



Welcome to Mermaid Beach Park View Resort!

On the following pages is information which should cover a few of your common queries about Mermaid Beach Park View and our surrounds.

Please remember:

Mermaid Park View is a Non-Smoking complex.
Or otherwise, an extra cleaning fee of \$200.00 will be charged.

❖ Office Hours:

Monday to Friday	8:30am to 5:00pm
Saturday	check in / check out
Sunday	check in / check out

(Pre)arrangement only

Please restrict routine matters to office hours.

- ❖ **Check-In Time** 2:00 pm (or after)
Check-out Time 10:00 am (or earlier)
- ❖ Guests who intend leaving before 8.30am are asked to report to the office before 5.00pm on the previous day.
- ❖ Please **take good care of your unit keys** and ensure all keys and fobs are returned on departure otherwise a replacement charge of **\$200.00** will apply.
- ❖ **Always ensure the air conditioning is OFF** when you are absent from your apartment.

Paul & Helen - Managers

Mermaid Beach Park View,

40-44 Ventura Road, Mermaid Beach, Gold Coast City, QLD 4218, Australia

Tel :07 5575 6100

e-mail : info@mermaidparkview.com.au Website : www.mermaidparkview.com.au



?? A Few General Points

Check-In Time 2:00 pm (or after)
Check-Out Time 10:00am (or earlier)

- Guests arriving early will be offered, at no charge, use of their Apartment if it is ready. Otherwise, we are willing to accept and keep safe guests' luggage until normal check-in time.
- Please assist us by vacating your apartment on time. Please keep in mind a series of activities and processes are geared to this timing, so your assistance is always appreciated.

Late Check-out:

\$50.00/hr up until 1:00PM thereafter a full night's stay is applicable
(If available and by prior arrangement only.)

Self-Check-out:

- 1) Guests who intend leaving before 8.30am are asked to report to the office before 5.00pm on the previous day.
- 2) Prior to vacating your apartment earlier in the morning, please ensure:
 - your car has been taken out of carpark,
 - everything is good in the unit (no damages or problems)
 - [drop off the keys into Office mailbox \(No.01\) at front gate.](#)

Registration:

It is a legal requirement that we maintain an accurate register of guests. For this reason (and regular checks are made by the Authorities) the number of persons in any apartment is not to exceed the number originally registered.

Extra Person Charge *

In addition to original: **\$35.00 per person /night**
Similarly, the identities of those must be the same as those registered by the person undertaking responsibility for each booking.

[Please restrict all procedural matters to Office Hours.](#)



Self-Contained / Self Catering:

Park View is designed for those choosing to do their own catering. We do however provide a [complimentary starter pack](#) for your convenience.

Although your apartment is self-contained and self-catering, we do offer the use of a vacuum cleaner which is available from the office.

The major supermarkets are between 600 m~ 800 m, about a 12 min walk or a short 3 min drive away. Coles may be found at [Pacific Fair](#) and Woolworths are conveniently located at the [Oasis Centre](#), at Broadbeach.

To help you get by, very basic provisions (coffee, tea, toilet paper, washing powder etc) are available at the Office at a modest cost.

CONSUMABLES: (if available)

Coffee Sachets	2 for \$1.00
Tea Bag Sachets	2 for \$1.00
Sugar	2 for \$1.00
Milk (UHT) 15ml	2 for \$1.00
Hand Soap	\$1.00 per each
Dishwashing Liquid	\$2.00 per each
Dishwashing Powder	\$2.00 per each
Laundry Powder	\$2.00 per each
Toilet Roll	\$2.00 per each
Extra Fresh Towels/Sheets	\$5.00 per each
Pool Towels	\$5.00 per each
Total Linen Change	\$35.00
(In addition to regular supply)	

Hire of Beach Items:

Beach towels may be hired for \$10.00 each. (if available)

Other / Miscellaneous:

Key Replacement	\$100.00
Car-park Fob Replacement	\$100.00 (Total \$200.00 if both lost.)



