



Chevron Renaissance, Surfers Paradise

Chevron Renaissance is one of the most popular Surfers Paradise resorts.

Situated at the heart of Surfers Paradise, this award-winning, AAA rating resort promises an unforgettable Gold Coast holiday, complete with all the amenities suited to any sophisticated traveller.



Paradise Awaits





Welcome

to your apartment

Chevron Renaissance

We are delighted that you have chosen to stay at the Chevron Renaissance, one of the Gold Coast's most sought-after resorts. Centrally located, you are in the heart of all the 'action', yet your resort provides a tranquil haven for the entire family.

From the entire team at Gold Coast Holiday Rentals we extend to you a warm welcome and trust that your stay will be an enjoyable one.

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 and at the end of your stay, please leave it in the apartment for the next guest.

Chevron Renaissance is one of the most popular resorts in Surfers Paradise. Situated at the heart of Surfers Paradise, this award-winning, AAA rating resort promises an unforgettable Gold Coast holiday, complete with all the amenities needed to satisfy any sophisticated traveller.

The Towers of this resort contain some of the most stylish resort accommodation available

anywhere in Australia.

Restaurants, bars, supermarkets and fashion boutiques are all on your doorstep. There is even a world-class shopping and entertainment precinct on the ground floor immediately below you; and the ambience of Cavill Avenue is just a short stroll away.

This has made the Chevron Renaissance one



of the most sought-after Gold Coast holiday destinations with families and couples from Australia and overseas alike.

Your onsite recreational options include an outdoor lagoon pool including a children's beach and play area; two indoor pools; gardens with barbeque facilities; a fitness centre; spa with separate ladies and gents saunas; as well as a games room for the children. You also have a range of dining options to choose from in the precinct.

Everywhere you look there is an engaging sense of calm, space, elegance and intimacy. Chevron Renaissance embraces both the casual charm of life by the ocean, breathtaking vistas over

golden beaches and rolling surf; with the chic style and sophistication you'd expect from Surfers Paradise. Step outside your apartment and you are in the midst of the bustle and vibrancy of Australia's top tourist destination.

At Chevron Renaissance you will enjoy a lifestyle that combines beachside culture with the sophistication of a metropolitan retail and holiday experience.

From all of us, have a wonderful stay.

Gold Coast Holiday Rentals

www.gchr.com.au

+61 7 5539 8553

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An Introduction to your resort

You have chosen to stay at one of the premier resorts on the Gold Coast. Your holiday apartment, located right in the centre of Surfers Paradise, boasts elegant interiors and world-class amenities.

Chevron Renaissance is inspired by the seaside villages of the Mediterranean coast, with huge swimming pools, golden sand beaches and a vast recreation space and gardens. The dramatic landscape of tranquil grottos, lagoons and rocky outcrops make for a spectacular oasis, perfect for relaxation and fun. The resort seeks to bring a balance of traditional style and modern comforts to meet the needs of every guest.

It hosts a 25-metre indoor lap pool surrounded by colonnades, a spa, a gym for the fitness buffs and a secluded pavilion within lush tropical gardens. Aside from the various on-site facilities, Chevron Renaissance also features entertainment areas, water parks and barbecue areas.

For guests who are not into the outdoors, the resort has a private theatre, game room with arcade machines and pool tables; as well as a club lounge that can facilitate up to 30 people. Don't forget, too, that the Chevron Renaissance Shopping Centre is located just below the Chevron Renaissance resort.



Four-Star Luxury



Resort Facilities

All guests have access to all the fantastic resort facilities within the secure complex. Chevron Renaissance has three magnificent pools, with the outdoor (lagoon) pool area one of the largest under the Gold Coast sun. The lagoon pool has its own beach and is heated in winter. The two main pools are accessible from all three towers. There is also an indoor lap pool which can be accessed from Tower 1.

Adjacent to the main pool area and gardens, you'll find covered outdoor barbecue and entertainment areas that are perfect for relaxing whilst you take in the Gold Coast scenery on your perfect holiday.

Children are not forgotten at Chevron Renaissance. There is an indoor games room that is sure to amuse the kids.

