

## Property Access

### [Check-in](#)

#### **Check-In Time**

Check-in is from 16:00

Our check-in and check-out times are set to ensure a smooth transition between guests, as there may be another booking before or after yours. We'll provide you with an access code prior to your arrival so you can check yourself in with ease.

Early check-in may be an option depending on availability. If you're planning to arrive before the standard check-in time, please reach out to us, and we'll see if we can make arrangements—though we can't guarantee it.

Should you get here ahead of schedule, be sure to check out our **MAP** below, where we've put together a list of nearby places to visit and things to do while you wait.

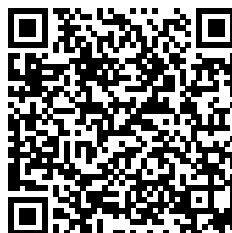
#### **Need to store your bags due to Early Arrival.**

Scan QR code to visit



**Click Here**

Scan QR code to visit



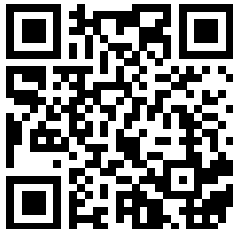
#### **Keys**

The lockbox is located in a small alleyway beside the parking ramp, see the YouTube video below for instructions on locating it. There are three swipe cards (**One Card MUST be left in the lockbox**) as a security lockout fee is \$180. The swipe cards must be returned to the lockbox after checkout. Swipe cards are \$125 each if lost.

**PLEASE ENSURE YOU TAKE A PHOTO OF THE CARDS ON CHECKIN AND CHECKOUT AND SEND THE PHOTO TO US.**

<https://www.youtube.com/watch?v=lxI-gFVJTiu>

Scan QR code to visit



The code to enter the lockbox will be in your reservation email 4 days before checkin

## **Parking**

One parking space is provided on Level B3, parking space 12704 / Parking #231

**Height Restriction:** The underground parking has a height restriction of 2.2m

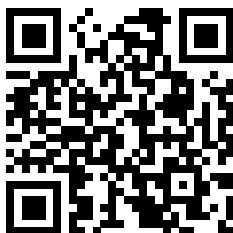
**Please note:** you need a swipe key for both entering and exiting the parking space, so pickup the swipe card from the lockbox before attempting to go down the parking ramp.

**Towing** – If you find someone parked in your allocate bay, please call Chad at Cheaper Towing 0414 557 161.

The parking entrance is located on Orchid Ave at the following drop pin

[https://maps.app.goo.gl/Pr1V3Sjh2Qd5RR9h6?g\\_st=ic](https://maps.app.goo.gl/Pr1V3Sjh2Qd5RR9h6?g_st=ic)

Scan QR code to visit



## **Check-Out**

### **Check-Out Time**

Please vacate the property **before** 10:00 .

Please see below further checkout instructions.

### **Rubbish & Recycle**

There is a rubbish chute situated on our floor, simply exit the door and turn left, go down the hall and its on the right hand side. Only a 30l or smaller rubbish bag may go down the chute, no glass or recyclables, these must be taken to level B1

**Please Note:** only small bags (30l or smaller) can be placed into it, if you cause a blockage of the chute a fine will be charged by the body corporate and we will oncharge this. Please also do not leave any rubbish on the ground as the body corporate will review CCTV and charge for the removal.

## **Property Rules**

### **Paying Guests Only**

#### **Registered Guests Only**

- Only the number of guests included in your booking are permitted on the property. Extra guests, tents, or campervans are not allowed. If additional guests are found to have stayed without prior approval, you will be charged for their stay along with a \$200 recovery fee.

#### **No Parties**

- This property has a strict **no parties** policy. Please be mindful and keep gatherings small and respectful.

A \$80 per hour (increments of 1hr) late checkout fee will apply if the property is still occupied after checkout.

### **Additional Notes**

Please note, the pools, gyms and services of the hotel may not all be available if under maintenance. We take no responsibility and do not offer a refund or discount if any of the building services are unavailable during your stay.

Hotel Towels, Valet/Reception/Concierge/Room Service/Cleaning are not provided at residence apartments.

The apartment is self serviced, only enough items got get you through the first night or two are supplied.

Additional guests charged at \$50 per person per night, minimum 2 nights

### **Noise**

#### **Noise & Quiet Hours**

- To ensure a peaceful environment for everyone, **no loud music after 11 PM**. If socializing outdoors, please keep voices low. If noise levels become disruptive, we kindly ask that you move inside to avoid disturbing the neighbors.

## **Supplies**

### **Whats available**

The property is self catered and not serviced during your stay, a couple of toilet rolls, body was, tea & coffee are supplied to get you through the first few nights.

Linen is provided & a washing machine and drier is available for long stays.

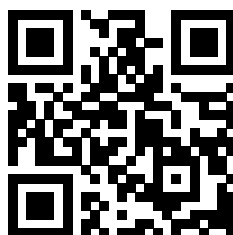
## **Transport**

### **Transport Modes**

The G-Link tram runs from outside the property, you can get to most places via tram once you have arrived at the property. We suggest looking at G-Link website and downloading the app to see schedules (normally every 5-15 minutes depending on time of the day).