Rubbish / Cleaning:

Rubbish tides are in your apartment. When full, rubbish bags may be disposed of by placing them in the Council provided green rubbish (and yellow for recycling) bins, located in the underground carpark.

Should your apartment be left in an unsatisfactory condition on departure, a cleaning charge will apply.

Security:

We pay a lot of attention to security. For instance, once night falls, all exterior gates are locked, and the complex is only accessible by guests with their own key. However, please be vigilant. Whilst Mermaid Beach is a relatively quiet and safe area, it is a sign of the times that thieves may only be one unguarded moment away. Please keep an eye on your valuables and when not in your apartment please ensure all patio, balcony and front doors are locked. (You may be surprised to know how often guests leave their apartment for the day or evening and forget to lock their front door!)

[Please be aware that lost apartment keys and security fobs incur a replacement lock fitting and fob re-programming fee of \\$200.00.](#)



COMPLEX FACILITIES

Underground Parking:

Each guest is provided with one car park space. This is a secure area and guests are reminded to keep their security fobs (as with the keys themselves) in a safe place.

Swimming Pool:

Pool and Spa hours are strictly from 8.00am to 8.30pm. To comply with legal requirements, absolutely **no glass items may be taken into the swimming pool enclosure area**. To comply with the law, children under 12 must be accompanied by an adult.

Spa:

The hours for this are the same as the swimming pool. The button on the wall near the spa operates the jet spa.

Sauna:

This is situated downstairs. It can be accessed from the pool area via the descending stairs or via the garage. The sauna has an external light switch and a larger button which activates the heating unit. It takes around 4-5 minutes to heat up.

BBQ:

This is available to all free of charge. There are 2 automatic BBQ's (both mains gas fed) and are operated by a simple push button start. Once started, heat is maintained for around 10 minutes. Should you want more cooking time, simply re-press the starter button. For evening use, light switches are located on the central pillar.

The BBQs are cleaned regularly. However, between cleans, other parties may wish to use this facility so please leave it in as clean a condition as you can manage for the next user, **please do not use water**.



APARTMENT FACILITIES

Bathroom:

Because the temperature and humidity here on the Gold Coast are higher, please ensure the bathroom is well ventilated by leaving the window open to allow steam to escape. This helps to prevent mould, a common feature in such a climate. (Some bathrooms are internally and automatically ventilated to alleviate this problem.)

Kitchen:

All the usual appliances may be found in the kitchen.

Complimentary tea, coffee etc. are provided for that instant 'pick-up' on your immediate arrival. In an emergency, supplementary sachets of tea, coffee and milk may be purchased from the Office.

Laundry:

Washing and drying facilities are located within your apartment. If used heavily, the clothes dryer's back filter will need 'de-fluffing' to avoid cut out. We ask that, if possible, the clothes airier be used to restrict excessive electricity consumption.

Soap powder sachets may be purchased from the Office.

Television:

The television is operated by a hand-held remote.

All the national, local and cabled channels are easily locatable.

Please keep your television sound at a reasonable volume so as not to disturb your neighbours.

Air Conditioning / Heating:

The wall mounted air-conditioning unit is reverse cycle system which means it doubles as a heating unit.

The air-conditioning / heating unit is operated by the remote handpiece. Simply point this at the unit on the wall to operate it. The main buttons to note are:

- 1) The Off/On button. This turns 'on' the unit when it is currently 'off' and vice-versa.



- 2) The Mode buttons. This changes the operation from cooling to heating. Each time the mode button is pressed you will note its progression on the top of the screen.
- 3) Temp. To adjust the temperature to your preferred setting press up to increase and down to decrease the temperature (as seen displayed on the screen). The State Government recommends air conditioners to be set at **22°C -24°C**.

When using the air-conditioning unit, please close all doors and windows to reduce loss of cooled air.

