

Welcome to

LANDMARK RESORT & SPA MOOLOOLABA



Cnr Esplanade and Burnett Street, Mooloolaba QLD 4557

Phone: (07) 5444 5555

www.landmarkresort.com.au

stay@landmarkresort.com.au

Welcome to Landmark Resort & Spa Mooloolaba

Thank you for choosing to stay at our resort on the beachfront in Mooloolaba. A Mooloolaba Holiday is a waking dream to be shared by the whole family. You can step outside our front door and walk across the road to the pure white sand of Mooloolaba Beach. One of the safest beaches in Australia. There are so many things to do in Mooloolaba with dining and shopping all within an easy walking distance.

Our mission is to make your stay a memorable one, if we can assist in making your holiday more comfortable, please contact reception.

Self-Catering Apartments

It is important to note that Landmark Resort & Spa is a self-catering apartment complex; therefore our apartments are not serviced daily. All apartments are fully self-contained with washing machines, clothes-driers, and clothes airers. Stays of 8 nights or more will receive a Mid-Stay Service. A Mid-Stay Service will entail the replacement of all linen, cleaning of bathrooms, wiping down of kitchen benches, floors vacuumed and mopped. Please remove personal items from beds and benches at this time... A daily service can be arranged at an additional cost per night. Please see Reception if you would like to have this arranged.

We request all apartments are left in a tidy condition at the completion of your stay. This includes ensuring that the dishes are done, and all rubbish is removed. Rubbish chutes are located on each floor including recycle bins for glass and cardboard. An additional cleaning fee may apply if the apartment is not left in a satisfactory condition.

All of our apartments are provided with a starter pack of room amenities which caters for 2 nights. The pack includes a chux, scourer, and toilet paper, bathroom amenities, washing and laundering powder. Please note that these items are not replenished daily.

Additional items are available from reception in the case of an emergency. Coles Supermarket, a liquor store, bakery, and a chemist are located on the Esplanade 5–10-minute walk from the resort. The Wharf restaurant prescient including liquor store is also only located a short walk from the Resort. Please see Reception for directions. 7-Eleven Convenience Store open 24 hours is located on the Esplanade Level of the Landmark building, a walk of 100 metres. 7-Eleven has an extensive range of essentials & toiletries as well as bags of ice.

Room Inventory

All contents of each apartment are recorded; therefore it is extremely important that any cutlery, crockery, or in-room supplies that are removed from the apartment during occupancy be returned before departure. Any missing items will be charged to the credit card you supplied at check-in. Any breakages or damages caused by recklessness will also be charged. For large groups of guests that may meet on the Rooftop Area for a communal BBQ and take the crockery and utensils from their apartment, it is important to ensure that these are returned to the apartment to avoid being charged for their replacement.

Room Keys

Your room key cards are encoded for the duration of your stay and will allow you access to the Guest areas of the resort, up until 11.00 am on your departure day. Some areas of the resort such as the rooftop, pool, gymnasium, and games room are only accessible during certain hours. Your room key card will not allow you access to these areas outside of these hours. To operate, simply hold your key card against the scanner in the common areas of the resort or your specific apartment door. A green light will indicate that your key card is valid, and you are able to gain access or activate the elevators. The Landmark building is secured outside of Reception hours. Your room key allows you access to the building during these times by using the key card scanners beside the glass doors on the Reception Level, the Esplanade Level 1, or the car park. Please note if a red flashing light appears on the lock this is an indication that the batteries in the door lock are getting low and will require replacing. Please advise Reception immediately and a maintenance team member will attend to this promptly. Please ensure when you are leaving your apartment that you have at least one of your room key cards with you. Reception does close in the evening and calling the onsite managers after hours to gain access to your apartment may incur a call out fee.

Power supply

Upon entering your apartment, you need to place one of your key cards into the power slot beside the light switch. This will ensure that all of the power is working. Please be sure to push the key card down firmly. You will feel two clicks – this will ensure everything is activated.



