



GLADSTONE CITY CENTRAL APARTMENT HOTEL



Welcome to Gladstone City Central Apartment Hotel.

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

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 Gladstone City 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 Gladstone City 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





Gladstone City Central Apartment Hotel

ADDRESS

66 Oaka Lane, Gladstone QLD 4680

EMAIL

reservations@gladstonecitycentral.com.au

WEBSITE

www.gladstonecitycentral.com.au

RECEPTION LOCATION

Reception is located on the ground floor

RECEPTION CONTACT

Available during reception hours
and up to 8pm

[\(07\) 4971 0000](tel:(07)49710000)

RECEPTION OPENING HOURS

Monday to Friday
7am – 6pm

Saturday
8am – 4pm

Sunday & Public Holidays
8am – 12pm

AFTER HOURS CONTACT

Emergencies only, after 8pm
and before 7am

[0420 976 138](tel:0420976138)



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. Please keep the temperature above 20c as the compressor will freeze up with the humidity.

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 open hours to arrange this. **Charges apply, see Schedule of Fees.**

LAUNDRY & IRONING FACILITIES

1 bedroom apartments have laundry and ironing facilities available in the room. Studio apartments have ironing facilities available in the room and a shared guest laundry available for use. Please see reception for more details.

MAIL

Mail may be left at reception for collection and posting. Alternatively, there is a post office located 3 minutes away via car at the Valley Shopping Centre (Shop 4B/184 Goondoon St, Gladstone Central).

PARKING

Free onsite parking subject to availability. Parking at your own risk

CONFERENCE ROOMS

We offer on-site conference rooms for your business needs. Please refer to the "Conferences, Functions & Events" page (8) for more information and see reception for booking details.

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, as well as 90 Foxtel channels and casting.

SERVICING

Daily Service/Check includes, check for rubbish, pull up bedding, replace obviously soiled 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.



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.**

KEYCARDS

KEYCARDS to the apartment must be returned to reception or placed in the key box situated before the secure gate 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



FOXTEL

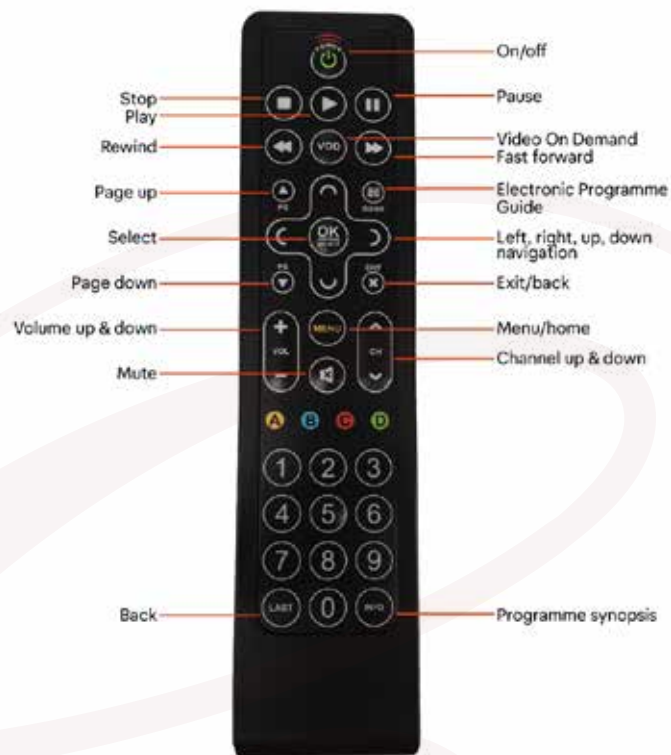
The TV in this room gives you the option to cast content from your mobile device. So if you've got stored video or a streaming service on your laptop, phone or tablet, here's how you can watch it on the big screen.

1. Turn the TV on
 2. Select Casting
 3. Scan QR code on the TV screen to connect your device to the casting wifi (e.g. Room0505)
 4. Type casting.tv into the device's browser and enter the PIN from the TV screen
- Note: If you navigate from casting, you may end your casting session and have to log back in.
5. Open the streaming app you want to cast from your device. Find  and then select the Chromecast for your room (e.g. Room0505)

If you have any issues casting, scan this code for a video demonstration.



foxtel Remote User Guide



If you require any assistance using the Foxtel entertainment system, please contact reception

foxtel



BREAKFAST

Breakfast packs are available at reception kiosk for a modest charge. Please contact reception to order.





Gladstone City Central Apartment Hotel offers two conference rooms suitable for small functions, meetings, conferences, and events, with facilities to seat up to 40 delegates.

The Courtyard Room is a prestigious venue for bigger functions and events, as it can cater for up to 40 people in lecture style and boasts a large courtyard, ideal for an al fresco lunch or dinner. The Executive Boardroom is a favourite for companies seeking an elegant and well-located setting for meetings in the Gladstone CBD, comfortably seating up to 20 delegates.

