn Avenue (pedestrian access only).

The Moroccan Resort is north of the GCHR office, which on the ground floor (street frontage) of the Cosmopolitan Building on the corner of Surfers Paradise Boulevard and Beach Road.

The closest light rail station to the Moroccan Resort is Cypress Avenue which is located 210 metres north of the resort.





Office Location

Should you need to collect your keys from our office upon arrival heading north from Coolangatta airport, use the Gold Coast Highway and turn right onto Beach Road. The Surfers Paradise Bus Station will be on your right. Before reaching the Surfers Paradise Boulevard intersection, you will find the Cosmopolitan Building on the corner to your left. Watch carefully: before the intersection there is an entrance to the Cosmopolitan underground car park. At street level there is short-term parking on the concourse. Park here while you collect your keys.

By foot from Moroccan Resort

The GCHR Office is located at 3142 Surfers Paradise Boulevard (cnr Beach Road) in the Cosmopolitan Building and is a convenient 800 metres from the Moroccan Resort and a 9-minute walk (see map previous page).

If you are walking, exit the resort and walk west to Surfers Paradise Boulevard. Turn south and continue walking 500 metres down Surfers Paradise Boulevard till you read Beach Road. Your destination will be on your right. Our office is located on the ground floor street-side.

By car from Moroccan Resort

If you choose to drive to our office, from the resort car park, turn right on View Ave towards Surfers Paradise Boulevard. Turn left onto Surfers Paradise Boulevard and continue for 600 metres till you read Beach Road. Turn right onto Beach Road. Your destination will be on your right. Our office is located on the ground floor street-side.

If you need to park your car, be aware that meter fees apply and parking in this area can be quite congested. Short stay parking is available in the concourse of the Cosmopolitan Building.

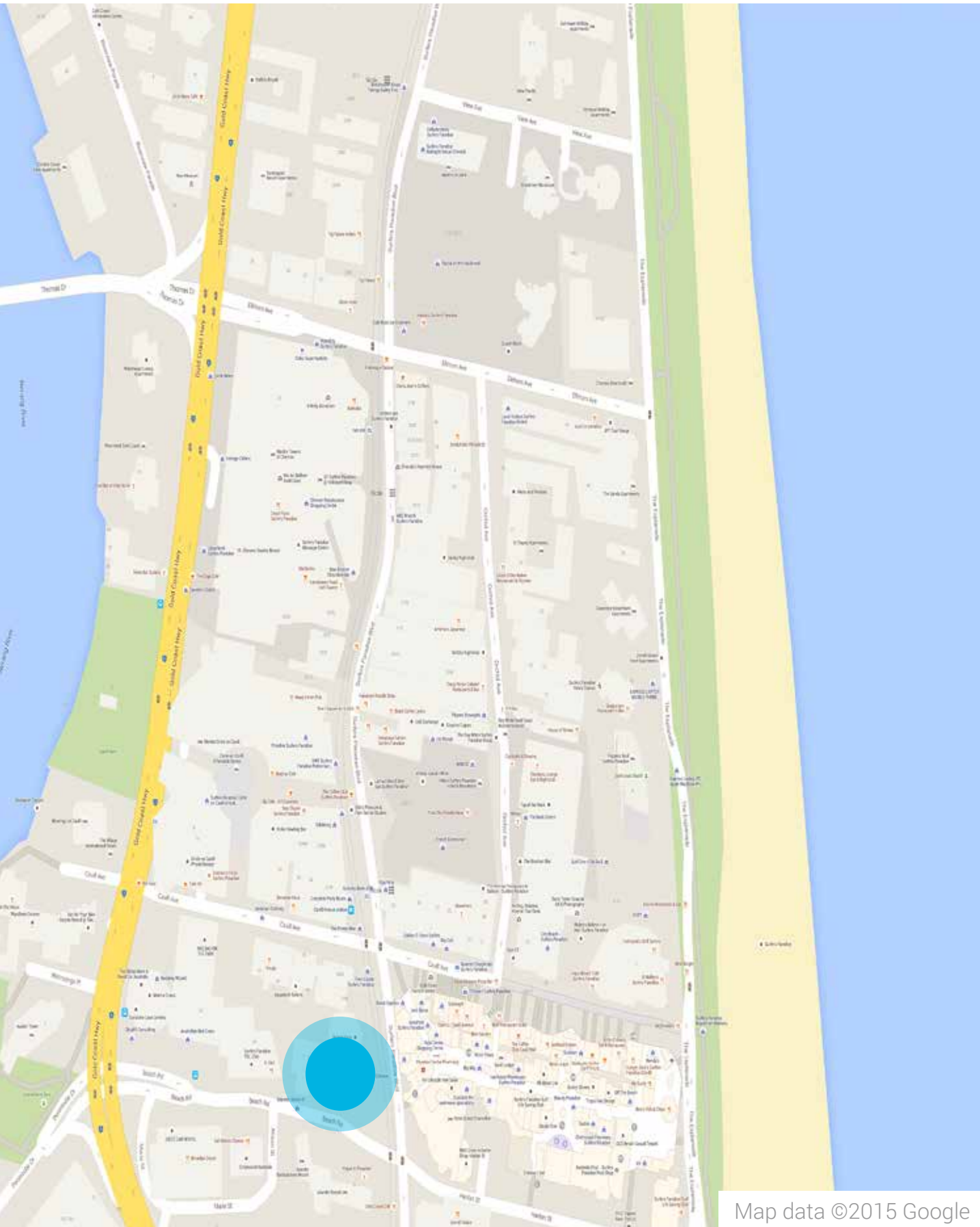
If you have any questions please call us on 07 5539 8553.