You have chosen the ideal destination for your family holiday.



Barbeque areas

The resort barbeque areas are located on level 6 of Skyline North. Please ensure that you turn the power off after using your BBQ, and leave it in a clean condition as a courtesy to the next guest.

Please also be advised that having BBQ's or other cooking on the balcony of your apartment is prohibited.

Business center

The Club Lounge on level 1 in Skyline Tower. Photocopying services are available.

Gymnasium

The Club Lounge on level 1 in Skyline Tower.

Sauna and spa

The saunas and spas are located on level 5

(Beaches in the Sky) of Skyline Tower - Tower 1.

Swimming pools

Your resort has three pools from which to choose including a lagoon pool and a 25 metre heated indoor and outdoor lap pool. 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. The indoor lap pool can be accessed only from Tower 1

Guests should provide their own pool towels. Under no circumstances should the towels provided for the apartment be taken to the pool areas. Please also avoid using towels provided to the resort guests.

Resort Dining

At Chevron Renaissance, you are close to a wide range of restaurants and bars.

Start by checking out the offerings at Chevron Renaissance Shopping Centre on the ground level of the resort. Grab a morning coffee and croissant at Starbucks or lay back with the live band of an evening at the Lansdowne Road Tavern (Irish pub). Here, you will also find a range of dining options including Beno Japanese, Betty's Burgers, Chevy Kebabs, Classic India, Crust Pizza and Max Brenner.

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

You have a fully self-contained holiday apartment and 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.

If the quintessential Aussie barbecue is more your style, 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.

Starbucks

Opening hours

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

Fri - Sat 6:00am - 10:30pm

Sunday 6:00am - 10:00pm

Location

Chevron Renaissance Shopping Centre,
Ground Floor

Lansdowne Road Tavern

Opening hours

Mon - Thur 10:00am - 11:30pm

Fri - Sat 10:00am - 1:00am

Sunday 10:00am - 11:30pm

Location

Chevron Renaissance Shopping Centre,
Ground Floor

Coles Supermarkets

Opening hours

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

Sunday 8:00am - 8:00pm

Location

Chevron Renaissance Shopping Centre,
Ground Floor



Within your resort complex you have a number of dining choices. Many more await you if you step outside and explore Surfers Paradise.



