



Orchid Residences, Surfers Paradise

Orchid Residences, located within a brand new five-star Surfers Paradise hotel, may be the perfect destination for you and your family.

The two towers of this five-star hotel; contain some of the newest and certainly the most stylish hotel style accommodation available anywhere in Australia.

Paradise Awaits



Welcome to your apartment

Orchid Residences

We are delighted that you have chosen to stay at Orchid Residences; one of the newest, and certainly among the most luxurious Gold Coast resorts. From the 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.

The two towers of this resort, Orchid and Boulevard, contain some of the newest and certainly the most stylish resort accommodation available anywhere in Australia.

Your apartment is located above one of the most luxurious Surfers Paradise hotels. Already, it is becoming one of the most popular resorts and provides the perfect setting for an amazing and unforgettable holiday. The hotel is a favoured location of the rich and famous and you may well find yourself mingling with

international celebrities during your stay.

Restaurants, bars and shops are all on your doorstep, and the ambience of Cavill Avenue is just a short stroll away. This has made the Orchid Residences one of the most popular Gold Coast holiday destinations with families and couples from Australia and overseas alike.

Your onsite recreational options include four pools including a children's splash pool, barbeque facilities, two fitness centres, sauna and spa and a private theatre. You also have a range of dining options from which to choose



as well as a European-style delicatessen.

The dining and leisure facilities are first-class and you are within easy reach of some of the Gold Coast's most popular attractions. All food outlets offer special selections for children.

Everywhere you look there is an engaging sense of calm, space, elegance and intimacy. Orchid Residences embraces the casual charm of life by the ocean, breathtaking vistas over golden beaches and rolling surf, and the atmosphere of the Surfers Paradise chic style and sophistication.

At Orchid Residences you will enjoy a lifestyle that combines beachside culture with the sophistication and vibrancy 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

Disclaimer

This resort is often referred to locally as the "Hilton Hotel complex." However, the apartments within Orchid Residences are not managed by Hilton. Hilton does not provide any services to this apartment. Towels at the Pool Deck are for Hilton guest use only.

All enquiries: contact your Booking Agent or the Apartment Owner.

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An Introduction to your resort

At Orchid Residences you can enjoy five-star luxury at an affordable price. Even better because your apartment is located above one of the most luxurious Surfers Paradise hotels, you get the best of resort and hotel amenities.

The two towers of this complex – Orchid and Boulevard – contain some of the newest and certainly the most stylish holiday accommodation available anywhere in Australia. Internationally acclaimed, this is the resort of choice for celebrities visiting the Gold Coast. You may well find yourself brushing shoulders with the stars and top-flight business executives.

Orchid Residences has everything you could possibly need at your fingertips. You are right in the heart of Surfers Paradise – Australia's famed holiday playground; less than 200 metres from the renowned Surfers Paradise beach and Esplanade, a Mecca for local and international holidaymakers.

Your resort complex has premier facilities for the exclusive use of guests including four pools, two fitness centres (open to guests 24/7), spa and sauna, theatrette, restaurants and bars and a European-style delicatessen. At Orchid Residences you can choose between dining at world-class restaurants or simply preparing a home-cooked meal within your apartment.

During summer the lagoon style pool and recreational outdoor pool are the perfect place for a refreshing dip or to keep the kids occupied for an entire day. If it's slightly chilly and you can't bear the cooler water temperature, the outdoor indoor pool will be your destination.

Step outside your resort and you will find restaurants, entertainment and world-class shopping right at your doorstep. In keeping with the international ambience of this holiday hot spot you are spoiled for choice: from world-class Michelin-star restaurants to the humble take-away – it is all at your doorstep. And to match the range of prices you have an impressive range of cuisines that offer you the best of European, African, Middle Eastern and Asian food choices. All guests have access to the fantastic resort facilities within the secure complex.

Additionally, because of its celebrity status, you are staying in one of the most secure resorts on the Gold Coast. State of the art security features are installed throughout the complex as well as in each apartment to guarantee the safety and security of guests. Each tower has private security lifts for the sole use of the residents. The resort also offers secure undercover parking in dedicated spaces and an intercom access to control access by visitors. Internal chain locks are also fitted to doors provide additional safety measures. Each apartment is fitted with ducted air conditioning, sprinkler system and smoke detectors.



Five-Star Luxury





Resort Facilities

G CHR guests have full access to the world-class amenities and upmarket facilities of this Surfers Paradise hotel and resort which includes spa and sauna, four pools located on The Deck, indoor heated pool, fitness centres, children's splash pool, a number of restaurants and bars, barbecue facilities and even a theatre. All of these amazing facilities are available to you while staying in a privately-owned Surfers Paradise, self-contained apartment at the Orchid Residences resort.