Find your way with our Free Phone App

Before you arrive (or as soon as you get to the Gold Coast) download our GCHR Phone App for iPhones and androids. This little App is full of useful features and will provide directions on how to get to our office.

You can download the App from our website by following the directions at www.gchr.com.au/gchr-phone-app



Map data ©2015 Google





General Information

for Guests

Air conditioning

Please ensure that all external doors and windows are closed when the air conditioning units are in operation. The recommended temperature setting is 24 degrees in summer and 18 to 20 degrees in winter. Please turn off the air conditioner when you leave the apartment.

Airlines (domestic)

Jetstar	131 538
Qantas	131 313
Virgin Australia	136 789

Airport and transfers

Gold Coast International Airport at Coolangatta is only 25 km (around 45 mins) away. Car hire is available at the airport or you can book a private transfer our website (see *Car hire*, page 19). Alternatively, you can use a commuter bus or local taxi service. Brisbane International Airport is 85 km to the north.

There is a direct rail service between Brisbane airport, Brisbane City and the Gold Coast. Alight at either Helensvale station or Nerang Station Both are around 20 minutes away from Surfers Paradise.

Taxis are available from the ranks outside each station building. Bus services are also available.

Amendments to period of stay

After arrival, if you wish to change the period of your stay please notify us as soon as possible.

Extension of your booking period will be subject to availability. If you wish to leave earlier than originally planned, please note that no refund will be allowed.

Appliance manuals

Instruction manuals for various appliances located in the bottom kitchen drawer.

ATM machines

Various ATM's are located in the Surfers Paradise precinct. Most convenience stores and service stations as well as supermarkets offer "cash out" facilities.

Banking

All major banks are located within walking distance from your apartment. The Commonwealth Bank, Westpac and NAB are located near the intersection of Cavill Avenue and Surfers Paradise Boulevard. Opening hours are generally 9.30am to 4pm Monday to Friday.

