



MELBOURNE CBD CENTRAL APARTMENT HOTEL



Welcome to Melbourne CBD Central Apartment Hotel.

On behalf of the management and staff at Melbourne CBD Central Apartment Hotel we extend to you a very warm welcome, and wish you a pleasant stay in the beautiful city of Melbourne.

Our friendly team are committed to providing our guests a comfortable, relaxing experience and endeavour to exceed your expectations through every interaction. We take a certain pride in being part of your holiday experience and we hope you entrust us with this special responsibility. There are some magnificent services available at Melbourne CBD Central that will add to your journey with us through this magical landscape.

We would like to take this opportunity to both welcome and thank you for choosing to stay at Melbourne CBD Central. We are available at any time so please feel free to call me directly or alternatively make contact via the Front Desk.

Sincerely,
Hotel Management and Staff





Melbourne CBD Central Apartment Hotel

ADDRESS

155 Bourke Street, Melbourne Victoria 3000

EMAIL

reservations@melbourncbdcentral.com.au

WEBSITE

www.melbourncbdcentral.com.au

RECEPTION LOCATION

Reception is located on the ground floor

RECEPTION CONTACT

Available during reception hours and up to 8pm

03 9485 3300

RECEPTION OPENING HOURS

Monday to Saturday

9am – 6pm

Sunday & Public Holidays

9am – 1pm

AFTER HOURS CONTACT

Emergencies only, after 8pm and before 7am

0438 210 813



AIR CONDITIONING

Use air-conditioning remote control to adjust individual room temperature and functions. For any assistance with the air-conditioning & remote please see reception. For your comfort and the highest efficiency of the reverse cycle unit, recommended temperatures settings for Summer is 25 degrees and Winter is 18 degrees.

BATHROOM AMENITIES

Your bathroom is stocked with amenities for your convenience. These items will be replenished with your next service.

Your bathroom includes a hair dryer.

If you need any additional bathroom items, please contact reception and they will be provided at no charge.

COTS AND HIGH CHAIRS

Cots and high chairs are available for your convenience. Please contact reception during office hours to arrange this. **Charges apply, see Schedule of Fees.**

LAUNDRY AND IRONING FACILITIES

Each apartment has a laundry room with laundry and ironing facilities available inside.

Please remember to switch off the iron after use.

MAIL

Mail may be left at reception for collection and posting. Alternatively, there is a post office located 1 minute away on Southern Cross Lane.

Address: 15 Southern Cross Ln, Melbourne VIC 3000

PETS

Assistance animals are permitted into accommodation areas and on the premises, though we do ask that you please inform reception of the presence of a service dog. It is the policy of this property that all other pets are NOT permitted in accommodation.

TEA AND COFFEE

Your apartment is stocked with coffee, tea bags, sugar, and long life milk. These items will be replenished with your next service.

Any additional stocks you may require can be obtained from reception.

WI-FI

Free Wi-Fi has been installed in each room. To connect to our secured network, login details will be provided in your welcome letter.

TELEVISION

The television receives all Free-to-air stations.

SERVICING

Daily Service/Check includes, check for rubbish, pull up bedding, replace towels if on the floor and general check of the room.

Servicing is not available on Saturday and Sunday.

A full service is done weekly for longer stays. That includes: change sheets, clean bathroom, clean kitchen if applicable – check of the oven, vacuum, mop floors, replace towels, bathmat, hand towel & face washer, replace tea towel and cloth and top up all guest amenities.

PARKING

No on-site parking is available at this hotel. Please contact reception for nearby parking recommendations.

NO SMOKING

Our property is NON SMOKING. Please refrain from smoking in your room, on the balconies and anywhere within the property. **Evidence of smoking will incur a fee, see Schedule of Fees.**



NOISE

We ask that you respect other guests by limiting the amount of noise made after 9:00PM, any disturbances that require management involvement may have a charge imposed. Whilst we encourage guests to enjoy themselves, we advise there is a strict No Party Policy. Failure to comply will incur a fee, see Schedule of Fees.

KEYS

KEYS to the apartment must be returned to reception or placed in the key box on departure. A replacement fee shall be charged to the guest account should they not be returned or damaged beyond use. See Schedule of Fees for details.

