

House Manual

2905/9 Hamilton Ave, Surfers Paradise



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Welcome!

Welcome to our home in the clouds. We hope you enjoy your stay in Queensland Australia. We have created this manual to give you a run down of everything you need in the house and a few local attractions. We have also included some hints and tips and general information for international guests.

Enjoy your stay!

Contact Information:

[YOUR NAME]: [CELLULAR PHONE NUMBER]
[YOUR NAME]: [CELLULAR PHONE NUMBER]

House Phone: [HOUSE PHONE NUMBER]

Additional / Emergency Contacts / Emergency Information:

Below are the numbers of two family contacts in the area should you run into problems or have an emergency when staying at the apartment.

[FAMILY MEMBER NAME] – [RELATIONSHIP]:
[CONTACT PHONE NUMBER]

[FAMILY MEMBER NAME] – [RELATIONSHIP]:
[CONTACT PHONE NUMBER]

Australian Emergency Services / Ambulance: DIAL 000
You are in Unit 2905, 9 Hamilton Avenue, Q1 Building, Surfers Paradise.
The nearest cross street is Hamilton Avenue and Garfield Terrace.

Home Phone:

The home phone is located near the windows next to the black couches.

Please feel free to make local phone calls. These include services that start with the numbers 07, 13, 55, 56 or 18.

Getting Here:

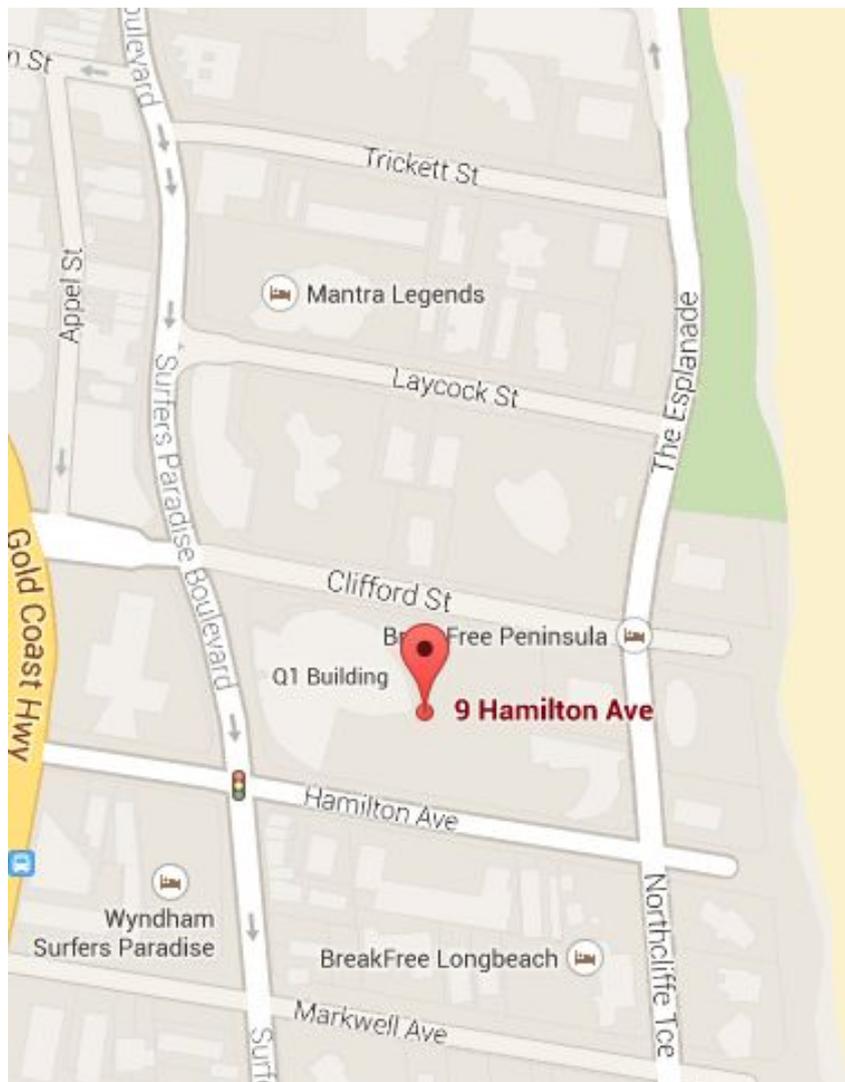
Driving directions north from the Gold Coast Airport – Apx 26 mins.