Balconies

Please be advised that the throwing of any item or projectile from a balcony or window is strictly prohibited as it may cause damage to property, personal injury or death. You will be held liable for any of these actions by others staying at your apartment. **Any damage or injury resulting from such actions will be treated as a criminal offense and dealt with accordingly.**

For your safety, please ensure that you observe

the following rules regarding the use of balconies:

- A maximum of six people are allowed on the balcony at any one time;
- Do not climb, sit on, push or use strong force against the railings;
- Avoid pushing, crowding or party behaviour on the balcony;
- Do not go out on the balcony if you are under the influence of alcohol or drugs; and
- Ensure that all windows and balcony doors are locked before you leave the property.

Please note that it is your responsibility to ensure that your family and guests also observe these rules.

Barbeque

The resort undercover barbecues are located in the garden adjacent to the main outdoor pool area. Barbecues cannot be reserved in advance. Please be considerate to other guests and ensure that you turn the power off after using and leave the barbecue in a clean condition.

Having barbecues or other cooking on the balcony of your apartment is prohibited.

Bath towels

Please note that towels in your apartment are not replaced daily.

Apartment towels are not to be removed from the apartment.

Guests must supply their own beach and pool towels.

Car hire

You can reserve a private transfer through the GCHR website at the time you make your holiday booking. <http://gchr.com.au/guest-information/>

Alternatively, there are a number of nationwide companies offering car hire on the Gold Coast as well as local operators. Representatives of those

companies operating from within the airport are opposite the check-in counters.

East Coast Car Rentals	1 800 028 881
Avis	5536 3511
Hertz	5536 6133
Thrifty	5536 6955
Budget	5536 5357
Europcar	5569 3370
Redspot	1300 66 88 10

If you have booked from an off-airport operator, you should proceed to the meeting place opposite the Transport and Information Desk at Coolangatta Airport.

At Brisbane International Airport the car rental companies are located at Level 2 of the International Terminal and on Level 1 of the Domestic Terminal.

Car parking

Your FOB key will give you access into and out of the car parks in the basement. Please note that the FOB key is required to operate the lift to your apartment.

Please use the allocated parking bay only.

Limited visitor parking is situated throughout the resort in unmarked spaces. Please ensure your guests park only in the visitor parking bays.

Check-in/ Check-out times

Unless prior arrangements have been made, check-in time is after 2.00 pm (with keys available for collection from our office from 1.45pm) and checkout time is no later than 10.00 am. We expect apartment keys to be returned by this time. On departure, the property should be left in a similar state to its condition on arrival.

Please do not leave your apartment keys at Reception at the Resort front desk as this will incur a collection fee charged.

Chemist

An after-hours chemist (until midnight) is located close to the resort at Centro shopping centre 3221 Gold Coast Highway, Surfers Paradise.

There is also a chemist shop at the ground level in the main piazza of the Mantra Circle on Cavill Avenue.

Children

For the protection of young children, all balcony doors are fitted with security chain locks at least 1500 mm high. Please make use of these locks to ensure that young children are not allowed on the balconies unless supervised by a responsible adult. We recommend that balcony doors be locked when not in use as a security measure.

Children below 16 years are not allowed in the pool area of the resort unaccompanied.

Cinemas

There are no cinemas within Surfers Paradise. The nearest cinemas are at Pacific Fair or Robina Town Centre to the south or at Australia Fair in Southport (north). Movies are also shown at the Gold Coast Arts Centre located at 135 Bundall Rd, Surfers Paradise (Tel: (07) 5588 4000).

Cleaning

Guests are reminded that this is a 'self-contained' and not a 'serviced' apartment. It is the guest's responsibility to keep the apartment clean during their stay. Cleaning materials can be purchased from the supermarket nearby.

For guests staying longer than seven nights a complimentary "mid stay" cleaning service is available upon request. If required, please contact Housekeeping. You'll find their contact number and our relevant terms and conditions on the apartment refrigerator.

Otherwise, additional cleaning services for the

apartment during the period of your stay can be provided at an additional cost of \$132.00. Upfront payment by Credit Card is required.

Complimentary items

The apartment has been stocked with an initial supply of complimentary items such as soap, detergents, tea and coffee, milk, salt and pepper and toilet supplies for your convenience. These items are provided as a courtesy and are not replenished during your stay. Supermarkets and convenience stores are located nearby.