Resort Location

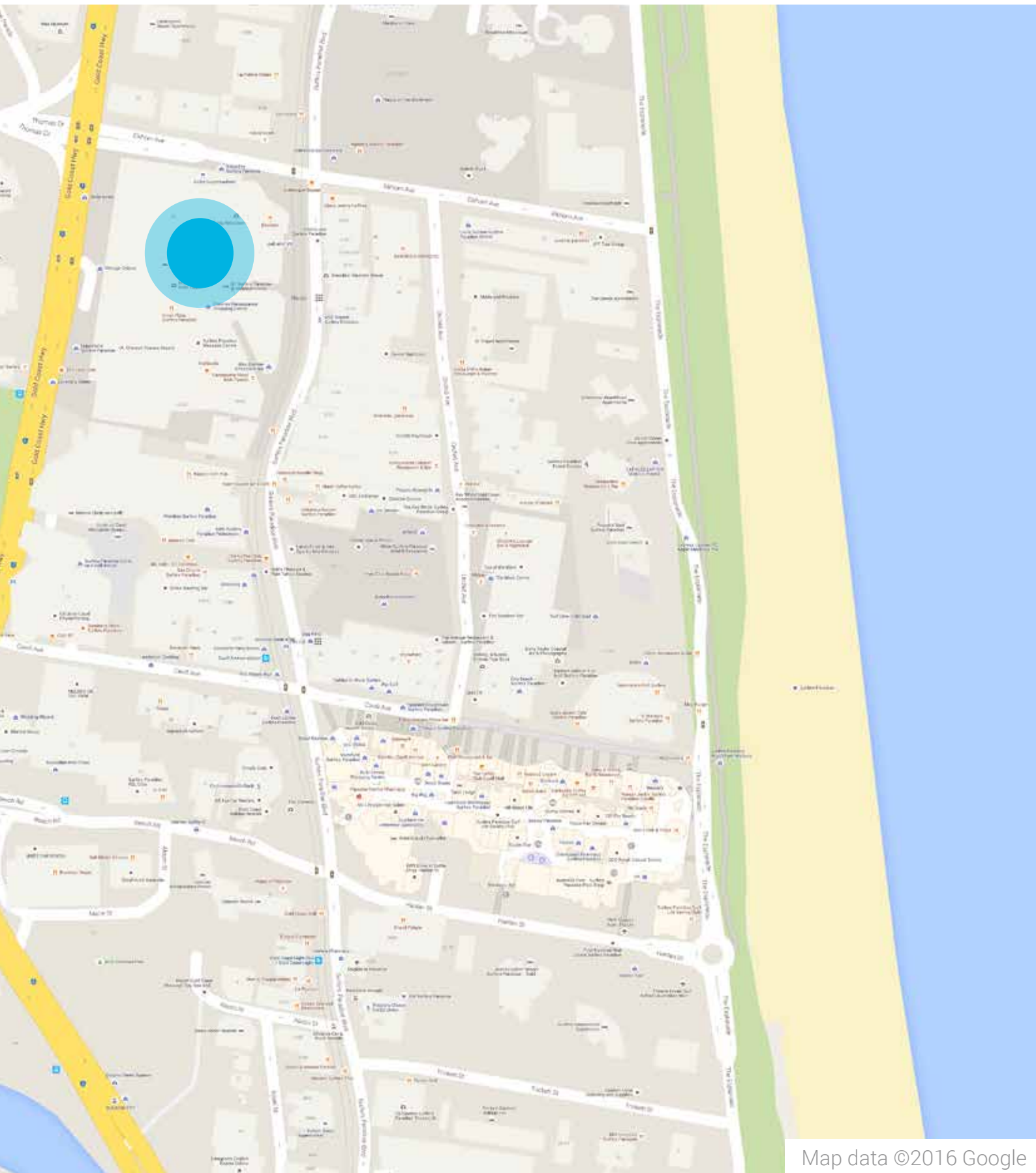
**23 Ferny Avenue,
Surfers Paradise, Gold Coast**

Chevron Renaissance is located at 23 Ferny Avenue, Surfers Paradise; corner of Elkhorn Ave and the Gold Coast Highway (see map).

The main entrance to the resort is located on the Gold Coast Highway. This is also where the entrance to the car park is located, along with the entrance to Chevron Renaissance Shopping Centre. A second entrance to the Shopping Centre is located on Elkhorn Ave.

GCHR Office is located 500 metres south of Chevron Renaissance resort, on the ground floor of the Cosmopolitan Building (corner of Surfers Paradise Boulevard and Beach Road).





Office Location

Upon arrival, if you are travelling by car and you need to collect/return your keys from/to our office, use the Surfers Paradise Highway. Turn into Beach Road. The Surfers Paradise Bus Station will be on your right. Before the intersection with Surfers Paradise Boulevard, the Cosmopolitan Building is at the corner on your left. Watch carefully: before the corner there is an entrance to the Cosmopolitan Building underground car park. At street level, there is short-term parking on the concourse. Park here while you collect/return your keys.

By foot from Chevron Renaissance

The GCHR Office is located at 3142 Surfers Paradise Boulevard (corner Beach Road) in the Cosmopolitan Building and is a convenient 500 metres from Chevron Renaissance resort and a 3-minute walk (see map previous page).

If you are walking, exit the resort out towards Surfers Paradise Boulevard exit. Upon exiting the resort, turn right (South, towards Cavill Avenue) opposite the Cavill Avenue tram station. Your destination will be on your right (see picture previous page). Our office is located on the ground floor street-side.

By car from Chevron Renaissance

If you choose to drive to our office from the resort car park, head south on the Gold Coast Highway towards Cavill Ave. Turn right onto Peninsular Drive. At the roundabout, take the third exit to stay on Peninsular Drive. Turn left back onto Gold Coast Highway and continue north, turning right at Cypress Ave. Your destination will be on your right (see picture previous page). Our office is located on the

ground floor street-side.