Air Conditioning

All of our apartments have reverse cycle air conditioning. Please ensure that all doors and windows are shut before operating. Failure to do so may result in the failure of the air conditioning unit due to over-work, resulting in the freezing up of the unit. Some units are fitted with ceiling fans. Recommended temperature for air-conditioning is 24 degrees.

Maintenance

Landmark Resort & Spa endeavours to ensure that all of our apartments are fully maintained; however, in the event of a maintenance issue in your apartment please let reception know immediately. A member of our maintenance personnel will be sent to address the concern as soon as possible. If a maintenance issue arises after hours, please contact our after-hours night service by Dialling 9. Depending on the issue, either a call will be made to the Resident Manager or logged for maintenance to attend to first thing the following day.

Rubbish Removal

A rubbish chute can be found behind the lift area on each floor. You will also find a recycling bin for cardboard, plastic, and glass. Please ensure all rubbish is removed at the end of your stay. Failure to remove all rubbish may result in an additional charge for rubbish removal.

Car Parking

Car park access is off our Burnett Street (Reception Level) entrance. Drive through the entrance and turn left into the car park. A key card reader is situated on the wall on the right-hand side. Swipe the scanner with the key card and the roller door will be activated. Park in any car space not marked private. Access to the car park is by key card only and is required to enter the car park at all times. It is important to note that your key card will be deactivated on the morning of your scheduled day of departure. On the day of departure your vehicle can remain in the car park for an extended period, but you will need to advise reception personnel. Your key card will have to be extended.

Reception Opening and Closing times

Monday – Saturday	8.00am -6.00 pm
Sunday & Public Holidays	8:00am - 5:00pm

Landmark Resort & Spa contracts an after-hour call service to attend to guest requests. After-hours calls are directed through to the night service call centre (Dial 9). Call centre employees are trained to answer most questions relating to Landmark Resort & Spa, while any urgent calls will be directed to the Night Manager. After-hours access to the building requires a room key.

If you do experience an orange or red light this could mean one of a number of things. Your key card has either expired, the batteries in the door lock are flat and require changing, or you are trying to access the incorrect room. Please see reception and they will have the situation rectified as soon as possible.

After Hours Callouts

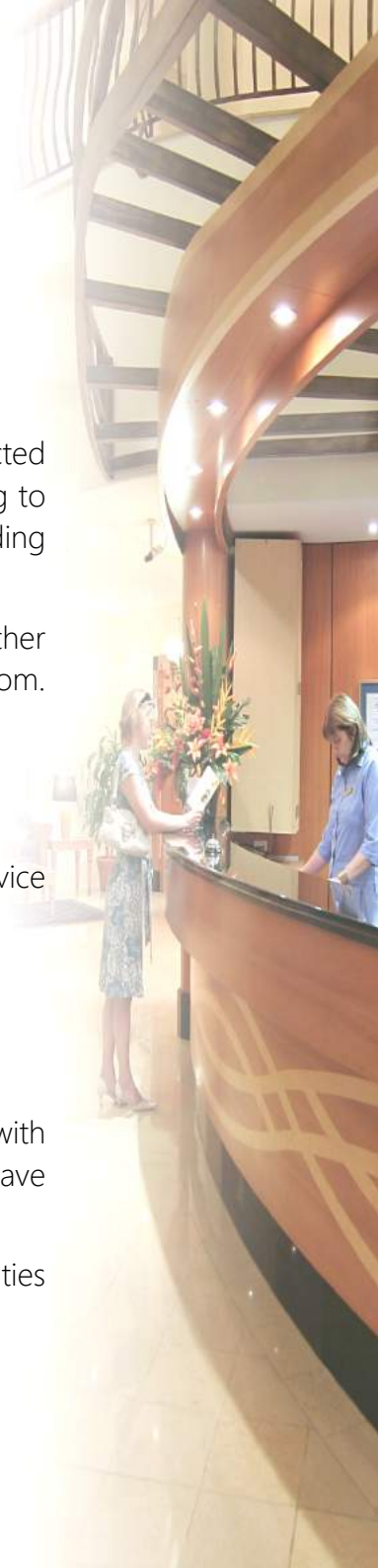
For urgent matters, the night service can be contacted outside of normal office hours. Please Dial 9 for the night service call centre, which will be able to ascertain the urgency of the call and contact the Night Manager if required.