A Coles supermarket is located on the Ground Floor of the Chevron Renaissance Shopping Centre and a Woolworths supermarket is located in the piazza of Circle on Cavill at street level. There is also a Woolworth's Supermarket in the basement of the nearby Centro shopping centre.

Damage to apartment and property (incl. breakages)

If, on arrival, you notice any existing damage or breakages within the Premises, **you must report your concerns re the condition of the property to our office within eighteen (18) hours after arrival.** Otherwise it is agreed that all is in order with the Premises. Please refer to our Terms and Conditions.

The apartment will be checked upon your departure for any damaged or missing property belonging to the apartment. You will be held responsible for any damage, breakages, theft or loss of any property on or in the Premises during your stay (including keys). If any property is affected in this manner, you will be responsible for all related costs for the repair or replacement of the effected property.

Should we find any damaged or missing property, we will charge your credit card and write to you by email advising the reason for the charge. This also applies to extensive cleaning charges as a result of

your stay.

We reserve the right to charge you a special cleaning fee to cover the reasonable cost of additional cleaning of the Premises that is required as a result of your occupancy. Extra cleaning charges will be incurred for such things as the cleaning of dirty dishes, fully loaded dishwasher, emptying the fridge, moving furniture from its original location, removal of rubbish, excessively smeared glass (this will include mirrors, glass feature walls and balcony glass, and glass sliding doors) and for excessive drink spills on the floor and or balconies etc. The minimum extra charge will be \$275.00

Doctors and medical care

Okada Medical Clinic

Suite 446, Level 1,
Paradise Centre Surfers Paradise
Tel: 07 5592 2920

Chevron Renaissance Medical Centre

Ground floor Chevron Renaissance
Hours: 7.30am to 5pm Monday to Friday
Tel: 07 5561 0340 or 0411 104 456 for home visits,
24 hours, 7 days a week.

Gold Coast Medical Clinic

Shop 135 Paradise Centre Surfers Paradise
Hours: 7.30am to 8pm, 7 days
Tel: 07 5592 3999 or 5538 8099

Hospitals

Nearest major public hospitals include:

Gold Coast Hospital:	+61 7 5571 8211
Robina Hospital:	+61 7 5668 6000
Tweed Heads Hospital:	+61 7 5536 1133

Doors and windows

Please keep the front door locked at all times. If you are leaving your apartment, it is suggested

that you close the doors and windows, as the Gold Coast is renowned for strong wind gusts and afternoon storms. We also recommend that items not be left on the balcony, as they may be blown off in strong winds.

Please ensure that all external doors and windows are closed when the air conditioning apartments are in operation.

Electricity

We are all trying to do what we can for the environment, so please help us all “go green” by turning off all electrical appliances – especially air conditioning – when not in use and when you vacate the apartment at the end of your stay.

Emergencies and repairs

For emergency service to your apartment during business hours or repairs please call + 61 7 5539 8553.

The emergency number in Australia for fire, police or ambulance is 000.

Fire alarm and procedures

Please do not burn incense or other aromatic substances within the apartment because of the sensitivity of the fire detectors that could be activated. Please turn on the range hood extraction fan while cooking.

In the event of a fire alarm during your stay, please do not use the phones or lifts.

Please take time to study the fire exit details on back of the apartment door. In case of fire, please make your way down the fire stairs to the street level to evacuate the building. Please note this is a non-smoking apartment.

Fire alarms and fire department call outs are expensive, so care should be taken when cooking within the apartment. A fine of up to \$880 may be imposed. The alarms are installed to protect your

safety.

Foxtel

A Foxtel service is included in the rental price of most apartments. Foxtel services are open to issues including but not limited to technical failure and down time. We cannot warrant against this.

Gymnasium

The gymnasium can be found near to the indoor pool area located between Towers 1 and 3. Please use your FOB key to gain entry.