#### **G-Link Website**

Scan QR code to visit

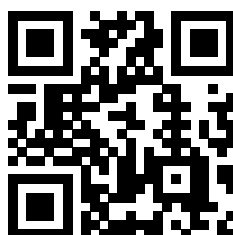


### **From Brisban Airport**

The Airtrain from Brisbane Airport takes about an hour and a half and then you catch a tram from the last station in Gold Coast; the price is under \$15 , or you can use Uber which is very reliable, or a Shuttle service (Around \$50).

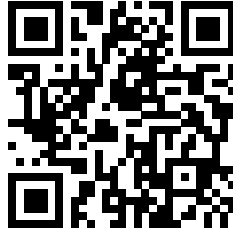
#### **Air Train Website**

Scan QR code to visit



**ConXion Shuttle Service Website**

Scan QR code to visit

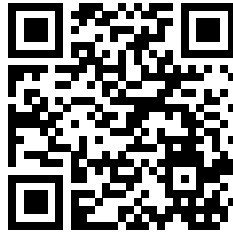


**From Gold Coast Airport**

Shuttle Services or Uber.

**ConXion Shuttle Service Website**

Scan QR code to visit



## Virtual Tour

[Walk Through](#)

Walk through

## Book Activities

### [Viator Activities](#)

**[View Available Activities](#)**

### Activities

Scan QR code to visit



## Weather

[Weather](#)

**Weather**

### Weather

Scan QR code to visit





## Accessing the WiFi

### [WiFi Details](#)

#### **WiFi Login Details**

Please use the following details to connect to our complimentary WiFi

**WiFi Name:** mybnb.nz

**WiFi Password:** bookdirectandsave

#### **Troubleshooting**

Please check you are connected to the correct WiFi network mybnb.nz . Try different locations in the property, and if it's still not working, please try turn on Airplane mode and turn off your wifi, then turn it on and try again.

If it still doesn't work, please read out and we will attempt to troubleshoot further.

## How to use...

### Entertainment

#### TV

? TV & Google Chromecast Guide

##### **Turning on the TV**

1. Press the Power button on the TV remote.
2. The smart TV may take a few seconds to boot up.

##### **Selecting the Input Source**

1. Press the Input or Source button on the remote.
2. Use the arrow keys to scroll and select the correct input:
  - HDMI 1 – For standard TV or satellite
  - HDMI 2 (or Chromecast) – For Google Chromecast
  - Apps – If using a built-in Smart TV

##### **Watching Netflix & Other Streaming Apps**

- The TV has built-in apps, press the Home or Smart Hub button and select Netflix, Disney+, or YouTube from the menu.
- If using Chromecast, open the app on your device and cast the content as described above.

#### Chromecast

##### **Using Google Chromecast**

1. Make sure the TV is set to the HDMI input where the Chromecast is connected.
2. Open the streaming app (Netflix, YouTube, etc.) on your phone, tablet, or laptop.
3. Tap the Cast icon (?) in the app and select the TV's name from the list.
4. Your content should start playing on the TV!

##### **Watching Netflix & Other Streaming Apps**

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- If using Chromecast, open the app on your device and cast the content as described above.

#### Troubleshooting

## **Troubleshooting (continued)**

### **Troubleshooting**

- No Signal? Double-check that the TV is set to the correct HDMI input.
- Chromecast not showing? Ensure your device is connected to the WiFi network.
- App not working? Try restarting the TV and your device.

For any issues, feel free to reach out! Enjoy your stay! ?

## **Kitchen Appliances**

### **Stove**

Behind the Microwave is a switch to turn the main power on or off to the Stove/Oven.

There is an extractor fan at head level.

Simply pull the extractor fan towards you will turn it on

## Contacts

### [Phone Numbers](#)

#### **Our Phone Number**

Call, TXT or WhatsApp us

**Barry:** +64 27 490 9712

**Rebekah:** +64 21 211 9421

#### **Accident / Emergency**



**Fire:** 000



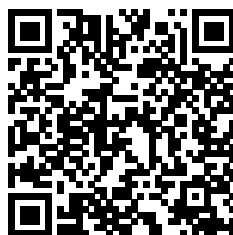
#### **Health**

In an emergency, call triple zero (000) and ask for an ambulance. If you're not sure whether to go to an emergency department call 13 HEALTH (13 43 25 84) or see your doctor

For more information, see

#### **Gold Coast Health**

Scan QR code to visit



## Book Direct & Save

[Save 10%](#)

### Direct Booking

Save 15% or more by booking direct!

## Booking Options

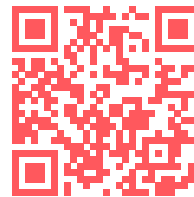
### Book Direct

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### Book with Airbnb

Scan QR code to visit



### Book with Booking.com

Scan QR code to visit



### Book with VRBO

Scan QR code to visit



Save 15% or more by booking direct!