Gladstone City Central offers several conference package options with per person, per day charges for a simple & cost effective way to produce a successful meeting or event. Our team of professionals are there to take care of your every need, so please don't hesitate to contact us for any further information.

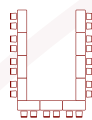
cagconferences.com.au

COURTYARD ROOM CONFIGURATIONS AND CAPACITIES



THEATRE

40



U-SHAPE

20



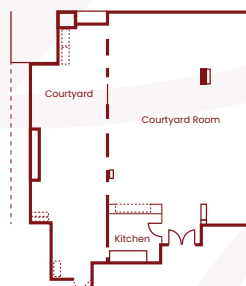
BOARDROOM

18



CLASSROOM

30



Executive Boardroom can seat up to 20 delegates in the "Boardroom" style setup



**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 the Gladstone Airport, which is approximately 7km away or 15 minutes from the hotel by car.

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

CAR RENTALS**Budget Car & Truck Rental**

Call: (07) 4972 8488

Address: Gladstone Airport, Aerodrome Rd, Clinton

Network Car & Truck Rentals

Call: (07) 4972 3066

Address: 45 Tank Street, Gladstone

Avis Australia

Call: (07) 4978 2633

Address: 8 Roseanna St, Clinton

Hertz Car Rental – Gladstone Airport

Call: (07) 4883 6190

Address: 31 Aerodrome Rd, Gladstone

TAXIS

For a taxi, dial 131 008, or alternatively ask reception to call one for you.

PUBLIC TRANSPORT

Buses run consistently throughout the city of Gladstone.

For information on timetables and routes, visit: translink.com.au

EMERGENCIES

Dial '0' for external calls, then:

Emergency	000
Gladstone Police Station	(07) 4971 3222
Crime Stoppers	1800 333 000
Gladstone Public Hospital	(07) 4976 3200
Road Condition Reports	13 19 40

DOCTORS AND HOSPITALS**Gladstone Hospital**

Call: (07) 4976 3200

Address: 1 Park Street, Gladstone

Gladstone Central Medical Centre

Call: (07) 4972 8689

Address: 41/69/65 Dawson Road, West Gladstone

Port Curtis Medical Centre

Call: (07) 4972 1111

Address: 8 Tank St, Gladstone Central

CHEMISTS**Gladstone Family Chemist**

Call: (07) 4972 8400

Address: 2 Tank St, Gladstone

Chemist Warehouse Gladstone

Call: (07) 4972 1277

Address: 184 Goondoon St, Gladstone

GP Discount Pharmacy Gladstone

Call: (07) 4972 3822

Address: 45/69 Dawson Hwy, West Gladstone



SHOPPING

Gladstone Square Shopping Centre

With a great mix of stores, plenty of parking and family-friendly facilities, Gladstone Square has all your shopping needs covered in one convenient location! The Centre has a variety of services like Woolworths, Chemist Warehouse, Liquorland, Australia Post, and more.

Address: 189 Goondoon Street, Gladstone

Gladstone Centre Plaza

A five-minute drive from the city will have you in the air-conditioned comfort of the Gladstone Centre Plaza Shopping Centre. Here you will find large retail outlets such as Big W, Kmart and Priceline, along with over 45 specialty stores.

Address: Cnr Dawson Hwy & Philip Street, Gladstone

NIGHTLIFE

The Gladstone Yacht Club

Best known as the destination point of the famous Brisbane to Gladstone Yacht Race, the Gladstone Yacht Club was designed to take full advantage of its exceptional location. The Captain's Deck offers beautiful water and sunset views, a constant sea breeze and a perfect place to wine, dine, relax & unwind.

Address: 1 Goondoon Street, Gladstone

Lightbox Espresso and Wine Bar

Located at the entrance to Gladstone's entertainment precinct, Lightbox is an espresso & wine bar with a unique drink offering and charcuterie menu to match. Drop in for an experience unlike anything else in Gladstone.

Address: 56 Goondoon Street, Gladstone

MiePlace Niteclub

With top local DJ's as well as big guest DJ's, this is the only designated nightclub in Gladstone with a large dance floor and pool tables. If you're looking for a night on the town, try MiePlace.

Address: 6 Goondoon Street, Gladstone

CINEMAS

Gladstone Cinemas

Address: 61/71-77 Dawson Rd, West Gladstone

BANKING

ANZ

Call: 13 13 14

Address: 13/172 Goondoon St, Gladstone Central

Commonwealth Bank

Call: (07) 4972 1244

Address: 81 Goondoon St, Gladstone Central

NAB

Call: 13 22 65

Address: 97 Goondoon St, Gladstone Central

Westpac

Call: (07) 4970 6966

Address: 80-82 Goondoon St, Gladstone Central

HAIR AND BEAUTY

Dhillonz Hair and Beauty Salon

Call: (07) 4972 5245

Address: 5/136 Goondoon St, Gladstone Central

Naturally Sas Hair & Beauty

Call: (07) 4972 2944

Address: 8/120 Goondoon St, Gladstone Central

GYM AND FITNESS

Anytime Fitness

Call: (07) 4976 9130

Address: Shop 47, 45-69 Dawson Road, West Gladstone

Jetts Gladstone

Call: (07) 4972 8871

Address: 2/5 Dawson Hwy, Gladstone Central

FLORIST

Little Bloom Room

Call: (07) 4972 7429

Address: 1/120 Goondoon St, Gladstone Central



EAST SHORES WATER PARK & LOOKOUT

The East Shores Maritime Precinct is Gladstone's newest place to play!