The Eforea spa

The Eforea name is associated with a spa experience that combines three distinct ranges of treatments for both men and women. Combining the best practices of relaxation therapy from around the world, the spa will provide you with a unique therapeutic experience.

Opening hours

Wednesday to Sunday | 10.00am until 6.00pm
(appointments are recommended)

Location

Level 2, Orchid Tower



Fitness centres

At Orchid Residences you can enjoy a workout any time of the day or night. There are two fitness centres at this resort and they can be accessed 24-7. You can access either of them with your room key.

Location

Level 2 of the Boulevard Tower and Mezzanine Level of the Orchid Tower

Swimming pools

You have four pools from which to choose. These are all located at The Deck on Level 2. Take your choice from the 40 metre outdoor pool, the adult plunge pool or the adjacent indoor pool. There is a separate splash pool for the children.

Do not take the towels provided for your apartment to the swimming pool. Please provide your own beach towels.

Be aware that the pool towels provided at The Deck are for resort guests only and should not be used.

Please note that children under the age of 16 must be accompanied by an adult at all times when using the pool areas.

Barbecue

The barbecue area is also located at The Deck. Enjoy a barbecue in one of the huts and take your meal in the landscaped podium, pavilion or outdoor terrace.

Theatre

The theatre is located at the Mezzanine Level and is available to guests for movies, special events or rainy day activities.



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



Resort Dining

Salt Grill

Celebrity Chef Luke Mangan brings his renowned culinary flair to Salt grill, the signature restaurant at Hilton Surfers Paradise. Combining his creativity, expertise and passion with the finest and freshest local produce, Luke brings guests the definitive Modern Australian dining experience.

Opening hours

Breakfast from 6:30am

Lunch from 12:00pm

Dinner from 6:00pm

Location

Level 1, Orchid Tower

The Food Store

The food store is a European-style delicatessen and gourmet marketplace that provides a culinary concept unique within Surfers Paradise. Choose from a selection of wines, coffees, cheeses, oils, olives, pastas, charcuterie and patisserie items.

You already have a gourmet designer kitchen within your apartment, now you have all the ingredients you need to prepare that perfect meal.

Opening hours

Sunday to Thursday 7.00am until 6.00pm

Friday and Saturday 7.00am until 9.00pm

Location

Ground Floor, Orchid Tower

Fix

If you are looking for a night out with style and sophistication but do not want to venture too far from your apartment then Fix is the place for you. Many people regard this as the Gold Coast's sexiest nightspot and certainly the chic design, vintage glassware and furnishings give Fix an ambience that is unique.

Opening hours

5.00pm until late

Location

Level 1, Orchid Tower

The Deck

The Deck is not only the centre for leisure activities at your resort, the team of poolside valets also offer a bar and dining menu so that you can relax, eat and drink poolside. Please pay by credit card for anything you order.