[Always ensure the air conditioning is Off when you are absent from your apartment.](#)

Telephone:

Dial 9 for Reception/Office and to call between apartments add "200" to the apartment number you wish to call. That is, Apartment 2 is "202", Apartment 17 is "217" and so on.

Intercom:

Visitors can call you by using the intercom located at the main gate and stairwell entrance. Please allow access to known or expected visitors only. On responding to a call, simply pick up the handset (fixed to the wall of your apartment) and speak normally. To open the gate/door press the big button with a key on it, on the wall-mounted intercom.



Out and About

Taxis:

Gold Coast Cab Phone 131008.

These may be ordered direct from the office.

When using the Taxi booking service, please make your way immediately to the front gate as it is not unusual for the taxi to leave if the fare is not waiting at the gate.

Buses/Tram:

The local commuter bus company is Surfside Bustlines. If you intend using the local buses or the tram regularly (including trips to theme parks etc) we wholly recommend purchasing a GO CARD which can be bought locally at any 7-11 Store or broad beach tram station, these prove to be a real money saver.

The bus stop for buses going south is on the near side of the highway, beside the park, literally moments from here. The bus stop for buses going north is on the other side of the highway, outside Sizzlers. Both bus stops can be seen from the rear of the Complex. The tram station, Broadbeach South, is about 300m north of us on the Gold Coast Highway.

For further information of what buses to catch we are happy to assist you at Reception or you can simply call 13 12 30.

Walking:

We are often asked if it is safe to walk around the Coast. It most definitely is although as with any large metropolitan area, particularly at night, it is always wise to be aware of your surroundings.

Pacific Fair and Oasis Shopping centre is certainly within walking distance with Broadbeach central a pleasant destination for its shops and sidewalk cafés.

If you are attending a conference or similar at the Gold Coast Convention Centre, this is also within walking distance. (About 20 - 25 minutes walk.)



Rental Cars:

There are several rental car companies here on the Coast. There are a couple we are happy to recommend who have a wide range of vehicles including decent but basic cars at value for money rates. Leaflets are available at reception.

Medical Services:

You have an option of two. One across the road from the park and the other is located a short walk south from here at 2431 Gold Coast Highway.

Alternately Med call (Ph 5531 1224) is available if you are a Medicare Card holder.



In the Neighbourhood

There are several places within walking distance to get a decent meal. If you are after basic Aussie fare Mermaid Tavern has a good reputation for food in a noisier pub atmosphere. Sizzlers remains popular as a family venue. The Mermaid Beach Surf Club, adjacent to us at the end of the park serves surprisingly good quality meals. Around the corner, Casa Mia is a very pleasant family run BYO Italian restaurant. .

Slightly further away, but still within walking distance (12-15 minutes) is the cosmopolitan eating district of Broadbeach. There are literally dozens of restaurants, including those oh-so-trendy sidewalk bistros, to choose from. All tastes and pockets are catered for there.

It is very pleasant strolling around Broadbeach in the evening. And at least one meal out at a sidewalk restaurant, with the free accompanying entertainment of people-watching, is particularly recommended.

For a swish night on the razzle, an evening at Jupiter's Casino might appeal. There are various restaurants there covering different price ranges. The dress code is 'smart and tidy casual'.

For a more eccentric night out, Draculas cabaret restaurant is within walking distance. Whilst Draculas is literally the highlight of some guest's stay - it is terribly popular – be advised, it can be loud and boisterous. (Note : It is rare to be able to get into Draculas without booking. This can be done at our Office, and giving as much notice as possible is always advisable.)

Back in our immediate neighbourhood, there are also a number of take away food outlets - Maria's Pizza and KFC is but just a few of the 'usual' regulars.

Movies:

There is a multi-screen cinema complex, which shows all the latest movies, within Pacific Fair and Gold Class Cinema at Australia Fair.

The Gold Coast Arts Centre offers regular live entertainment and for the more sophisticated film-goer, it also incorporates a (two screen) art cinema showing new foreign and art films.