For non-urgent callouts, a callout fee may apply. This includes but is not limited to lost or forgotten room keys.

Check out

Check out time is by **10:00am** on the day of departure. Departing after 10.00 am without prior arrangement with reception will incur a late check-out fee. Should you wish to depart prior to 8:00am please advise reception and leave your room key in the yellow metal key box as you exit the car park.

You can arrange with reception to have a day pass key card which will provide full access to the Resort & all the facilities including the car park until you are ready to depart.





Baggage store

Please see reception if you would like your bags to be stored for a short period of time. Landmark Resort does have limited storage facilities, and leaving bags is at the owner's risk...

Swimming Pool/Outdoor Spas (Level 1)

Relax around our heated outdoor swimming pool and spa area located on Level 1 adjacent to the main lobby. Opening times are 7:00am – 9:00pm. Please note **all children under 13 years of age are to be supervised by an adult at all times**. There is to be no running around the pool or jumping from the rock formations. These areas are monitored by security cameras.

Pool Towels - Pool towels can be collected from reception free of charge during normal operating hours. All towels are to be used for the duration of your stay & returned to reception on departure. Charges will apply if the towels are not returned.

Toilets/Shower/Changing Rooms – Toilets and showers for the pool, gym and sauna are located inside the main access door to the sauna on Level 1. Guest access cards are required.

Roof Top BBQ & Spa Area (Level 10)

There are two BBQ and outdoor dining areas on Level 10 for general use of all guests. Access hours are from 7:00am until 9:00pm daily. We ask that you please consider other guests and clean the hot plate after use. This area is monitored by security cameras.

Alcohol & Glassware policy in pool/spa areas

Please note that Landmark Resort is a family resort, and as such we do have a strict no alcohol policy around the entire pool/spa areas. This includes the rooftop spa.

Sauna

The Sauna is located on Level 1 opposite the guest lifts. Access to this area is by room key only. Access hours are from 7:00am – 9:00pm daily. **At no time are children permitted to use the Sauna without being accompanied by an adult.**

Gymnasium

Our fully equipped gymnasium is located on Level 1 opposite the guest lifts. Here you will find a comprehensive selection of fitness equipment including state of the art Spin bikes and Concept 2 Rowing Machine. Please use your room swipe key to access this area. Access hours are from 7:00am – 9:00pm daily. Please note that this area is strictly for adults only. **Children under the age of 16 years are not permitted in this area without parental supervision.** The fitness equipment in this area is to be used for the purpose it is intended and must be operated according to the instructions. For safety reasons, covered footwear must be worn at all times. Please ensure that all equipment is wiped down after use and all free weights placed back into the weight shelf provided. The gymnasium is an unsupervised area; therefore, use of the fitness equipment is at the user's risk. Landmark Resort & Spa will not be held responsible for any accidents caused through misuse of equipment. This area is monitored by security cameras.



Telephone calls

RECEPTION	Dial 9. After hours your calls will be diverted to the after-hours night service.
AFTER – HOURS	Dial 9. For any emergencies or late-night disturbances.
OUTSIDE LINE	Dial 0 followed by the number you wish to call. Charges will apply
ROOMS	To call a guest in another room, dial the last three (3) digits of their room number.
INTERCOM	To allow visitor access into the hotel foyer, Dial 88 on your room phone to open the automatic doors. You will be required to collect your visitor from the Reception Foyer as they will not be able to access any floors without an access card.

There is a charge for all outgoing calls, including a connection charge for all free call numbers. All after-hours calls are received by our after-hours call centre and will be connected to the apartment required. All of our apartments have a direct in dial number. Please ask Reception if you would like this number to give out to family and friends. All local calls are charged a local connection fee. National and International calls are charged per pulse and do change depending on the time of day the calls are made and the duration of the call. Please note that international calling cards are not always free call numbers. Please ensure you read the back of the card before using these cards as some calling cards can charge per minute. You should be looking for a #1800 number to call that will connect you through to the number required. The #1800 calls will again incur a connection charge.