Opening hours

Seasonal hours apply

Location

Level 2, The Deck

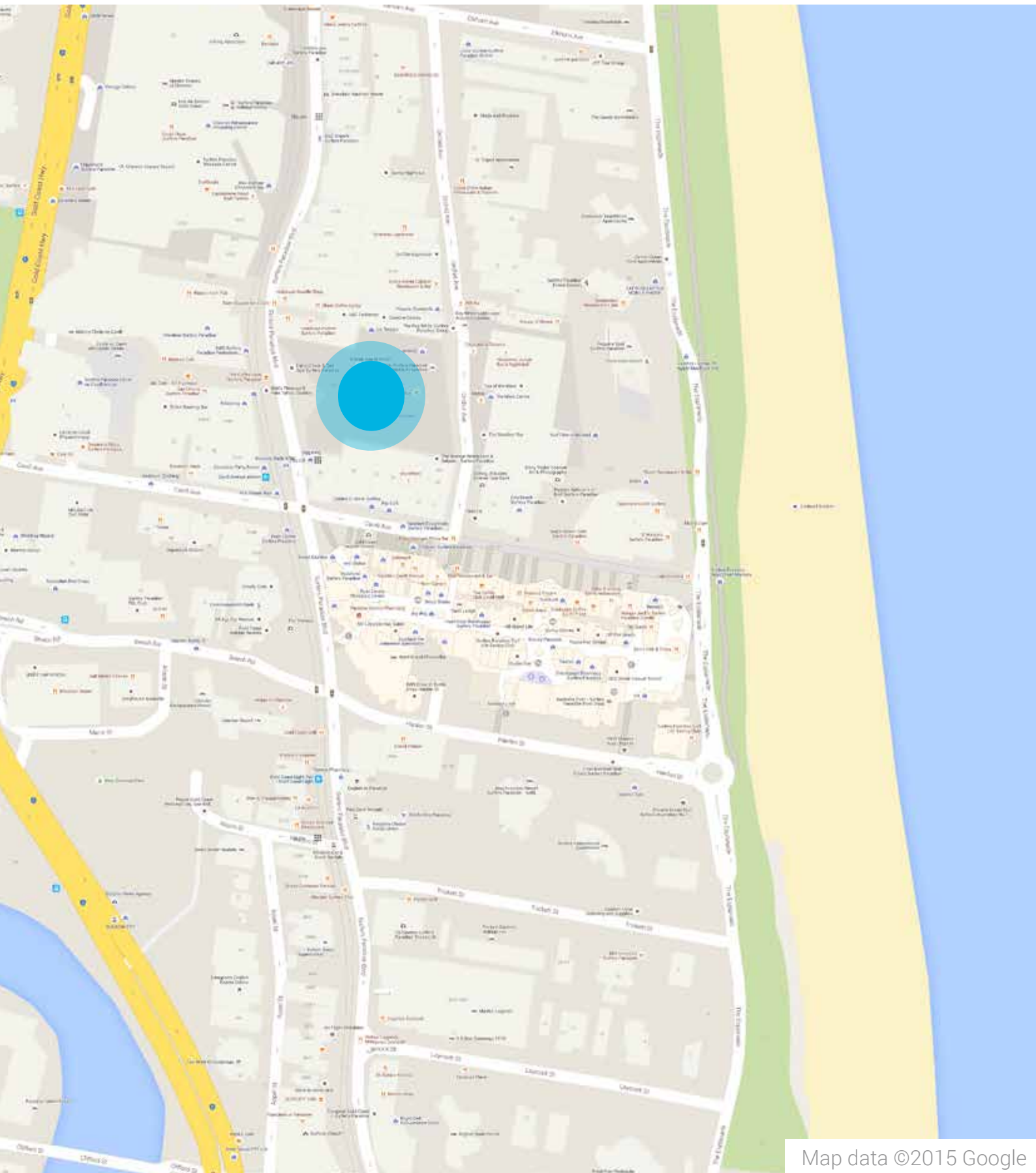
Resort Location

**6 Orchid Avenue,
Surfers Paradise, Gold Coast**

Orchid Residences is located between Surfers Paradise Boulevard and Orchid Avenue in the centre of Surfers Paradise (see map below). The main entrance is to be found on Orchid Avenue. This is also the entrance to the car park. A second entrance is located on Surfers Paradise Boulevard.

Orchid Residences is just north of the GCHR Office on the ground floor (street frontage) of the Cosmopolitan Building on the corner of Surfers Paradise Boulevard and Beach Road. Entrance to the Orchid Residences is through the Arcade opposite the Cavill Avenue station.





Office Location

Upon arrival if you are travelling by car and you need to collect your keys from 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 underground car park. At street level there is short-term parking on the concourse. Park here while you collect your keys.

By foot from Orchid Residence

The GCHR Office is located at 3142 Surfers Paradise Boulevard (cnr Beach Road) in the Cosmopolitan Building and is a convenient 300 metres from the Orchid Residences and a 2-minute walk (see map previous page).

If you are walking, use the Surfers Paradise Boulevard exit. Upon exiting the resort, turn left (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 Orchid Residence

Orchid Avenue is a one-way street, if you choose to drive to our office, from the hotel car park, you just turn left on Orchid Avenue towards Elkhorn Avenue. Turn left into Elkhorn; cross Surfers Paradise Boulevard and then take another left turn you can take the same route and your journey time (depending on the traffic lights at Surfers Paradise Boulevard) could be only one minute.

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.

