



MELBOURNE KEW CENTRAL APARTMENT HOTEL



Welcome to Melbourne Kew Central Apartment Hotel.

On behalf of the management and staff at Melbourne Kew 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 Kew 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 Kew 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





HOTEL INFORMATION



Melbourne Kew Central Apartment Hotel

ADDRESS

7 Studley Park Road, Kew, VIC 3101

EMAIL

reservations@melbournekewcentral.com.au

WEBSITE

www.melbournekewcentral.com.au

CHECK-IN AND CHECK-OUT

Once payment is made for your booking, you will receive an SMS with a code. When you arrive at the lobby you will find a safe. Enter in the code you have received and the safe will open with your room key waiting.

When it is time to check-out, please leave your key in the room and lock the door on your way out.

RECEPTION LOCATION

Reception is located on the ground floor

RECEPTION CONTACT

Available during reception hours and up to 8pm

[\(03\) 9853 5305](tel:(03)98535305)

RECEPTION OPENING HOURS

Monday to Sunday

8am – 1pm

AFTER HOURS CONTACT

Emergencies only, after 8pm and before 7am

[0455 966 290](tel:0455966290)



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

LAUNDRY AND IRONING FACILITIES

Laundry facilities are available in our guest laundry room, please see reception for more details.

Ironing facilities are available in each room. Please remember to switch off the iron after use.

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.

MAIL

There is a post office located at 107 Cotham Road.

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.

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

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

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

When it is time to check-out, please leave your key in the room and lock the door on your way out. 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



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 28km away or 40 minutes from the hotel by car.

CAR RENTALS

Budget Car Rentals Richmond

Call: (03) 9131 8833

Address: 119 Palmer St, Richmond

Avis Car and Truck Rental Richmond

Call: (03) 9131 8838

Address: 119 Palmer St, Richmond

Sixt Car and Truck Richmond

Call: (03) 9425 3333

Address: 393 Bridge Rd, Richmond

TAXIS

For a taxi, dial 131 008. Uber is now also available in the area.

PUBLIC TRANSPORT

Tram rides 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 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 Private Hospital

Call: (03) 9411 7111

Address: 59 Victoria Parade, Fitzroy VIC 3065

St George's Health Service

Call: (03) 9231 8000

Address: 253 Cotham Rd, Kew VIC 3101

Kew Junction Medical Centre

Call: (03) 9852 7666

Address: 163 High St, Kew VIC 3101

Kew City Medical Centre

Call: (03) 9853 9000

Address: Shop 1/251 High St, Kew VIC 3101

CHEMISTS

Star Pharmacy

Call: (03) 9852 9888

Address: 157-161 High St, Kew VIC 3101

Chemist Warehouse

Call: (03) 9855 1273

Address: 121 High St, Kew VIC 3101

Cotham Road Pharmacy

Call: (03) 9817 3676

Address: 118 Cotham Road, Kew VIC 3101



SHOPPING

Victoria Gardens Shopping Centre

Victoria Gardens Shopping Centre is a multilevel Sub Regional centre located in Richmond, approximately 5 kilometres east of the Melbourne CBD. It is anchored by Kmart, Coles and HOYTS Cinemas and includes more than 50 specialty stores.

Address: 620 Victoria Street, Richmond

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. Plus, don't miss the hidden laneways with trendy cafes and unique boutiques waiting to be discovered.

Address: Cnr LaTrobe and Swanston Streets

NIGHTLIFE

Mister Bianco

This inviting restaurant tempts with wood-fired pizzas, regional specialties, and fresh seasonal produce. Handmade pasta and melt-in-your-mouth salumi star on the menu, perfect for a romantic date or a fun group get-together.

Address: 285 High Street, Kew

Burnley Brewing

The Award-winning independently owned brewery, focuses on making a wide variety of beers using traditional German brewing methods, attracting beer lovers from all corners. The team are always pulling together to brew new and exciting beers.

Address: 648 Bridge Road, Richmond

CRU Wine Bar

CRU offers Mediterranean island themed cuisine with a focus on hand made pasta. They offer menus for breakfast, lunch and dinner, along with takeaway lunch menu offering sandwiches, wraps and burgers.

Address: 916 Glenferrie Road, Kew

CINEMAS

HOYTS Victoria Gardens

This conveniently located cinema within Victoria Gardens Shopping Centre boasts 9 screens, catering to diverse preferences. Catch a blockbuster on the big Xtremescreen, sink into plush comfort with HOYTS Recliners, or indulge in a luxurious dine-in experience at their LUX cinemas.

Address: Corner Victoria &, Burnley St, Richmond

BANKING

ANZ

Call: 13 13 14

Address: 199 High Street, Kew

Commonwealth Bank

Call: (03) 9853 2433

Address: 187/191 High Street, Kew

Westpac

Call: (03) 9261 8200

Address: 177/179 High St, Kew VIC 3101

HAIR AND BEAUTY

Angela's Mane Attraction Hair & Beauty

Call: (03) 9853 1005

Address: 196 High Street, Kew

Kew Skin Therapy

Call: (03) 9853 4544

Address: 174 High Street, Kew

GYM AND FITNESS

Workshop Gym

Call: 0418 667 970

Address: 7/3 Wellington Street, Kew

FLORIST

Alice's Flowers & Design

Call: 0488 993 372

Address: 22 Fitzwilliam Street, Kew



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.



YARRA BEND GOLF COURSE

Yarra Bend Golf Course is a premier public course in Melbourne, offering stunning views of the Yarra River and the city skyline. This par 70 course features 18 holes that challenge golfers of all skill levels. Known for its well-maintained fairways and picturesque surroundings, Yarra Bend is a popular choice for a relaxing round or honing your golfing skills.



VICTORIA PARK

Victoria Park is the former home of the Collingwood Football Club and has been transformed into a major community recreation space. The Park includes a fenced football oval, community centre at Victoria Park's Social Club building, public art and sculpture and is home to Collingwood Football Club's VFL matches – visitors can attend all games for free.

COMO HOUSE AND GARDEN

Step back in time at Como House and Garden. This grand 1847 mansion, built in a classic Australian Regency style, offers a glimpse into Melbourne's wealthy past. Explore the opulent rooms adorned with family heirlooms, then wander the serene gardens designed in the 1850s. Como House is a delightful escape for history buffs and garden lovers alike.



VILLA ALBA MUSEUM

Villa Alba Museum is a lavishly decorated 1880s Italianate mansion in Kew adjacent to Studley Park. The house is elaborately decorated with painted ceilings and walls with trompe l'oeil effects and features two 40 foot panoramic murals of marine views of Sydney and Edinburgh of national significance. The heritage garden has been reinstated in its late Victorian form.

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 Kew 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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