

Welcome to the
Landmark Resort Mooloolaba
We hope you enjoy your stay.



Self Catering Apartments

It is important to note that Landmark Resort 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. Requesting extra linen will incur additional charges. Occupancy of 8 nights and longer will receive a Freshen up service on day 4 of your stay. A Freshen up service will entail the replacement of towelling and bed linen, kitchen benches and bathroom walls will be wiped down and floors spot vacuumed. Rubbish is not removed; rubbish chutes are located on each floor behind the Lifts. A **daily service** can be arranged at an additional cost per night, please see reception if you would like to have this arranged.

We please ask that 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 this is left for the cleaners.

All of our Apartments are provided with a start up supply of amenities such as toilet paper, bathroom supplies, washing and laundering powder. Please note that these items are not replenished daily. Additional supplies can be purchased at reception at the below prices;

- | | | | |
|-----------------------|-------------|--------------------|--------------|
| • Toilet Paper (roll) | \$1.00 each | • Detergent | \$1.00 each |
| • Soap | \$0.50 each | • Salt sachet | \$1.00 for 6 |
| • Shampoo/Conditioner | \$1.00 each | • Pepper sachet | \$1.00 for 6 |
| • Tissues (Box) | \$3.50 each | • Tea/Coffee/Sugar | \$1.00 for 6 |
| • Extra bath Towels | \$2.00 each | • UHT Milk Box | \$1.00 each |
| • Laundry Powder | \$1.00 each | • UHT milk small | \$1.00 for 6 |

Alternatively the "GROCER" can be found on the Mooloolaba Esplanade under the Peninsular building only a short 1 minute walk from the Landmark Complex. Coles Supermarket, BWS liquor store, Brumby's bakery and an AMCAL Chemist can also be located at the end of the Esplanade a short 5-10 minute walk from the landmark Complex. Please see reception for directions. A 711 Convenience store is located on the Esplanade level of the Landmark building.

Room Inventory

All of our Apartments are privately owned. All contents of each apartment belong to the owner of that particular apartment, therefore it is extremely important that any cutlery, crockery or in room supplies that are removed from the unit / apartment during occupancy be returned before departure. Any missing items will be late charged to the credit card supplied upon check in. Any breakages or damages caused by recklessness will also be charged. Especially with 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 10am 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 slide your key in and out of any of the access key slots in the common areas of the resort or your specific apartment door in one smooth action. A **green light** will indicate that your key 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 slots beside the glass doors on the reception level, the Esplanade level 1 or the car park. Please note that if you do notice a **yellow flashing light** 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 as 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 - Important information

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 nice and hard 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. We ask that the air conditioning unit and ceiling fans be used separately not at the same time.

Maintenance

Landmark Resort endeavours to ensure that all of our Apartments are fully maintained; 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 the night services by Dialling 9. Depending on the issue either a call will be made to the Resident Manager or logged for Maintenance to attend first thing the following day.

Rubbish Removal

A Refuse Shute can be found on each floor 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 upon completion of your occupancy. Failure to remove all rubbish may result in an additional charge for rubbish removal.

Car Parking

Car park access is off our Burnett street entrance. Drive through the Porte-cochere and turn left into the car park, a key card reader is situated on the wall on the right hand side. Insert the key card; the roller doors will be activated. Park in any car space not marked "Private". The Laundry drop off / loading Area on B1 by the elevators is a no parking Zone. Cars parked in this area do so at their own risk, Landmark will not take any responsibility for damages incurred whilst parked in this loading area. Access to the Car park is by key card, as is required to enter and exit the car park at all times. It is important to note that your key card will be deactivated half an hour after 10am on your day of departure. On your day of departure you will be required to exit the car park at your given checkout time unless pre arranged with reception.

Reception Opening and Closing times

8am through until 6pm
8am through until 4pm
(Christmas Day)

Monday - Saturday
Sundays and Public Holidays
Closed (After hours procedures apply)

After hours calls are directed through to the night service call centre (dial 9), the call centre employees are trained to answer most questions relating to Landmark resort, any urgent calls will be directed to the onsite Manager. After Hours access to the building requires a room swipe key.