- Join the Gold Coast Highway and head north for 20km

- Turn right at Clifford St and right onto Surfers Paradise Boulevard
- Turn left onto Hamilton Ave.

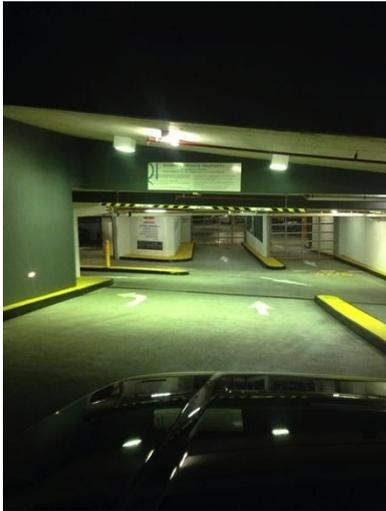
Driving directions south from Brisbane Airport – Apx 1 hour 25 mins.

- Head south along Moreton Drive and take the ramp to Gateway Mwy
- Merge onto Gateway Mwy and follow for 21Km
- Follow signs to M1 (Pacific Hwy)
- Take exit 66 merge onto Smith St Mwy follow for 7.4Km
- Turn right onto Gold Coast Hwy and continue South for 5.6Km
- Turn left onto Hamilton Ave



Getting into the Car-Park:

When you arrive at the Q1 you will see a ramp down to two gates. Please drive to the gate directly in front of you.



Once you stop at the gate, on the drivers side you will see a place where you can scan your FOB (Security key). Scan it and the gate should open.

Once you have pulled into the car park take the **second right**.

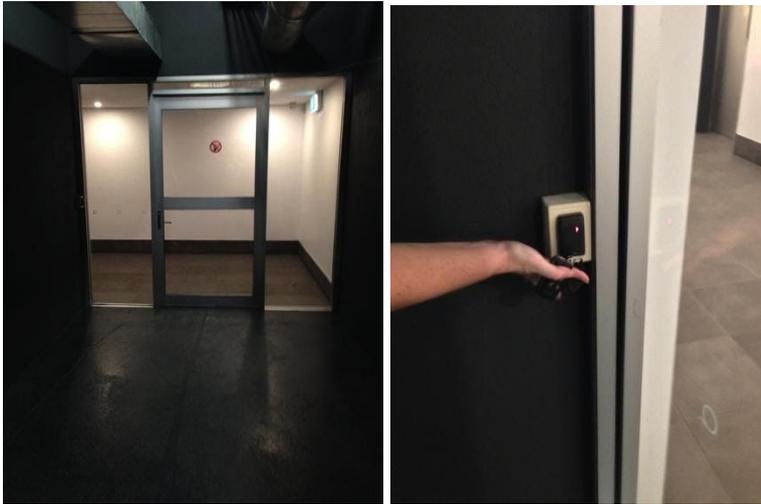
The right turn I am talking about is just before you veer left. If you go down another ramp you have gone too far.

Drive down approximately 10 car parks on your left and you will see car park number **40** , in most cases there will be a MINI COOPER parked in the front of the car park with license plate *****-***** , park directly behind it in the same car parking spot (it's a tandem car parking spot 2x cars).



Getting into the apartment:

Once you have parked your car, you will notice there is a lift bank in a room with a glass door. To gain access to the lift bank, swipe your FOB across the reader and push the glass door a second after. – You should hear the glass door lock click as it opens.



Press the UP button on the lift.

Once in the lift under the number panel you will see a reader. Swipe your FOB across that reader (it will beep) and then press the **number 29**. It's a bit touchy, you may have to press it once or twice.

Once you arrive on level 29, the apartment is number **2905** , use your key to enter the door.

Internet Access:

Internet access is available throughout the apartment via the WIFI router that sits near the front door.

The name of the network (SSID) is: **[WIFI NETWORK NAME]**

The password for the internet is: **[INTERNET PASSWORD]**

Pantry / Food:

Please feel free to help yourself to any food in the pantry and fridge. Additionally feel free to use any soap / shampoo / conditioner in the bathrooms.