DAMAGE & LOSS

The person(s) registering as the guest(s) shall be liable for any loss or damage to the appliances, furniture, keycards, fixtures and all fittings in the Apartment. Fair wear and tear excluded.

THEFT

Central Apartment Group shall not be responsible for, or liable to compensate for the loss, theft or damage of personal property on, or brought into the apartment or in the immediate vicinity of the Apartments.

LIABILITY OF PAYMENT

Where guests sign for and on behalf of a business or company, and in the event that the business or company is unable to or refuses to pay any amount due, the Guest(s) shall be liable to pay on demand any amount owing by the business or company under the agreement.

REFUNDS

Full refund of deposits shall only be paid if the Terms and Conditions detailed in the Reservation Confirmation Letter are fully satisfied.

TERM OF STAY CHANGES

Should the term of accommodation be reduced, the registered guest hereby agrees to be liable for the appropriate tariff under the current Schedule of Rates. Refunds may be applied to an early departure (Under Management's Discretion).

NUMBER OF GUESTS

The number of guests in the apartment at any one time shall not exceed the number of guests declared on the Guest Registration Form. Should at any time the number of guests in the apartment exceed the number of guests detailed, Central Apartment Group reserves the right to terminate the reservation immediately, without refund.

FIRE ALARMS

Central Apartment Group has the right to charge for any Fire False alarm if set off by a guest where the Fire Brigade is called out. The Normal fine is \$1,500.00 that will be charged if required. However a minimum of \$400.00 plus GST will be charged to your Credit card after the Fire Brigade call out.

ROOM DEPARTURE

Guests are responsible for the state of the room upon departure. If rooms are found to be in an excessively bad state, the guest acknowledges that Central Apartment Group has the right to charge a cleaning fee to the credit card supplied when making the booking.



SCHEDULE OF FEES



ITEM	FEE/INFORMATION
Cancellation Fees	Full night if within 48 hours of arrival
Car Parking	Prices vary for each property
Credit Card Fees	Mastercard/Visa 1.5% AMEX 3%
Fire Brigade Callout	Based on fee issued by governing state authorities, minimum \$1500.
Guest Extra Cleaning	\$50/hour per person + Loss of room income
Guest Key Replacement	Minimum \$100 + additional cost if lock replacement is required
Guest Damage Repairs and Maintenance	\$50/hour per person (or tradesman cost) + Loss of room income + Cost of materials
No Party Policy	Call out fee minimum of \$100 + Loss of any bond
Smoking	\$500 + Loss of room income
Room Upgrade	Difference between room type tariffs, minus %10
Late Check out 12pm	\$75
Late Check out 2pm onwards	Cost of additional night
Cot hire	\$30
High Chair Hire	\$30
Rollaway	\$40
Extra Linen Change	\$50



BREAKFAST AND SNACKS

Continental Breakfast packs and Kiosk drinks are available to order at reception. For other options, there is a vending machine in the lobby.



**AIRLINES****Qantas**

For reservations call 13 13 13

Virgin Australia

For reservations call 13 67 89

Jetstar

For reservations call 13 15 38

The closest airport is Melbourne Airport, approximately 22km away or 26 minutes from the hotel by car.

Should you need transportation to the airport, please call reception to arrange a taxi. Charges apply.

CAR RENTALS**Enterprise Rent-A-Car**

Call: (03) 9087 6942

Address: 34/60 Little Collins St, Melbourne

Hertz Car Rental

Call: (03) 9659 8890

Address: 3/8 Frinklin Street, Melbourne

East Coast Car Rentals

Call: 1800 028 881

Address: Grand Hyatt Melbourne, 123 Collins St, Melbourne

Avis Car & Truck Rental Melbourne

Call: 13 63 33

Address: Unit 27/99 Spencer St, Melbourne

TAXIS

For a taxi, dial 131 008, or alternatively ask reception to call one for you. Uber is also available in the area.

PUBLIC TRANSPORT

Trams in Melbourne CBD are free.