Garbage

A garbage chute is located on every floor in the foyer adjacent to the lifts. All garbage must be wrapped and sealed (in the plastic bags provided). Spare rubbish bags are located under the sink. Please place all glass bottles and boxes for recycling on the landing below the chute for collection.

Intercom

Visitors to the complex can be viewed on the video intercom monitor located in the kitchen. To allow a visitor access, press the "key circle" symbol, which should open the glass entry doors and provide access in the lift to your level.

Inventory

A list of inventory items provided for your convenience is in the apartment. Please check this inventory on your arrival and report any discrepancy. Otherwise, we shall assume all is in order. Upon your departure, housekeeping will check the inventory and the cost of any missing or damaged items will be charged to you.

It is your responsibility to check this inventory on your arrival and notify us immediately of any discrepancies.

See also Damage to Apartment and Property

(page 20).

Keys (apartment)

Key collection is available at our office on the day of arrival from 1.45pm. Guests will be provided (by email and SMS) with the access code to the key safe outside the office in the event that the office is unattended. You will find details of how to get to our office on page 14.

Please be aware that we can only provide you with two keycards.

The FOB key accesses entry to the resort complex, pool area, car park and lifts. To operate the system, pass the key in front of the sensor panel at these locations. The silver key unlocks the front door to the apartment.

Please also be aware that:

- Any lost apartment keycard swipe will incur a fee of \$165.00 each. In the event that you lose one during your stay, please contact the office on +61 7 5539 8553 as soon as possible.
- Details of a valid credit card representing a "bond" will be taken upon booking. Do not take keys to the Reception Desk (see below also).
- Do not take keys to the Reception Desk as collection fees apply.

In the unlikely event of a malfunctioning FOB key, please report this to the Security Office at the resort, which is available 24 hours. It is only Security that can rectify this problem.

Laundry needs

A washing machine, clothes dryer, iron and ironing board are all available for your use. These items are stored in the apartment's laundry. You will need to provide your own washing powder as only a one serve complimentary portion is provided at check-in

Drying and airing of clothes on any of the balconies is not permitted. It is advisable to leave the laundry window or door open whilst using the

dryer to avoid activating the fire alarm.

Please note that linen and towels are not replaced during your stay. DO NOT remove any linen and towels from the apartment or exchange with resort housekeeping. Extra charges will apply.

Left luggage

We regret that we do not have facilities to store luggage. Luggage storage (pay-per-hour) is available at Goldi Supermarket located at 3/34 Orchid Avenue, Surfers Paradise. Fees apply.

Management

Your holiday apartment is managed independently from the resorts on-site manager and staff. All guest enquiries must be referred to GCHR and not the resort onsite management.

Guests are welcome to avail themselves of the information and services available from the main reception to book tours etc.

Please do not leave your keys with the manager or reception desk on your departure. As indicated elsewhere keys should be returned to our office (and the apartment should be fully secured) upon your departure.

Miscellaneous cleaning and laundry items

The clothes airing rack, broom, mop and bucket are all located inside the laundry cupboard.

Office hours

Our office in central Surfers Paradise is opened daily 9:30am to 4:30pm (QLD time). After hours support is offered via sms only until 6:30pm (+61 467 777 333). After 6:30pm, please contact our office by phone or sms to leave a message for us to respond to upon reopening. See the Location section for details (page 14).

Places of worship

This is not an exhaustive list but provides locations of some of the more popular places of worship. Some of the major shopping centres also offer prayer rooms.

Anglican Church of Australia

73 Salerno Street, Surfers Paradise,
Tel: (07) 5592 1543 or

89 Nerang Street, Southport,
Tel: (07) 5532 8978

Gold Coast Hebrew Congregation

34 Hamilton Ave, Surfers Paradise,
Tel: (07) 5570 1851

Mosques and prayer rooms

Cnr Allied Drive and Olsen Avenue, Arundel
For prayer times visit www.goldcoastislam.com.au

Presbyterian Church of Queensland

132 Allied Drive, Arundel,
Tel: (07) 5530 5758

Roman Catholic Church

Hamilton Avenue, Surfers Paradise,
Tel: (07) 5572 5433

Uniting Church

23 Short Street, Southport,
Tel: (07) 5532 5915

Police

For non-emergency or general enquiries, please call Surfers Paradise Police station (located at 68 Ferny Avenue, Surfers Paradise) on (07) 5570 7888.

