

ACCOMMODATION CORPORATE



ACD APARTMENTS
7 Caravel Lane
Docklands
VIC 3008

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WELCOME

"You Are in the Best Hands."

Thank you for choosing ACD Apartments, it is our pleasure to welcome you to your self-contained apartment. Our friendly and professional staff place great emphasis on providing personalized customer service. We focus on handling your accommodation needs with genuine care. With a great location close in proximity to Melbourne's great entertainment as well as business district, ACD Apartments is the perfect choice for leisure or corporate guests looking to stay short term or long term in Melbourne.

To make your stay as comfortable and enjoyable as it can be, please read through your compendium containing information on the local area as well as specifics on your accommodation. If you have any questions or concerns, please do not hesitate to contact our staff on 03 9670 6611.

Docklands - New Quay Precinct



Docklands invites you to come play, explore and relax on the waterfront, just a short distance from the centre of Melbourne.

The lure of the water, the extensive event calendar and a collection of unique attractions draw millions of visitors here annually.

Getting to and from Docklands is easy with:

- Southern Cross Station providing access to metropolitan trains and regional rail and bus services plus links to the airport
- Frequent tram services on multiple routes

including the FREE City Circle Tram

- The Melbourne Visitor Shuttle Bus
- Over 5000 public car spaces

With inviting restaurants featuring cuisines from all over the world and stunning waterfront venues, Docklands is certainly a place to cool your heels and enjoy the scenery. Shop alfresco at the open-air Harbour Town Shopping Centre or be entertained at one of the many family friendly attractions.

Your stay at Docklands will be a breeze, whether it is for business or pleasure.

Our Apartments



ACD Apartments offers one, two and three bedroom fully self-contained apartments. Apartments feature city, harbour or Melbourne star views. Furnishing, décor and amenities are carefully selected by our team in order to present a visually appealing apartment that is fully functional and feels just like home!

Apartment Facilities:

- Access to a pool and gymnasium
- Private balcony
- Non-smoking apartments
- Secure private undercover parking (rates apply)
- Kitchen (including saucepans and utensils)
- Laundry (including washing machine and dryer)
- Big-screen TV
- Bedding
- Telephone, internet (rates apply)
- Foxtel
- Cots are available on request

ACD Apartments would like to ensure that all guests get the best use of their self-catering facilities. Please note that each apartment has a manual on usage of self-contained facilities such as oven, washer and dryer. If you cannot locate the manual or are having difficulty please contact reception to help.

How to Use Foxtel:

- Ensure that the Foxtel box is turned on. Use your Foxtel remote to turn it on if needed
- Turn on your television
- Using the "source" button on the side of the television OR the "source" or "input" button on the TV remote (NOT Foxtel remote), click through each setting until the Foxtel menu shows up on the TV screen
- Select the Entertainment menu using the Foxtel remote
- Select your preferred program

Using the oven: Helpful Tips

While each of our apartments features a different brand/model of oven, there are a few helpful user tips common to all of them.

- Most important: Please ensure the power is turned on to your oven. The oven power switch is found on the wall below the exhaust fan. It looks like a normal power point and must be turned on just like a normal power point
- Some ovens also require that the timer be set before the oven will function. If the time is lashing on the oven, the timer IS NOT YET SET. Click the timer button on the oven to set your cooking time
- To start your food cooking, you may select a cooking function from the knob with different symbols on it (a regular cooking function will usually have two straight horizontal lines)

Housekeeping & Waste Management



Housekeeping

ACD Apartments service apartments for stays of 7 days or more. Service is a partial clean which includes:

- Change of linen
- Replenishment of amenities' (soaps, detergents, etc)
- Vacuuming & Mopping
- Switchover of towels

If you require any additional cleans during your stay, you can organize with reception for \$90.00.

Caring for the Environment

ACD Apartments operates an environmentally friendly business and manages all operations in accordance with environmental guidelines. We encourage all of our guests to act responsibly and to assist us in limiting the amount of consumption generated from our apartments.