Rubbish:

Throwing out the rubbish at the apartment is quick and easy. If you leave the front door and walk down the second left you will see a room marked "Refuse Chute". If in doubt of how to use the rubbish chute simply place all rubbish in the BLUE bin. You may also leave bigger rubbish like boxes and so forth in the room and the cleaning staff will take it away.



Air Conditioning:

Air conditioning in the apartment is ducted and can be run night or day. A single control panel at the end of the hallway controls the air conditioning unit.

Turning it on:

The unit should be pre-set, however it is relatively self explanatory. To turn it on, press the **ON** button once. You should see the temperature set to “x” degrees Celsius and the mode should be set to “cool” (or heat).

You can toggle between COOL or HEAT by pressing the MODE button.

Turning it off:

Press the OFF button to turn the air conditioning unit off.

Zones (Bedrooms or Living):

Although the unit will allow you to have both Zone 1 (Living) and Zone 2 (Bedrooms) turned on at the same time. It doesn't work that way and won't work very well.

You will need to select which zone you want by pressing the ZONE button. You should have it on either ZONE 1 or ZONE 2, not both.

Zone 1: Living Areas

Zone 2: Bedrooms

Appliances:

Dishwasher:

The dishwashers in the apartment are 2 dish-drawers. They are the two big drawers in the island in the kitchen.

These will wash pretty much anything that is dishwasher safe.

Turning it on:

Simply pull the drawer out, pack the dishes into it.

Then, press the tab on the back of the door and the place where you put the powder will pop out. Put the dishwasher powder in there and close the drawer. Please don't use a Dishwasher Tablet. The dish-drawer is designed for powder only.

Close the drawer and press the "Play" button (middle button). The drawer will automatically lock and start washing. When it's complete the drawer will beep 3 times and unlock.

Microwave:

Using the microwave:

1. Place your meal into the microwave.
2. Close the door
3. Press the power button you require. This is usually the button labeled **1000**
4. Turn the dial back or forward to select the amount of time you want to cook for.
5. Press the start button.
6. Microwave will sound when finished.

** The microwave will continue to make a fan sound even after completing. This is the fan cooling the unit down. It is safe to remove your meal whilst the fan is still working. **

Cook top:

The cook-top is a gas cooktop, please be careful with kids as it does heat instantly.

1. To turn the cooktop on simply press down on the knob and twist toward the flame picture. The igniter is built into the cooktop.



Washing Machine:

To use the washing machine follow the instructions below:

- 1) Load washing machine with clothing.
- 2) Turn dial on front of machine to the appropriate kind of load. General wash for us is colored load.
- 3) Pull powder draw out on the left hand side.
- 4) Place powder in channel marked **II (eye eye)**
- 5) If required, pour fabric softener in channel marked snowflake.
- 6) Leave third (marked I (eye)) channel empty.
- 7) Make sure the front door is firmly closed. If it isn't closed it will beep a lot when you start the machine.
- 8) Press the big play button.

** Machine will lock when washing and is not able to be opened until the wash is complete.

Dryer:

Using the dryer:

- 1) Clean lint filter. The lint filter comes off the front of the dryer by pressing both sides of the middle of the filter together. It simply pop's off when done correctly.
- 2) The dryer will take a full washer load of clothes.
- 3) Firmly close door.
- 4) Select drying time by twisting the knob on the front of the machine.
- 5) Press the start button.

The door to the laundry can be closed when the dryer is running as the roof is ventilated.

The TV / DVD / AppleTV / Cable TV:

All of the TV's in the apartment work in the same general way. In the manual we will cover the main living room TV.

Turning it on:

To turn the TV on, simply press the RED button on the remote below:



Choose your device:

Press the button on the remote named **MENU**

Then choose:

HDMI 1	Cable TV (Foxtel)
HDMI 2	Nothing
HDMI 3	Playstation 3 / DVD Player
HDMI 4	Apple TV (HULU / NetFlix)

Cable TV:

We have most general cable TV channels. We do not have movie channels, for movies we use the AppleTV or HULU / Netflix.

Use the following remote to access Cable TV.



Use the channel + and – buttons to change channel, or simply push the button labeled TV GUIDE to get a list of all channels and select from there.

