



TOOWOOMBA CENTRAL PLAZA APARTMENT HOTEL



Welcome to Toowoomba Central Plaza Apartment Hotel.

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

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 Toowoomba 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 Toowoomba 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





Toowoomba Central Plaza Apartment Hotel

ADDRESS

532-544 Ruthven Street, Toowoomba QLD
4350

EMAIL

reservations@toowoombacentralplaza.com.au

WEBSITE

www.toowoombacentralplaza.com.au

POOL AND GYM

Located on Level 3
Open 6am - 9pm

RECEPTION LOCATION

Reception is located on the ground floor

RECEPTION CONTACT

Available during reception hours
and up to 8pm
[\(07\) 4688 3333](tel:0746883333)

RECEPTION OPENING HOURS

Monday to Friday
7am - 8pm
Saturday
8:30am - 8pm
Sunday
8:30am - 5pm

AFTER HOURS CONTACT

Emergencies only, outside of reception
hours after 8pm and before 7am
[0414 970 694](tel:0414970694)



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.

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

1-2 bedroom apartments have a laundry room with laundry and ironing facilities available inside. For guests staying in studio apartments, we have a 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 at Grand Central Shopping Centre.

Address: 135 Margaret St, Toowoomba

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.

POOL & GYM

Pool and Gym facilities are available on Level 3 for guest use. Please see reception for more details.

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.

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.

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.

KEYS

KEYS 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.

PARKING

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

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

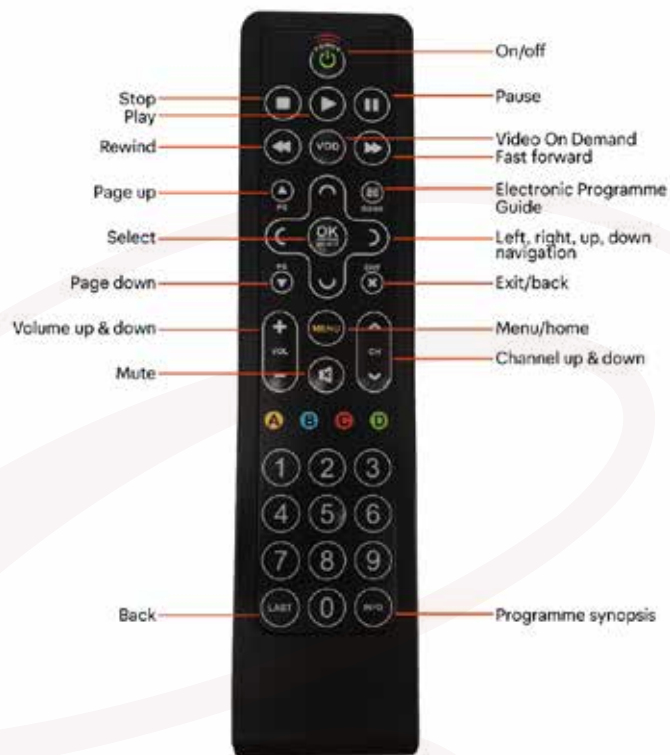
The TV in this room gives you the option to cast content from your mobile device. So if you've got stored video or a streaming service on your laptop, phone or tablet, here's how you can watch it on the big screen.

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

Our continental breakfast room is open 5 days a week. We also have other food options available at the kiosk in reception.

ALCOHOL

A limited range of Alcoholic drinks are available to purchase at reception.

RESTAURANT

Our on-site restaurant is currently closed. We apologise for any inconvenience and look forward to welcoming you back for a refreshed dining experience soon.



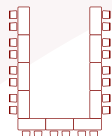


Toowoomba Central Plaza Hotel offers several conference package options with per person, per day charges for a simple; cost-effective way to produce a successful meeting or event. Our team of professionals are there to take care of your every need, so please don't hesitate to contact us for any further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

All meeting and event areas include free Wi-Fi and parking with audio-visual equipment available for hire. A range of catering packages are also available for you, with meal options that are sure to impress everyone.