Refunds

GCHR does not issue refunds for bookings cancelled due to inclement weather, illness or change in family circumstances, therefore it is vital

to have sufficient measures in place to protect yourself against any issues that may arise leading up to your holiday. We recommend that you take out Cancellation Insurance to protect you against any unforeseen circumstances. Importantly, it is ESSENTIAL that your Travel Insurance covers you for involuntary cancellation of your holiday outgoings.

Sauna and spa

The sauna and spa are located in the pavilion and near to the main indoor pool.

There is a separate outdoor spa in the lagoon pool area.

Security

Despite the stringent protective security measures that have been put in place, neither the Body Corporate, wholesaler, booking provider, the agent or the apartment owner assume any responsibility for your security and will not be held liable for any loss or damage to your possessions in or around the resort. To reduce the temptation for intruders, we recommend the following:

- Lock all windows and doors when you are away from the apartment
- Remember that access to your apartment can be gained from the balcony
- Do not leave cash or valuables in the apartment
- Limit the valuables you take to the beach. Do not leave your valuables unattended at any time, even in crowded areas
- Ensure that handbags or carry bags are covered and secured (particularly when out and about or sightseeing)
- Do not leave bags or valuables in your car. At least ensure such valuables are not visible; this includes such items as GPS navigators
- When leaving your car, ensure all doors are locked and windows wound up.
- Upon vacating the apartment, please

ensure that the Premises are left secure.

Various security cameras are located around the complex, and movements are constantly monitored and recorded. This is for your added safety and protection.

Shopping

The best shopping on the Gold Coast is right at your doorstep. You are right in the heart of one of the Gold Coast's premier shopping and dining precincts bounded by Surfers Paradise Boulevard, Elkhorn, Cavill and Orchid Avenues. Here you will find shops and restaurants catering to all tastes and budgets. The Hilton High Street is at your doorstep. Here you will find specialty shops as well as additional food outlets.

Swimming pools

Your resort has two pools from which to choose, with your indoor pool heated year-round. There is also a wading area for the children.

The main outdoor (lagoon) and indoor pool are on the same level and can be accessed from all three towers.

Guests should provide their own pool towels. Under no circumstances should the towels provided for the apartment be taken to the pool areas. No glass or alcohol is allowed in the pools or spa area. Children must be supervised at all times.

Please be aware that resort rules preclude the reservation of deck chairs and sun beds.

Sun protection

There are many areas located within the complex where you can sunbathe in relative privacy.

Enjoy outdoor activities without the risk of sun damage by wearing a broad-brimmed hat, a shirt with collar and sleeves and SPF 30+ broad-spectrum, water-resistant sunscreen on exposed

skin. Try to avoid staying outdoors during the middle of the day when ultra-violet rays are strongest.

Surf safety

For your own safety always swim in areas patrolled by lifeguards and lifesavers, inside the area where the red and yellow flags appear.

If caught in a current or undertow or if you experience a cramp, raise one arm for help and float until help arrives.

The Surfers Paradise Surf Life Saving Clubhouse is located 600 metres south of View Avenue on the Esplanade.

Television & DVD

Free to air television stations and Foxtel (cable TV – living area only) is available for your use and is complimentary during your stay. Local daily newspapers contain television guides. A DVD player is connected to the television in the main lounge area.

Tour desk

A comprehensive booking service for all tourist attractions is available through the Reception and the staff will assist with bookings and other information.

Transport

The Gold Coast is only 45 minutes away from Brisbane along the eight-lane Pacific Motorway. There is no toll charge between the Gold Coast and Brisbane however there is a toll fee for using either the Gateway Bridge or the Clem-7 Tunnel/ Airport Link to access the northern suburbs of Brisbane and the Sunshine Coast.