Please take following information into account:

All our cleaning products are bio degradable and environmentally friendly

Please ensure that all lighting, air-conditioning, heaters and electrical appliances are turned off when not in use

We use low voltage globes; if you notice that one is blown, please contact reception so that we can arrange replacement

All general waste can be disposed of via the waste chute located on your floor. Please ensure that all waste is enclosed in a sealed plastic bag

Newspaper, cardboard, glass and plastics are to be disposed of via the waste room on the ground level of the apartment tower. Please do not dispose of these in the waste chute.

No Party Policy

ACD Apartments has a zero tolerance policy on parties being held in the apartments.

A party being defined as:

- Any situation where the maximum number of guests allowed per apartment is exceeded.
- Any situation where the noise level from the apartment is deemed too high thereby disturbing other apartment guests and/or the apartment residents.
- Any situation whereby excessive traffic to/from the apartment is identified.
- Any situation where it is deemed that intoxication is occurring.
- Any situation where it is identified that excessive alcohol is present.

In the event that any apartment/guest is identified as having a party, management reserves the right to immediately request all occupants of the apartment up to, and including, the guest who has registered for the apartment to vacate the premises.

In the event that an eviction does occur, the registered guest will be charged for that night's accommodation and for any expense resulting from additional cleaning of the apartment, replacement of any furniture/fixture/fitting breakage, as well as for any required repairs.

ACD Apartments does not allow for excessive levels of alcohol to be brought into the apartment premises. Excessive amounts of alcohol being defined as multiple cases/slabs/cartons of beer, etc and/or multiple cases/bottles of spirits/wines.

In the event that a registered guest or any persons associated with that guest, are identified as bringing excessive amounts of alcohol into the apartment premises that person will be requested to relinquish the alcohol to the reception. It will be stored in safekeeping for their retrieval on departure,

or alternatively for the alcohol to be permanently removed off the premises.

If at any stage a person be deemed to be in breach of this policy, and refuse to abide by management requests, that person will be requested to leave the premises and the bond may be forfeited.

ACD Apartments reserve the right to immediately evict any guest, visitor or member of the public for the following reasons, but not limited to:

- Intoxication and/or unsavoury/lewd behaviour
- The throwing of objects over the apartment balconies
- Spitting over the balcony
- Willful damage to apartment and/or resident property
- Physical and/or verbal assault/abuse on the apartment staff, other guests, apartment residents, members of the public on apartment premises
- Any behaviour deemed as a potential safety threat to others
- Any breach of the alcohol or party policies
- Any incident for which the police are required to attend

In the event that an eviction of any nature occurs, the registered guest, their associates and visitors, will not be able to make future reservations at ACD Apartments. Should the guest fail to adhere to this request to leave premises; Police will be called which may result in further action being taken against the person/s in question.

Please be aware Building Managers and Security companies also have the power to evict rooms making a disturbance to residents.

Gymnasium & Pool Facilities



All guests staying at ACD Apartments have access to the Gym and Pool Facilities.

Pool Rules

- No diving, running, bombing, or jumping
- No ball games or sharp objects permitted
- No food, drink or alcohol permitted
- Appropriate swimming attire at all times, including footwear must be worn to and from the pool
- Guests must dry off prior to exiting the pool area
- Children under the age of 16 must be accompanied by an adult at all times
- Smoking is not permitted
- Guests enter the swimming pool and public areas at their own risk
- No foreign objects, chemicals or materials allowed in or around the pool
- Only registered guests are permitted to use the pool

Gymnasium Rules

- No children under the age of 16 are permitted in gymnasium
- No glass or sharp objects are permitted in the gym
- No food or alcohol. Water is permitted in an enclosed plastic container
- No music or loud speakers are permitted
- Appropriate gym attire and footwear is required at all times, A towel must be carried at all times.
- Guests must be aware of their own fitness levels and exercise safely
- Only guests experienced in using gymnasium equipment are permitted
- Guests use the gym and all equipment at their own risk
- Only registered guests are permitted to use the gym

Our apartments are located throughout various towers, gymnasium and pool access details are listed below for each tower:

Arkley Tower

Take the lift to Level 5 and access the pool and gymnasium through the guest lounge.