For information on timetables and routes visit:
www.ptv.vic.gov.au/journey

EMERGENCIES

Dial '0' for external calls, then:

Emergency	000
Melbourne East Police Station	(03) 9637 1100
Crime Stoppers	1800 333 000
St Vincent's Public Hospital	(03) 9231 2211
Road Condition Reports	13 11 70

DOCTORS AND HOSPITALS**St. Vincent's Hospital Melbourne**

Call: (03) 9231 2211

Address: 41 Victoria Parade, Fitzroy

The Royal Melbourne Hospital

Call: (03) 9342 7000

Address: 300 Grattan St, Parkville

Epworth Freemasons

Call: (03) 9418 8188

Address: 320 Victoria Parade, East Melbourne

Paramount Medical Clinic

Call: (03) 8627 8500

Address: The Paramount Centre, 9-10/108 Bourke St, Melbourne

CHEMISTS**Ramsay Pharmacy**

Call: (03) 9650 4265

Address: Shop 2-G07 Southern Cross Building
Corner Bourke &, Exhibition St, Melbourne

Chemist Warehouse

Call: (03) 9671 3833

Address: 345 Bourke Street, Melbourne

Priceline Pharmacy

Call: (03) 9662 9444

Address: Level 1/283 Bourke St, MALL VIC 3000



SHOPPING

Melbourne Central Shopping Centre

Melbourne Central Shopping Centre is a shopper's paradise in the heart of Melbourne. Soaring glass ceilings bathe the interior in natural light, revealing a dynamic mix of stores. From high-end fashion brands to everyday essentials, Melbourne Central offers something for every taste.

Address: Cnr LaTrobe and Swanston Streets

Bourke Street Mall

Melbourne's Bourke Street Mall is a shopper's paradise! Major department stores like Myer and David Jones anchor the strip, while trendy boutiques and high-street retailers offer variety. Tram lines weave through the lively atmosphere, where street performers add to the fun. It's a vibrant mix of shopping, history (think Royal Arcade!), and pure Melbourne energy.

Address: Bourke Street Mall, Melbourne VIC 3000

NIGHTLIFE

Section 8

Melbourne's Section 8 is a vibrant open-air bar oozing hipster cool. Upcycled furniture and graffiti walls create a casual atmosphere, while converted shipping containers serve up delicious drinks. Enjoy live music, DJs, and a social energy that's perfect for a laid-back night out with friends.

Address: 27-29 Tattersalls Ln, Melbourne

Heartbreaker

This dimly lit haven offers a rock and roll atmosphere with a killer selection of craft beers, whiskeys, and spirits. Shoot some pool, unwind with tunes from the jukebox, or catch a live set

Address: 234A Russell Street, Melbourne

Angel Music Bar

Hit the dance floor or grab a booth at Angel Music Bar in Melbourne's CBD. This two-level venue boasts Funktion-One sound systems and a killer line-up of DJs, offering an electrifying mix of music for partygoers and cocktail lovers alike.

Address: 12 Bourke Street, Melbourne

CINEMAS

Rooftop Cinema

Address: 252 Swanston Street, Melbourne

BANKING

Bank Australia

Call: 13 28 88

Address: 104 Little Collins Street, Melbourne

Commonwealth Bank

Call: (03) 9654 4433

Address: 121 Exhibition Street, Melbourne

ANZ Branch Bourke Street

Call: 13 13 14

Address: 331/339 Bourke St, Melbourne

Westpac

Call: (03) 8662 5000

Address: 150 Collins St, Melbourne

HAIR AND BEAUTY

Jenny House Hair and Makeup

Call: 0433 836 779

Address: Shop 29, 187 Little Bourke Street, Melbourne

D&Y Hair Design

Call: (03) 9639 8883

Address: 146 Bourke St, Melbourne

GYM AND FITNESS

Snap Fitness 24/7 Melbourne CBD

Call: 0412 252 444

Address: 160 Queen St, Melbourne

City Club Health and Fitness Centre

Call: (03) 9653 4894

Address: 123 Collins Street, Melbourne

FLORIST

Flowers by The Road Stall

Call: 0459 737 855

Address: 157 Spring Street, Melbourne



MELBOURNE CRICKET GROUND (MCG)

The Melbourne Cricket Ground (MCG) is arguably Australia's greatest sports stadium, with a rich history and a total capacity of 100,000 people.