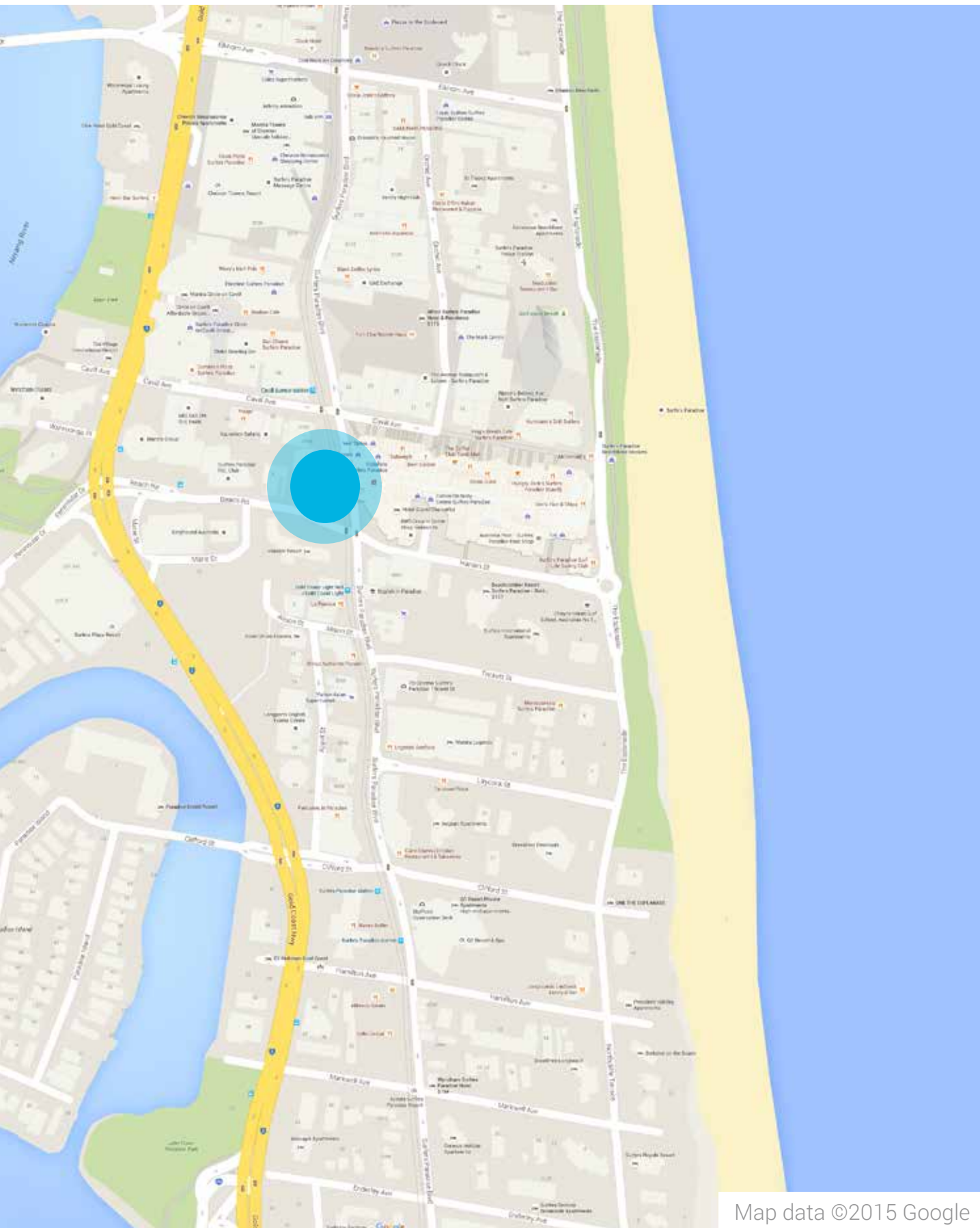
If you have any questions please call us on 07 5539 8553.



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 10). 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 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 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 adjacent to the main outdoor pool area at The Deck (Level 2). 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

Fax and photocopying services are available from the Business Centre 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 charged against your bond.

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.

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 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.

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 all apartments,

Foxtel services are open to issues including but not limited to technical failure and down time. We cannot warrant against this.

Gymnasium

The resort has two fitness centres on Level 2 of the Boulevard Tower and Mezzanine Level of the Orchid Tower that are available to guests 24/7. Please use your keycard 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 18).

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 300 metres from your building if you use the Orchid Avenue 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

Left luggage

We regret that we do not have facilities to store luggage. Luggage storage may be available in coin operated paid lockers, directly opposite the GCHR Office, in the basement entrance to the backpacker resort on 6 Beach Road, Surfers Paradise. Fees apply. Please note however these lockers will not fit large suitcases, surfboards or any other over size 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 from 9am to 5pm Monday to Friday. Staff are on call between the hours of 5pm and 9pm Monday to Friday and 9am and 6pm Saturday, Sunday and public holidays. 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/steam room and spa is located at The Deck on Level 2.

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 three adult pools from which to choose including a heated indoor lap pool. There is also a children's splash pool. All four pools can be accessed from The Deck on Level 2.

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 Orchid Residence guests use the towels provided for the resorts guests.

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.

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.

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, 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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