Photocopying


Photocopying is available during Reception hours.

Free Wireless Internet

Free Wireless Internet is available throughout the Landmark Resort & Spa building & in every apartment. Your log-in will be your room number on the network. The password is available from reception or located inside the front cover of your compendium. For any inquiries regarding technical issues please phone the provider – Gigafy on 1300 444 239 or email support@gigafy.com.au. Operating hours for the customer support line is Mon – Fri 8.00am – 10.00 pm; Sat & Sun/Public Holidays 8.00am – 8.00pm. Contact reception if you having difficulties contacting the provider.

Dry Cleaning

Landmark Resort & Spa is a self-catering complex. For your convenience, all of our apartments are equipped with washing and drying facilities; however, we do offer a dry-cleaning facility. A dry-cleaning bag is available from Reception. Items should be delivered to Reception before 9:00am (Monday to Saturday).





Buckets/Spades/Body Boards/Beach Umbrellas

Reception has a selection of buckets, spades, body boards and beach umbrellas for your use. All beach equipment is available free of charge (on a “first in first served” basis). Please see reception during operating hours to organise these.

Cot/Highchair/Stroller

The above items can be arranged complimentary through reception, there is no charge for the duration of the hire. Please see reception to arrange for these items. We also use an external hire company who hire out a wide selection of other products ranging from beach umbrellas, body boards, etc. to home health care e.g. wheelchairs, shower seats, etc.

Baby Sitting

There are a number of professional baby-sitting companies operating on the sunshine coast. Brochures are available from the brochure stands on basement 2, basement 1 and Reception.

Restaurants

Mooloolaba is home to many fantastic restaurants and cafes. A relaxing walk along the Esplanade (which is easily accessible from Level 1 of the resort) will reveal a huge selection of dining possibilities. Immediately to your left after exiting the Landmark Resort through the glass automatic doors on Level 1 your culinary journey will begin. A number of superb locally renowned restaurants are positioned right on the exterior of the building offering fantastic local and international cuisine all in a wonderful Al Fresco dining setting. Continue your walk up the Esplanade for even more variety, or why not try the wharf area or even Parkyn Parade for some fresh seafood on a nice summer's day.

Waterfall Day Spa

The Waterfall Day Spa is renowned as Mooloolaba's premier day spa. Located on Level 1, The Waterfall Day Spa offers that perfect retreat and escape from the everyday.

We invite you to take time out and reconnect with yourself – relax and unwind with a massage or body treatment or rejuvenate and rebalance with the Eminence Organics Spa facial. Be nurtured and renewed by the experienced team and enjoy the sensory journey beside the waterfall.

The Waterfall Day Spa also offers European water treatments, double sessions within the couple's room by the waterfall and all of your beauty requirements...

Imagine a place where the only person that matters is you.

- Multiple Rooms
- Double Treatment Room
- Vichy shower
- Swiss shower

For details on opening hours, contact the Spa directly. The telephone number is (07) 5444 3050.



Taxis and Shuttles

To contact Sunshine Coast Taxi service, phone **131 008** or contact reception who can arrange a taxi on your behalf. Please see reception to arrange airport transfers from Landmark Resort to Sunshine Coast Airport or Brisbane Airport (Domestic or International Terminals). A minimum of 24 hours' notice is required for all airport transfers.

Tours and local attractions

To make the most of your stay, there are a number of fantastic activities that may be of interest in and around the Sunshine Coast area. Please see reception for information on what's around and how to get there. It would be our pleasure to help organise these activities for you, and bookings for many tours and activities can be made through our reception.

Shopping Centres

Sunshine Plaza and Kawana Shopping Centre are both located within a short driving distance from the resort. Please see reception for directions. Alternatively, you can catch the bus which leaves approximately every half hour. See reception for details on where to catch the bus from.

Churches

There are a number of churches of different faiths that are located on the Sunshine Coast. Please see reception for a list of these local churches.

Terms and Conditions

Please ensure that you are fully aware of our terms and conditions.

They are there to ensure all guests enjoy their stay and also to protect our unit owners' property.