Playstation 3 / DVD:

We use the playstation 3 to play games and DVDs / Blu Ray. The remote control to use for the playstation 3 is:



Simply push and hold the “PS” button on the remote to turn the Playstation 3 on.

Once it is on, allow it to load and then put your DVD in. It should play automatically.

Apple TV:

We use the AppleTV to watch services called HULU and NETFLIX. These services have about 60,000 Movies and TV shows on them and do not cost anything to view.

The remote for the Apple TV is this one:



To turn on the apple TV you may have to press a button on the remote to wake it up. It will take about 10 seconds to come up on the screen.

The screen will be full of icons like:



The two icons that you want to click on are “NETFLIX” and “HULU”. When you click on these you will be presented with an array of TV shows and movies to watch. These movies are free and you can watch as many or little of them as you like.

If you click on the MOVIES or TV SHOWS icons, these are pay for movies. Please do not buy any of these.

The white lounge:

The white lounge is an electric lounge. It is important to note that you will need to use the buttons on the lounge to put the foot rests up and down, please do not attempt to push them down with your feet / hands.

Each seat has buttons on the left or right side. Every chair reclines.

The headrests on each chair are ratchet headrests so you can pull them forward to be more pillow like. When you want them to go back again simply pull them all the way forward and then let them go and they will go back to their first position.

The Hotel Facilities:

As our guest you have access to **all** of the hotel facilities. All of the facilities are accessible from Level 1 (Lobby) from the back entrance.

You will need to take your security FOB to access all of the facilities as they are electronically locked in most cases.

Please note that you will need to take towels from the apartment down with you. As you are not a hotel guest, they won't be supplied for you.

The north pool:

The north pool is the deeper of the two pools, is warmer in the mornings and includes the waterfall at the back.

The south pool:

The south pool is always warmer in the afternoons and butts up against the restaurant (long boards). On weekends long boards will often have live music whilst you swim.

The inside pool:

Depending on the time of year the inside pool may or may not be heated and is usually used for laps and exercise. Please make sure children don't jump off the wall in the middle of it. We have seen some accidents when children do this.

The hot-tub (spa):

There is a 12 person hot-tub in the same building as the inside pool. This is fine to use with kids as long as they are supervised by an adult at all times.

The games room:

There is a basic games room at the back of the inside pool area. We don't recommend using this as it is quite expensive and you would get a better deal / experience if you go to **TimeZone** in the center of surfers paradise (2 blocks north)

The Gym:

If you feel the need to work-out whilst on holiday, there is a fully equipped gym up the stairs in the same building as the inside pool. Watch the steps on the way up and down, they can get a bit slippery. People under 16 cannot use the Gym.

Wet and Dry Steam Rooms:

There are wet and dry steam rooms in each of the bathrooms inside the Gym. You will need to enter the Gym and go to the bathrooms at the back to access these.

The Front Desk

As a resident in the building the front desk will only assist you on 2 occasions, these are:

Parking Matters / someone in your parking spot:

If you find that someone has parked in park number 40 (your spot), please let the front desk know. They should provide you with an orange slip of paper and direct you to park in a parking spot with an orange DOT.

To get them to do this, please tell them park 40 is a private parking spot for unit 2905.

It is always good to be nice to the front desk if this occurs. They are very helpful usually.

It is important to note to them you are not a hotel guest but a resident.

Security / Noise Complaints:

The building is 77 stories high and is a hotel. We share roof's and floors with others. Sometimes we find we will hear footsteps or suitcases being unpacked upstairs. This is normal noise for a large building.

However, if you hear music / partying / anything that is disturbing your general enjoyment of the premises then please **DO** report it to the front desk. There is security on site and they will immediately cease the noise.

The Q1 is a **No Party** building and parties are not acceptable and should not be tolerated.

You are in UNIT 2905, simply tell them you are not sure where the noise is, and they will check all immediate neighbours.

You can either personally see the front desk OR call them on: [PHONE NUMBER] using the house phone.

Medical Attention / Doctors:

We have a large number of doctors, hospitals and medical services close to the Q1.

Local Doctors Office:

The closest doctors office to the Q1 is 1 block north, following the tram tracks. You will see a sign that says "Doctor" and a chemist next to it. This doctor is open from 9am till 5pm Mon through Fri. Simply walk into the doctor's office and see the front desk.