Boyd Tower

Take the lift to Level 4 and enter the garden area. The pool and gymnasium are located in the stainless steel building at the northern end of the courtyard.

Conder Tower

Take the main lift to Level 4 and exit into the open garden area. The Conder Tower features an indoor pool and gymnasium, on the far side of the garden area.

Nolan Tower

Take the lift to Level 4 and follow the signs directing you to the pool and gymnasium area.

Palladio Tower

Take the lift to Level 4 and follow the signs directing you to the pool and gymnasium area.

Sant Elia Tower

Take the lift to Level 3 and follow the signs directing you to the pool and gymnasium area.

Intercom, Wifi, Foxtel, Fire Safety & Insurance

Intercom

All ACD Apartments feature a direct intercom security system to ensure that our guests receive the highest level of security. Should you have visitors, they will need to key in the apartment number at the entrance foyer, followed by the "bell" button. To provide access to your guests, press the top two buttons on your intercom simultaneously to access the building and the floor you are staying on.

Wi-Fi

Should you wish to use free Wireless Internet, your password and network are written on your modem.

Foxtel

All Apartments feature the very best of entertainment for that cold and rainy Melbourne day. If you have any difficulties operating your system, do not hesitate to contact ACD Apartments reception.

Fire Safety & Awareness

Each apartment is fitted with a sprinkler system, as well as direct-wired smoke detectors and EWIS system. In the case of a fire, please follow the instructions over the EWIS and do not use the lift. The fire escape is clearly signed with exit signage in accordance with all building standards and statutory requirements.

Insurance

Please be advised that ACD holds contents insurance over its own belongings only. Please ensure that you take due care of your valuables, as an insurance claim cannot be made against a guest's personal belongings left in the apartment.

Getting Around Melbourne

Look for the signage at tram stops to identify the boundaries of the zone.
For more information visit ptv.vic.gov.au



If you are travelling only within the Free Tram Zone on a tram, you do not need to use a myki card.

If your tram journey starts or finishes outside the Free Tram Zone – make sure you touch on when you board to ensure you have a valid ticket.
Touch off on trams for Zone 2 only trips.



Melbourne Docklands is right on the city's doorstep, linked to the CBD by excellent public and private transport. If you are driving, the Melbourne freeway network is widespread and will easily get you where you want to go. Note that in most central Melbourne locations, vehicles share the roads with trams, as well as cyclists. Be sure to always stay alert and follow all signage. If you have any queries, contact Vic Roads at www.vicroads.com.au

We are in the FREE TRAM ZONE!

If you are traveling within the below highlighted region, your tram travel is at no cost. If you go anywhere outside the specified region you are required to “tap on” with your Myki card. You can purchase a myki card at 7/11, IGA, or various convenient stores in Melbourne. For more information visit: <http://ptv.vic.gov.au/tickets/myki/>

To get to or from Docklands by tram a few routes to note are:

- 75 via Flinders Street
- 70 via Flinders Street
- 86 via Bourke Street
- 48 via Spencer Street
- 11 via Bourke street

If you require any information on connecting trams or trips, please stop into reception and ask our staff or pick up a detailed tram and train map.

Things to do in Melbourne



Melbourne boasts an array of attractions both in the city and in its surrounding regional areas, including world class shopping. The list below may be of interest:

- Queen Victoria Market - Victoria and Elizabeth Streets, Melbourne
- Myer and David Jones – Bourke Street Mall, Melbourne
- QV Precinct - Swanston Street, Melbourne
- Chadstone Shopping Centre - Dandenong Road, Chadstone
- Federation Square - St Kilda Road, Melbourne
- Bridge Road Shopping Strip - Richmond
- Smith Street Factory Outlets - Collingwood
- South Wharf Direct Factory Outlet (DFO) - South Wharf, Docklands
- Essendon Direct Factory Outlet (DFO) - Tullamarine Freeway, Essendon
- Crown Casino – Southbank
- Chapel Street Shopping Strip - Prahran, Melbourne
- Highpoint Shopping Centre - Maribyrnong, Melbourne
- Doncaster Shopping Centre - Doncaster, Melbourne
- Harbour Town - Docklands Drive
- Degraeve st / Hardware Lane