Landmark Resort & Spa does have very clear Terms and Conditions, which are sent out with all confirmations of bookings, and are also a part of your Guest Registration that you signed at the time of checking into the resort. We do hope that you enjoy your stay and make full use of our facilities here at the resort; however we ask that you respect the rights of all other guests of the resort to enjoy their stay and to be able to relax taking time away with family and friends. Please keep in mind that Landmark Resort & Spa is a family resort, and we expect all of our guests to conduct themselves accordingly. Please assist us with making your stay – and that of all our guests – a pleasant one.

At Landmark Resort & Spa we have a very strict NO PARTY policy. If this is not adhered to immediate eviction may occur, with extra charges applying and no refunds given.

Guests can Dial 9 to contact our after-hour service provider who can phone the security company to attend to any late-night disturbances.

Fire, Ambulance or Police – Dial “0” then “000”

Doctors

Please see Reception for a list of local Doctors and Medical Centres. Please note that Mooloolaba does not have a 24-hour doctor’s surgery or chemist. Sunshine Coast Hospitals who offer Emergency facilities include Sunshine Coast University Hospital (phone 07 5202 0000). Reception does have a First Aid Kit available for minor accidents and abrasions.

Defibrillator

There is a defibrillator located at reception on the ground floor (available 24-hours) & is positioned on the wall.

Emergency Evacuation procedures

The emergency evacuation procedures are located on the rear of your unit entry door. Please familiarise yourself with the muster point and fire exits from your unit. If unsure, please ask at Reception. The onsite Managers will use the public address system to give instruction should the alarms sound. If the fire alarm does sound, the car park fire doors will close, these will not be opened until all clear has been given by the fire brigade, if you are in the car park at the time listen for instruction. If needed, please use the Fire exit to exit the car park.

Important Note

All units are equipped with smoke detectors connected to the building’s main fire panel. It is an offence to tamper with any Fire safety equipment. **All units are Non-Smoking including balconies.** Smoking in a unit, on a balcony with the doors open, or around the common area passageway will set the fire alarm off. \$1400 is charged by the Fire Department for all False Alarms. Please be aware you will be charged this amount if you are the cause of a false alarm.

Landmark Resort & Spa Security

For the comfort, safety, and peace of mind of our guests, Landmark Resort & Spa employs uniformed and plain-clothed security to patrol the resort, as well as static guards on Friday and Saturday nights. In order to make the stay of all of our guests enjoyable, we please ask that you please abide by the following:

- All guests staying (as well as visitors) using the car park must register at reception. The number of guests staying overnight must not exceed the number of paying guests in the apartment:
 - Studio Apartment – 2 people
 - 1 Bedroom Apartment – 2 people
 - 2 Bedroom Apartment – 4 people
 - 3 Bedroom Apartment – 6 people
- Security has a list of all registered guests staying at Landmark. Anyone trying to access the property after hours that is not listed on this register will be refused entry.
- All cars parked in the Landmark secure underground car park must be registered at reception.
- **Parties in apartments or common areas are strictly prohibited and are a breach of body corporate by-laws. Large groups/parties participating in the drinking of alcohol in lobbies, foyers and other common areas are strictly prohibited and guests will be asked to leave that area immediately.**
- Guest will be charged for misuse of any resort facility including fire alarms, lifts, gym equipment, foyer plants, and any other resort property or facility.
- Pool areas, the rooftop BBQ area, and all other facilities close at 9:00pm. Anyone found in these areas after this time will be asked to leave the area by either security or on-site management.
- **Please respect other residents and guests. Any loud noises or disturbances may result in eviction from the resort without a refund if not contained after receiving a warning. An after-hours callout by management or security will incur a charge.**

Any noise complaints should be called through to the night service (Dial 9) who will direct the complaint to management or security **for them to attend to**. For the comfort of our guests, Landmark does have a zero-tolerance policy towards disturbances to other guests. Please be aware that any noise complaints or unruly behaviour will be dealt with accordingly, and if the noise continues, the occupant may be asked to vacate the premise and their occupancy terminated with no refund.