East Shores provides a world-class recreational precinct for Gladstone residents and visitors of all ages to meet, relax, exercise and enjoy the foreshore area.

The parklands include a water play park, waterfront boardwalk, BBQs, a waterfront café, outdoor cinema, boot camp facility, basketball hoops and plenty of green space.



TONDOON BOTANIC GARDENS

The Tondoon Botanic Gardens are home to an impressive species of plants from the Port Curtis Region and Tropical North Queensland. The gardens are set upon an 83 hectare site with a wide variety of flora and fauna.

Officially opened in 1988, the gardens provide local residents and visitors with a place of inspiration, recreation, and relaxation and is a popular place for picnics, cultural and ceremonial events.

Walking trails curve through a variety of rainforest types where plant-aficionados of all fitness levels can amble across the grounds and uncover some rare and endangered species on show.

MOUNT LARCOM

Mount Larcom is both a town and a mountain located roughly 25 minutes west of Gladstone.

The town is known for its welcoming atmosphere and the annual agricultural show, a popular local event.

A challenging trek up to the mountain peak is rewarded with an uninterrupted 360-degree view of the Gladstone Area. Rural lands and the Gladstone Harbour can easily be recognised from the summit, and on a clear day you will see reef islands to the east and Rockhampton to the north.



SPINNAKER PARK

The award winning Spinnaker Park was officially opened in 2001, and has since become the premier recreation area of Gladstone City. Two and a half kilometres of educational walking tracks along the ocean wall through native wetlands and ponds makes the park excellent for walking or riding. The beached cove is wonderful for a dip on a warm day while the barbecue and picnic areas make it a great place to entertain.

The grassy areas of Spinnaker Park are fantastic for barbecues, picnics, birthday parties, events and more. Sheltered seating areas and public amenities are provided for visitor's convenience.



HERON ISLAND

Escape to paradise at Heron Island, a coral cay on the Great Barrier Reef! Explore the vibrant underwater world by snorkeling or diving amidst colourful fish and coral formations. Kayak through crystal-clear waters, relax on pristine beaches, or learn about the island's ecology. Reach your island sanctuary by scenic helicopter flight or ferry from Gladstone Marina, immersing yourself in the beauty of the Great Barrier Reef from the moment your journey begins.



GLADSTONE GOLF CLUB

The Gladstone Golf Club is virtually cut from the forests of the Upper Peninsula. Surrounded by thousands of acres of state forest, the 18-hole championship course is one of the most scenic golf venues in the region.

CURTIS ISLAND NATIONAL PARK

A large island with wind-sheared scrublands, diverse birdlife and pristine beaches, Curtis Island remains one of the hidden secrets of Central Queensland. The parks here offer tranquil ocean vistas and stretches of uninhabited beaches.

Curtis Island is accessible only by boat from the mainland, and there is a regular vehicle and passenger ferry service from Gladstone Marina to the southern end of the island.



LAKE AWOONGA

Whether you're looking for a place to splash, fish or relax, Lake Awoonga is a nature lover's paradise. The Lake is stocked with Barra, Saratoga and Sea Mullet. If you happen to reel in a Mangrove Jack consider yourself lucky as they're a rare find.

There are a range of ways to experience this environmental gem just 30 kilometres from Gladstone; hire a boat or kayak, do a day cruise, or just make the most of the natural surrounds by taking a walk, a dip or lazing under the trees.

GLADSTONE ENTERTAINMENT CONVENTION CENTRE

A vibrant hub in Gladstone's CBD, the Gladstone Entertainment Convention Centre (GECC) is Central Queensland's premier venue for entertainment and events. This modern facility boasts adaptable spaces that seamlessly transform from hosting conferences and exhibitions to dazzling concerts, musicals, and even weddings. With a capacity of 1,500 and surrounded by restaurants, the GECC offers a convenient and enjoyable experience for attendees of all kinds of events.





Gladstone City 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 completed list of our hotels across Australia, please visit our website.

WEBSITE

www.centralapartmentgroup.com.au

EMAIL

info@centralapartmentgroup.com.au

HEAD OFFICE PHONE NUMBER

[\(07\) 3852 3334](tel:(07)38523334)

HEAD OFFICE

Alison House

35 Dover Street, Albion, 4010

PO Box 3224, Newstead, QLD, 4006





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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