Other Tourist Attractions

- Fox Classic Car Museum
- Bateman Hill Drive, Docklands 03 9620 4086
- Melbourne Cricket Ground
- Yarra Park, Jolimont 03 9657 8888
- Melbourne Convention & Exhibition Centre
- 2 Clarendon Street, Southbank 03 9235 8000
- Melbourne Aquarium
- Queens Wharf Road, Melbourne 03 9923 5999
- Melbourne Zoo
- Elliot Avenue, Parkville 03 9285 9333
- Royal Botanic Gardens
- Birdwood Avenue, South Yarra 03 9252 2300



Useful Telephone Numbers

Emergency, Fire, Police & Ambulance	000
Mon Jon Security (24 hours)	0417 666 566
West Melbourne Police Station	03 8690 4444
Royal Melbourne Hospital	03 9342 7000
St. Vincents Hospital (Private)	03 9288 2211
13 Cabs	13 22 27
Silver Top Taxi	13 10 08
Tourism Victoria	13 28 42

Check Out Procedures

Accommodation Corporate requests that you note the following check out procedures:

- Please leave the apartment in an acceptable condition upon departure. Failure to do so can result in additional cleaning fees being taken from bond.
- Please remove all rubbish from your apartment. Your rubbish chute is located on your floor next to your lift, if you have any difficulty finding it please contact reception.
- Recycling is on the ground level in the car park. If you have any difficulty finding the recycling area, please ask reception.
- To ensure that we can clean and check in guests promptly, please ensure that you check out no later than 10.00 am. Should you wish to schedule a later check out please contact reception to inquire about availability and rates.
- Please ensure that your vehicle has been removed at the time of checkout. Should you wish to extend your parking duration, please check with reception for availability.
- Luggage can be stored at our Accommodation Corporate reception at 7 Caravel lane, Docklands, at no additional charge until 6PM on the day of departure.
- Keys are to be returned to the Accommodation Corporate office at 7 Caravel Lane, Docklands unless organised otherwise. Please contact your ACD business representative for alternative checkout procedure.

Terms & Conditions

- ACD will clean and restock the apartment once per week, for stays longer than (7) seven nights.
- ACD will supply the Guest with tea, coffee, salt & pepper, toilet paper, linen, towels, soap, shampoo, conditioner, body lotion and bath gel
- The Guest agrees to keep the Apartment in a clean and
- Presentable condition during the occupancy and on departure.
- The Guest is subject to all body corporate rules and conditions and agrees to read the Body Corporate Rules and Regulations
- The Guest will not hold the Manager responsible for any issue arising from a Body Corporate fault or a fault outside the Manager's direct control such as hot water failure, car parking constraints, etc.
- The Guest shall not allow the Apartment or any part of the common areas to be used in such a manner as to cause a nuisance.
- The Guest must return the keys to the Manager immediately upon checking out of the premises. Failure to return the keys provided will result in the Guest being charged the replacement cost.
- The Guest is responsible to pay the cost of repairs and/or replacement to any fitting, fixture, chattel or furnishing within the apartment OR common area resulting from misuse
- The Manager has the right to pre-authorise the Guest's credit card up to \$1000 should they wish as security over the apartment.
- On the final day of occupancy set out in the Term, the Guest must depart by no later than 10:00am. Failure to do so may incur a charge of a full night of accommodation.
- The Guest must not remove any items from the Apartment
- Should any items not be found within the Apartment on check out, the Guest will be charged the cost of replacement of any such item.
- Should the Guest departing earlier than confirmed booking period, no refund will be made.
- The Guest will not smoke within the Apartment or any part of the common areas. Fines will apply for smoking indoors.





Contact

For more information about staying at Accommodation Corporate Docklands or any enquiries:

Email: info@acdapartments.com.au

Call (03) 9670 6611

In Person:
7 Caravel Lane
Docklands
VIC 3008

We look forward to your visit with us at ACD.

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www.acdapartments.com.au

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