Gold Coast Cabs operates throughout the Gold Coast and can be reached on 131 008.

Coast bus services operate as far south as

Pottsville and Murwillumbah (NSW) and as far north as Beenleigh. Schedules may be infrequent and you are advised to check bus times prior to travel.

The Gold Coast Light Rail (G:Link) operates between the Gold Coast University Hospital (North) to Pacific Fair, Broadbeach in the south. Pre-purchased Go Cards can be used interchangeably on buses, trains and trams that are part of TransLink services.

A fast rail service operates from Varsity Lakes/ Robina through to Brisbane and to Brisbane airport. Rail timetables are available online at Queensland Rail www.queenslandrail.com.au

Bus information	call TransLink on 13 12 30
TransLink website	www.translink.com.au
G:Link Light Rail	www.ridetheg.com.au
Surfside Buslines	www.surfside.com.au

Travel insurance

Travel insurance is recommended to ensure that you are adequately protected. This insurance generally covers you for:

- Financial loss caused by the involuntary cancellation of your holiday, including airfares and loss of deposit;
- Damage to or loss of personal belongings; and
- Medical expenses.

Make sure you have sufficient measures in place to protect against any issues that may arise leading up to your holiday as refunds cannot be made for bookings cancelled due to inclement weather, illness or change in family circumstances. We recommend that you take out comprehensive travel insurance to protect you in this regard. It is extremely important that you take out Travel Insurance. It is ESSENTIAL that this insurance covers you for involuntary cancellation of your holiday outgoings.

WiFi Internet and telecommunications

Free Wi-Fi? Yes; where advertised our Wi-Fi is free. There's no usage cost to you.

The Wi-Fi networks throughout our resorts are subject to third-party input including, but not limited to, local telephone exchange, Telstra's copper network and building infrastructure.

Accordingly, we cannot guarantee its performance.

Just like at home, telecom, ADSL and Internet connection issues happen resulting in no access to the complimentary service. We're on hand to do what we can.. We have spare modems, replacement cables and all the contact details for the provider. If they can't fix it on the spot or during your stay, unfortunately you will be without the free service.

Plan B: Please have a back-up service such as a Wi-Fi dongle or funds set aside for other internet connections if this service is a must-have for medical conditions, business, children or otherwise.

If you cannot see the wireless network, or after connecting your Internet is not working, please contact us on (07) 5539 8553.

Our dedicated IT Support Team will assist you as soon as possible.

Internet cafés are available for your use at various locations in Surfers Paradise CBD and at most major shopping centres.

Valuables

Please do not leave any valuables in your apartment. We accept no responsibility for missing personal and/ or monetary items.

Water restrictions

The Gold Coast is on Level 6 water restrictions.

Please use water wisely:

- Spend less than four (4) minutes in the shower
- Turn off the tap whilst brushing your teeth or shaving
- Hang towels to minimise laundry.

Terms and Conditions of occupancy

It is important that you read and understand these Terms and Conditions before booking. These Terms and Conditions will apply to your stay at any property managed by Gold Coast Holiday Rentals (GCHR) and we only accept bookings on the Terms and Conditions outlined in this document.

By making a booking and paying a deposit, you and your guests agree to abide by and comply with these Terms and Conditions as they stand now and as they may be changed from time to time on our Website at www.gchr.com.au. If you do not agree to any provisions of this agreement, you must not use this Website for your booking.

In case of any variation of booking conditions between us and an independent third party booking provider or wholesaler, the terms posted on the GCHR Website at www.gchr.com.au/terms-conditions/ will apply.



Contact GCHR.com.au

Ph: (07) 5539 8553

Mobile: 0418 658 694

E-mail: info@gchr.com.au

Office Address

Shop 2, 3142 Surfers Paradise

Boulevard (Cnr Beach Road)

Cosmopolitan Building,