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

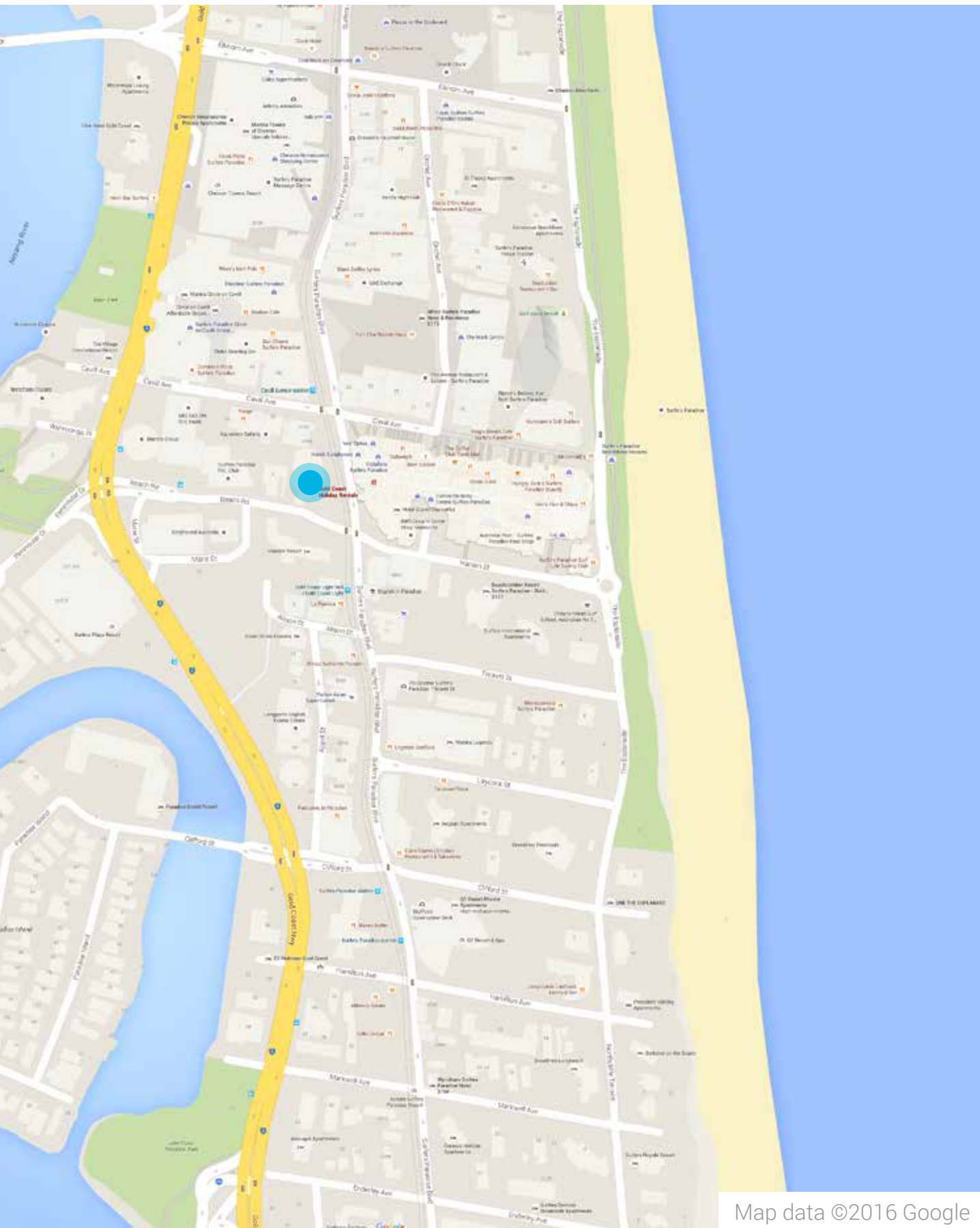
If you have any questions please call us on 07 5539 8553.



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 ©2016 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

The 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 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 of which are about 20 minutes away from Surfers Paradise.

Taxis are available from the ranks outside each train station.