Late night doctors office:

The closest late night doctors office is about 5 to 6 blocks north following the tram tracks. There is a chemist and doctors office there. This office is open till 10pm all nights. Simply walk into the doctor's office and see the front desk.

Hospital:

If you feel the need to access a hospital, we have a brand new state of the art university hospital named "Gold Coast University Hospital". They handle all emergency patients across the Gold Coast. Please hop into a taxi and ask to be taken here. In an emergency please dial 000 (triple zero).

Transport:

Hire Cars:

There are multiple hire places within walking distance of the Q1. We would highly recommend getting a hire car during your stay. When hiring a car please make sure the hire car company insures you. We also recommend taking a few pictures of the car before taking it out of the lot.

The G (Trams):

The G is the gold coast tram system. The trams are the quickest way to get from the Q1 south to Broadbeach and all the way north to Parkwood. The main areas of interest are usually Broadbeach for the restaurants, night life and casino and

main beach for high end restaurants. You can also get to the broadwater parklands, which is a large park area including BBQ's, water activities, jumping pillows, swings and more.

Taxis:

Taxis are forever present outside the front of the Q1. Since most of the Gold Coast is not serviced by other public transport taxi's are the easiest way to get to most places for families. Taxi costs are on par with that of countries such as the USA and UK, however are much more expensive then similar Asian taxi services.

Tourist Buses / Transfers:

Being a hotel the Q1 has a tourist booking area accessible next to the lobby called iBook. At iBook you can book transfers for all types of venues. The most popular venues are the theme parks which are about 30 minutes north by car / bus.

Laws:

Seatbelts are required when travelling in a car in Australia & helmets are required whenever you ride a bike or motor scooter.

It is illegal to drink or carry alcohol in public and smoking is prohibited inside shopping centers and public buildings.

The legal drinking & smoking age is 18 and photographic ID is required to purchase these items.

Around town:

The gold coast is a beautiful city and has a huge array of things to see and do.

Skypoint Observation Deck (Top of Q1):

Skypoint observation deck is located on the 77th floor of the Q1 building and is accessible via a dedicated lift at it's own entrance on the ground floor.

There is an entry fee to go to the observation deck.

When you get up there you will see a panoramic view of the Gold Coast and can enjoy coffee and cake at the café in the sky. If you're brave enough you can also walk the top of the building outside.

Grocery stores

There are a number of grocery stores close to the Q1.

Lucky 7 – This convenience store is located to the right of the Q1 entrance. It is quite expensive but very good if you have forgotten bread or if you run out of milk. It's open from 6am until midnight.

Night Owl – Located 1 block north as you follow the tram tracks. This is similar to Lucky 7 but it's open 24 hours

IGA – 3 blocks north as you follow the tram tracks. This is a small grocery store with cheaper prices than the previous two stores & a larger range

Woolworths – Located 4 blocks north as you follow the tram tracks inside the Centro Surfers Paradise shopping center. This is where the locals shop. It has the cheapest prices & the largest range.

Beaches:

Feel free to enjoy the Australian beaches all around you. We honestly have some of the best beaches in the world and they are great to swim at. Just make sure to wear a good sunscreen (feel free to use any in our cupboards) and put it on thickly as our sun is very harsh here.

Additionally please **swim between the red and yellow flags:**



Australian beaches are only patrolled by lifeguards between the flags and they are setup daily in different locations along the beach. The flags indicate the safest place to swim.

Whale Watching

From June to November the southern humpback whales migrate passed the Gold Coast. There are numerous tour boats offering whale watching tours. We have personally done a tour with Whales in Paradise and would recommend them. All the boats on the Gold Coast work together to ensure that no matter what tour you go with you all get to see the whales. You can book these cruises direct or through the tour desk.

Cavill Mall

In the heart of Surfers Paradise, 4 blocks north via the beach or tram tracks you will find Cavil Mall. This is the main place for entertainment. There are numerous restaurants, nightclubs, tour operators, street performers & attractions in & around this area. It's a safe place for families to gather until about 10pm. After 10pm the nightclubs open and the late night revelers head in. it's not unsafe but it can get a little rowdy. Our pick for restaurants here are Hoggs Breath Café or Hurricanes. It also has McDonalds, Hungry Jacks etc.