For more information, please visit
cagconferences.com.au

CONFERENCE ROOM CONFIGURATIONS AND CAPACITIES

	 CLASSROOM	 THEATRE	 U-SHAPE	 BOARDROOM
CONFERENCE ROOM	25	45	25	-
BOARDROOM	-	-	-	12



**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 Brisbane West Wellcamp Airport, approximately 20km away or 25 minutes from the hotel by car. Alternatively, Brisbane airport is 2 hours away travelling by car.

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

CAR RENTALS**Thrifty Car & Truck Rental**

Call: 13 61 39

Address: 626 Ruthven St, Toowoomba City

Hertz

Call: (07) 4613 1631

Address: 626 Ruthven St, Toowoomba City

Avis Toowoomba

Call: (07) 4638 2999

Address: Cnr Hume St & James St, Toowoomba City

TAXIS

For a taxi, dial 13 19 24, or alternatively ask reception to call one for you during office hours. Uber is also available in the area.

PUBLIC TRANSPORT

Buses run consistently throughout the city of Toowoomba.

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

EMERGENCIES

Dial '0' for external calls, then:

Emergency	000
Toowoomba Police Station	(07) 4631 6333
Crime Stoppers	1800 333 000
Toowoomba Public Hospital	(07) 4616 6000
Road Condition Reports	13 19 40

DOCTORS AND HOSPITALS**Toowoomba Hospital**

Call: (07) 4616 6000

Address: 154 Pechey St, South Toowoomba

St Vincent's Private Hospital

Call: (07) 4690 4000

Address: 22-36 Scott St, Toowoomba City

St. Andrew's Toowoomba Hospital

Call: (07) 4646 3000

Address: 280 North St, Rockville

Grand Central Medical Centre

Call: (07) 4637 1000

Address: 25 Margaret St, Toowoomba City

CHEMISTS**Toowoomba Day & Night Pharmacy**

Call: (07) 4632 3971

Address: Ground Floor, 677-683 Ruthven Street, cnr Perth St, South Toowoomba QLD 4350

Chemist Warehouse Toowoomba

Call: (07) 4632 3455

Address: 255/257 Margaret St, Toowoomba City



SHOPPING

Grand Central

Grand Central is centrally located in the heart of the Toowoomba CBD, offering the only true experiential shopping destination in the Darling Downs. Grand Central offers the only Myer department store in the region and features over 50 fashion stores, as well as many other leading national retailers.

Address: Cnr Margaret & Dent St, Toowoomba

NIGHTLIFE

Fitzy's on Church

Atmosphere is in no short supply when you immerse yourself at Fitzy's on Church. This unique space lets you can enjoy coffee, drinks or multi-course meals, all in one location. Live entertainment and room to dance makes this one of the best places in the city for a night out.

Address: 153 Margaret St, Toowoomba

The Cube Hotel

With 4 different bar areas, it's no wonder The Cube Hotel is the entertainment hot-spot of Toowoomba. The downstairs bar services the restaurant area, while the upstairs dance floor bars get the party started, and keeps it going!

Address: Cnr Margaret St & Neil St, Toowoomba City

CINEMAS

BCC Cinemas Toowoomba Grand Central

BCC Cinemas Toowoomba Grand Central has five cinemas and is located on the rooftop of the shopping centre. Catch all the latest movies here.

Address: Cnr Margaret & Dent Streets, Toowoomba

FLORIST

Blooming Gorgeous

Call: (07) 4637 9704

Address: 4/161 James St, Rangeville QLD 4350

BANKING

ANZ

Call: 13 13 14

Address: 468 Ruthven St, Toowoomba City

Commonwealth Bank

Call: (07) 4642 2906

Address: 462 Ruthven St, Toowoomba City

NAB

Call: 13 22 65

Address: 507 Ruthven St, Toowoomba City

Westpac

Call: (07) 4631 6200

Address: 476 Ruthven St, Toowoomba City

HAIR AND BEAUTY

Lush Hair & Beauty

Call: (07) 4632 3487

Address: 630 Ruthven St, Toowoomba City

Air Hair Studio

Call: (07) 4632 5511

Address: 37 Russell St, Toowoomba City

Ella Bache

Call: (07) 4659 9922

Address: Toowoomba Central Plaza, 2/532 Ruthven Street, Toowoomba City

GYM AND FITNESS

World Gym

Call: (07) 4646 2430

Address: 59 Brook St, Toowoomba City

Fernwood Gym Toowoomba:

Call: (07) 4637 8850

Address: 663/667 Ruthven St, Toowoomba City

Good Life Health Club:

Call: (07) 4593 0800

Address: Grand Central Shopping Centre, 6/39 Dent St, Toowoomba City



QUEENS PARK

Centrally located in the heart of Toowoomba City, the state heritage listed Queens Park is one of Toowoomba's premier public parks. This key landmark is the focus for many community activities including the Toowoomba Carnival of Flowers, which draws visitors from all over the world.

Queens Park and Botanic Gardens features stunning annual floral plantings, tree-avenues, woodlands, sporting ovals, children's play areas, barbecue and picnic facilities, and events space.



COBB+CO MUSEUM

Cobb+Co Museum is part of the Queensland Museum and is home to the National Carriage Collection. As well as Cobb & Co coaches, the collection includes examples of a vast range of vehicles from the horse-drawn era, from farm wagons and delivery carts to the Rolls Royce of Carriages, the Landau.

The museum also features extensive displays on the natural and cultural history of Toowoomba and the Darling Downs.

EMPIRE THEATRE

Toowoomba's Empire Theatre is a heritage listed art-deco venue that provides a wide variety of performing arts for every taste. The Empire is Australia's largest regional performing arts complex and stages world class shows from leading national and international performers as well as showcasing a wealth of local talent.

Whether it is popular music, ballet, comedy or any live performance, the lavish art-deco styling of the venue combined with its state of the art technology makes for a magical and memorable experience.



PICNIC POINT

Toowoomba's heritage-listed Picnic Point lookout and parkland comprises 160 acres perched high on the crest of the Great Dividing Range, with panoramic views over Main Range and the Lockyer Valley.

Be greeted upon entry with an avenue of mature hoop pine and South Queensland kauri before the parklands open into manicured lawns. Enjoy the magic views from the lookout, pre-pack a picnic, or stop by the cafe and restaurant before nestling on a section of quiet grasslands under a bunya tree.



PRESTON PEAK WINERY

Preston Peak Wines is a boutique family owned winery located just ten minutes south of Toowoomba.

Established in 1995, the winery produces over 26 different grape varieties including old favourites such as Chardonnay, Shiraz and Cabernet, along with a range of alternate varieties. Their cellar door offers wine tastings and sales Wednesday to Sunday.



JAPANESE GARDEN

One of Toowoomba's most peaceful and beautiful parks is the four-and-a-half-hectare Japanese Garden at the University of Southern Queensland. Located on the northern side of the campus, it's Australia's largest and most traditionally designed Japanese stroll garden. The Japanese Garden also emphasises the use of rocks to create three dimensional pictures, designed by Professor Kinsaku Nakane of Kyoto.

ST LUKE'S ANGLICAN CHURCH

St Luke's Anglican Church is a heritage-listed church, located at 152 Herries Street, Toowoomba. The church has a sandstone base and bluestone walls and was to be built in the shape of a crucifix (but the original design was not fully completed).

The church was listed on the Queensland Heritage Register on 28 July 2000.



LAUREL BANK PARK

Laurel Bank Park is a beautiful parkland close to Toowoomba's city centre, featuring spectacular manicured gardens, a playground, picnic area and croquet greens. As well as containing a collection of exotic trees, the park is home to the Scented Gardens. This unique 'garden within a garden' was created from ideas presented by the Downs Association of the Blind, and occupies approximately half a hectare of the park's four and a half hectares.



Toowoomba Central Plaza 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

www.centralapartmentgroup.com.au

EMAIL

info@centralapartmentgroup.com.au

HEAD OFFICE PHONE NUMBER

(07) 3852 3334

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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