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 may 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
- 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 barbeque areas are located on level 6 of Skyline North. Please ensure that you turn the power off after using and leave the barbeque 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.

Business facilities

Photocopying services are available from the Club Lounge on level 1 in Skyline Tower or at the local Australia Post office. The nearest location is at Shop 165, 2-10 Cavill Ave, Centro Shopping Centre, Surfers Paradise QLD 4217.

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 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 Keycard Swipe will give you access into and out of the secure car park. Please note that the Keycard Swipe is required to operate the lift to your apartment and for apartment entry.

Please use the allocated parking bay only (you will find details on the back of your key swipe or in any car space marked with a red H). Limited visitor parking is situated throughout the resort in unmarked spaces. Please advise your guests to use only the visitor parking bays.

In the event that an unauthorised vehicle has occupied the reserved car space for this apartment please park in any unreserved car space marked with a red H.

Upon your departure, you will need your keycard to exit the car park.

Check-in/ Check-out times

Unless prior arrangements have been made, check-in time is after 2.00 pm and checkout time is no later than 10.00 am. On departure, the property should be left in a similar state to its condition on arrival.

At the end of your stay, upon departure please return one swipe card and key set to our office. The 2nd swipe card and key set is to remain in the apartment. Please do not leave them at the Reception Desk as this will incur a collection fee charges against your nominated card.

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 under 16 years old 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.

Otherwise additional cleaning services for the apartment during the period of your stay can be provided at an additional cost of \$165. 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 Woolworths supermarket is located in the piazza of Circle on Cavill at street level. A Coles supermarket is located in the nearby Chevron Renaissance Centre. 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 affected 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 back to its original position, 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.

Doctors and medical care

Doctors @ Cavill

Orchid Residences Shop T5
3184 Surfers Paradise Boulevard
Surfers Paradise, 4217
Tel: 07 5527 6966

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

You are requested not to 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 Premium Foxtel service is included in the rental price of selected 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 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)

The Keycard Swipe accesses entry to the resort complex, pool area, car park and lifts. To operate the system, pass the Keycard Swipe in front of the sensor panel at these locations. The key also unlocks the front door to the apartment. Please be aware that as a security precaution, you can only access the floor on which your apartment is located.

You will need to arrange pick-up of your keycards from the GCHR office, which is located less than 500 metres from your building if you use the Surfers Paradise Boulevard exit.

Key collection is available our office on the day of arrival after 1.45pm. Guests will be provided (by email and SMS) with the access code (valid only for the day of arrival) 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.
- Any lost apartment Keycard Swipe will incur

a fee of \$165 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 arrival. Any outstanding charges will be deducted from this bond and the balance returned.
- Do not take keys to the Reception Desk (see also below).

In the unlikely event of a malfunctioning keycard, 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 etc.

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

Luggage

We regret that we do not have facilities to store luggage.

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 open 9.30am to 4:30pm Monday to Saturday. Staff are otherwise on call between the hours of 5pm and 9pm Monday to Saturday; and 9am to 6pm on Public Holidays and Sundays. 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 saunas and spas are located on Level 5 (Beaches in the Sky) of Skyline Tower - Tower 1.

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. Chevron Renaissance Shopping Centre is at your doorstep. Here you will find specialty shops as well as additional food outlets.

Swimming pools

Your resort has three pools from which to choose including a lagoon pool and a 25-metre heated indoor and outdoor lap pool. 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. The indoor lap pool can be accessed only from Tower 1.

Guests should provide their own pool towels. Under no circumstances should the towels provided for the apartment be taken to the pool areas. Nor should guests use the towels provided for the resorts guests.

Sun protection

There are many areas located within the resort 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 800 metres south of Ferny 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.

Coach 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.

Bus information	call TransLink on 13 12 30
TransLink website	www.translink.com.au
Surfside Buslines	www.surfside.com.au

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

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
- 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.

Wi-Fi 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, building infrastructure and who knows what else? Yes we cover the bill for you; sorry we can't 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. When it's in the hands of providers such as Telstra and Optus (I think you've guessed it) it's out of our hands. 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. It's free, but even free can have its issues.

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

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