The MCG is situated in the world-famous Melbourne Sports Precinct, just a short walk from Melbourne's CBD, which also includes Rod Laver Arena, Hisense Arena and AAMI Park. The ground primarily plays host to Australian Football and Cricket however other events (including Soccer, Rugby Union, Rugby League and live music concerts) are also staged at the venue.



ROYAL BOTANIC GARDENS

Melbourne's Royal Botanic Gardens are a haven for nature enthusiasts. Explore curated gardens bursting with vibrant blooms, from Australian natives to exotic plants. Stroll through tranquil fern gullies and majestic tree avenues, or admire the impressive ornamental lakes.

The Royal Botanic Gardens offer a delightful escape from the city bustle, perfect for a picnic, a relaxing walk, or learning about diverse plant life.

SHRINE OF REMEMBRANCE

The Shrine of Remembrance is Victoria's largest and most visited war memorial of National Significance. It is Melbourne's most recognised landmark. It was built in remembrance of those who served and those who died in the Great War of 1914-1918 and armed conflicts and peacekeeping duties since.

The inspiration for the external outline of the building came from one of the seven wonders of the ancient world—the mausoleum at Harlicarnassus to Mausolus, King of Caria in South West Asia Minor.



MELBOURNE CITY CIRCLE TRAMS

The City Circle Tram is a free and convenient way to see the sights of central Melbourne and the Docklands while experiencing a ride on one of the city's much loved heritage trams.

An audio commentary provides details of city landmarks and major attractions such as the City Museum, Parliament House, Docklands, Federation Square, Melbourne Aquarium and the Princess Theatre.

The City Circle Tram also links with other tram, train and bus routes around Melbourne.



NATIONAL GALLERY OF VICTORIA

The National Gallery of Victoria (NGV) is the oldest and most visited gallery in Australia. Situated over two magnificent buildings – NGV International and NGV Australia – the Gallery hosts a wide range of international and local artists, exhibitions, programs and events; from contemporary art to major international historic exhibitions, fashion and design, architecture, sound and dance. Best of all, it's free to enter.



MELBOURNE ZOO

Immerse yourself in the wonders of the animal kingdom at Melbourne Zoo, a beloved Melbourne institution for over 150 years. See majestic lions, playful monkeys, and cute penguins in recreated habitats. Beyond entertainment, the Zoo champions conservation with educational experiences, fostering a connection with wildlife for all ages. The zoo is accessible via Royal Park station on the Upfield railway line, and is also accessible via tram routes 55 and 19.

STATE LIBRARY OF VICTORIA

The State Library of Victoria is the central library of the state of Victoria. It is located in the northern centre of the CBD. The library holds over 2 million books and 16,000 serials, including the diaries of the cities founders, John Batman and John Pascoe Fawkner, and the folios of Captain James Cook. It also houses the original armour of Ned Kelly.



MELBOURNE MUSEUM

Melbourne Museum explores life in Victoria, from the natural environment to our culture and history.

Located in Carlton Gardens, opposite the World Heritage Listed Royal Exhibition Building, the award-winning Melbourne Museum houses a permanent collection in eight galleries, including one just for children. This is one of Australia's biggest and most loved museums.

EUREKA SKY DECK

Every great city has its icon, its point of recognition, the gem in its urban skyline. For Melbourne, it's the Eureka Tower, a 297 metre gold plated skyscraper by the Yarra River in the heart of the Southbank precinct.

High up on the 88th floor, 285 metres above sea level, you'll find Melbourne's greatest point of view, and one of the most stunning observation decks in the world.





Melbourne CBD Central Apartment Hotel is owned and managed by **Central Apartment Group**.

Central Apartment Group specialises in the management and operation of apartment hotels across Australia.

Our philosophy is to create a 'home away from home', allowing you to stretch-out, work and relax in affordable luxury. Our focus is providing quality accommodation and personalised service in superior locations.

For a complete list of our hotels across Australia, please visit our website.

WEBSITE

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CENTRAL APARTMENT GROUP



With 24 hotels in 13 destinations across Australia, Central Apartment Group has you covered.

To book your next accommodation, visit

cag100.com.au



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