Beach Markets

3 nights a week (Wednesday, Friday & Sunday) Surfers Paradise foreshore comes alive with the beachfront markets. The markets open at 4pm and closes at 10pm. You can find all sorts of arts & crafts, nick nacks, souvenirs, food & entertainment. If you're after something sweet check out Claudette's home made treat stall.

Draculas

Dracula's cabaret restaurant is located next to Jupiter's Casino in Broadbeach. It's a purpose built theatre restaurant with a spooky theme. You enter into a cocktail bar before riding the ghost train down to the dining hall and that's where the fun starts. It is restricted to adults 18+ due to the loud noise, adult humor & partial nudity.

Mt Tamborine

Located an hours drive away you can find this hippy haven. It's a great place for a day trip. Check out the man made glow worm cave, Witches chase cheese factory or our personal favorite, Tea & niceties for an authentic High Tea experience complete with silver tea pots & pink sugar. It's good to book ahead.

Casino

Jupiter's Casino Broadbeach is the only casino on the Gold Coast. It has a few nice restaurants as well as gaming tables & slot machines. Food Fantasy buffet is great or Spinners offers 24 hour dining.

Shopping

There are 3 main shopping centers on the Gold Coast.

Robina Town Center – 30 minutes drive southwest will bring you to the newest shopping center. Robina is indoors & has the biggest range with all our major brands

Pacific Fair – 10 minutes drive south will bring you to Pac Fair but it's currently undergoing a major renovation and I personally think it's a waste of time.

Harbor Town – 20 minutes drive north will bring you to our major outlet shopping center. This is where you go for discount and last season offerings from most of the big brands.

Australia Fair - 10 minutes drive north will bring you to Australia fair. It's a local shopping center with the usual offerings but it's where we go to the movies.

Theme Parks

There are 5 theme parks on the Gold Coast. All the parks are quite small compared to overseas theme parks however they are still a lot of fun. Movieworld, Seaworld & Wet n wild are owned by Warner bros & you can pre purchase a VIP pass that will give you unlimited entry into all 3 parks for around \$89 per person.

The other 2 parks are Dreamworld & White water world. They also cost about \$89 per adult for entry.

Currumbin Wildlife Sanctuary

Currumbin Sanctuary is 30 minutes drive south and it's a nature based attraction. They have wild bird shows, koalas, kangaroos & they allow you to get up close & personal with them. They also have an Australian aboriginal cultural show with traditional dancing & didgeridoos.

Australia zoo

The late Steve Irwin (the crocodile hunter) ran a zoo on the sunshine coast that his family & children continue to operate. The zoo features Australian animals as well as tigers, elephants & other endangered species. During the school holidays Bindi Irwin & her brother Bob assist the keepers to present the shows. It's another great option to view Australian animals up close & you can feed the elephants daily for free. The Australia zoo bus departs from the Q1 daily & can be booked at the tour desk. It is important to note that Australia Zoo is about 2 and a half hours drive each way. (approx. 200km's away).

Australian Outback Spectacular

This is another dinner & show package with an outback feel. You will get to experience the Australian stockman's life through horsemanship, friendly rivalry and a tribute to a famous racehorse known as Phar Lap. It's a great family night out.

Byron Bay

1.5 hours drive south is the relaxing Byron bay. This laid back coastal paradise is untouched by big chain restaurants and has a strong hippy vibe. Cape Byron lighthouse is beautiful and you can do a 30 minute walk to the most easterly point of Australia.

Brisbane

1 hours drive north is Queensland's capital city Brisbane. There are numerous attractions here but the stand out areas are the Queen street mall & Southbank arts precinct.

Eating out

You will never be hungry on the Gold Coast as there are restaurants everywhere. A short stroll down the street will bring you to a variety of food offerings. From all you care to eat Brazilian BBQ to Sushi and more. As food is such an individual thing all we can suggest is to try anything that takes your fancy. We have very strict food safety & handling laws so eating out is quite safe. Children are welcome at the majority of restaurants in Australia without a problem.

Departing Instructions:

- 1) Please strip the beds that you used and place the sheets in the laundry.
- 2) Make sure all appliances and air conditioning are turned off.
- 3) Close and lock the door.
- 4) Leave keys in Lobby mailroom letterbox **2905**.