If you do experience a 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. **Please note loss of room keys may incur a replacement charge of \$5.00**

After Hours Callouts

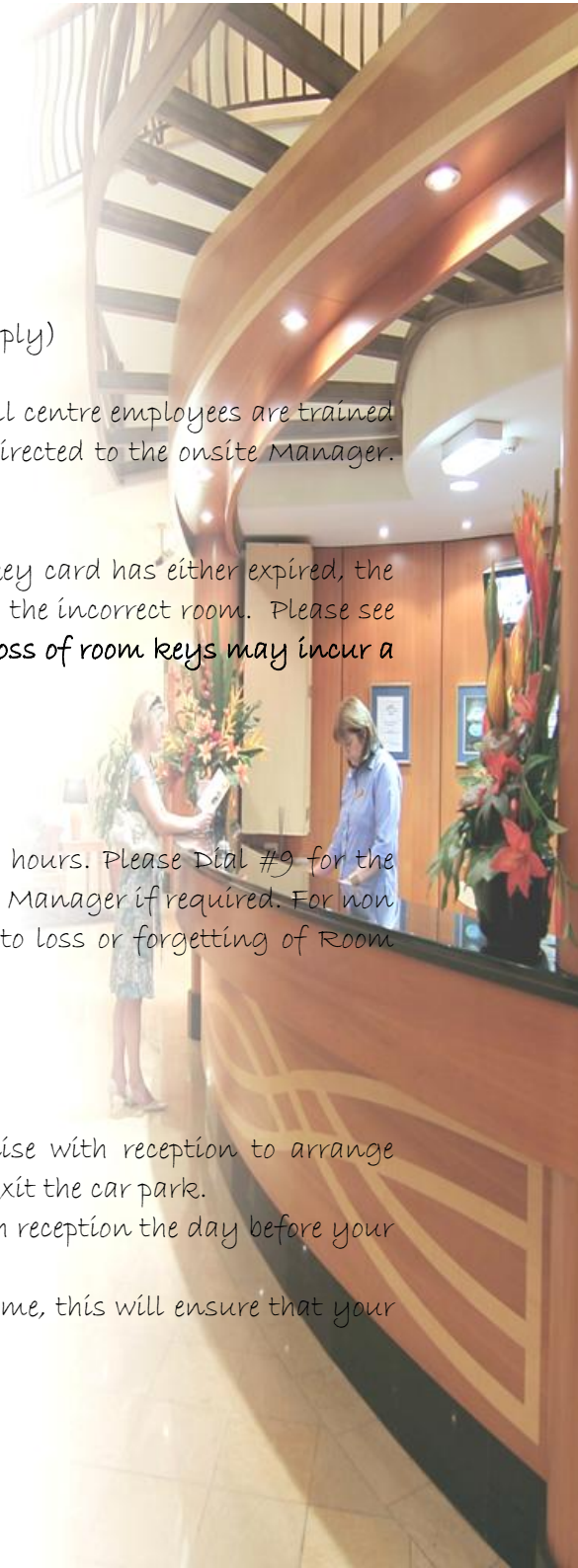
For urgent matters the onsite Manager can be contacted outside of normal office hours. Please Dial #9 for the night call centre who will be able to ascertain the severity of the call and contact the Manager if required. For non urgent callouts a **\$50.00** callout fee will apply. This includes but is not limited to loss or forgetting of Room keys.

Check out

Check out time is 10am. Should you wish to depart prior to 8am please organise with reception to arrange settlement of your account. Your room key can be left in the metal key box as you exit the car park.

A later checkout time can be arranged subject to availability only. Please check with reception the day before your departure. A charge of \$20 per hour will be applied for later checkouts.

Reception will be required to recut your room keys to allow for the later departure time, this will ensure that your room key does not deactivate at 10am.



Baggage store

Please see reception if you would like your bags to be stored for a short period of time. Landmark does have limited storage facilities, leaving bags is at the owner's risk Landmark will not take responsibility for loss or damages.

Swimming Pool / Outdoor Spas

Relax around our heated outdoor swimming pool and Outdoor Spa area located on Level 1 adjacent to the Main Lobby. Opening times are 7am through until 9pm. Please note for health and safety reasons **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. **Pool Towel Hire** - Pool towels can be hired from reception during reception hours, a bond of \$15 is required and a \$5 hire fee will be charged for their use. The \$15 bond will be refunded upon its return.

Roof Top BBQ Area Level 10

There are 2 BBQ and outdoor dining areas on level 10 for general use. Please ensure that these areas are left tidy after usage. Access hours are from 7am until 9pm daily. Please be aware that these are communal areas not for private use. This area is monitored by security cameras.

Alcohol & Glassware policy in pool / SPA areas

Please note as Landmark Resort is a family resort, we do have a strict no alcohol policy around the entire pool area from the glass door onwards. For health and safety reasons absolutely no glassware at all is to be used in or around the pool area, or in and directly around the Rooftop spa. As footwear is not compulsory in these areas glass breakages would result in the closure of the pool and Spa for drainage and glass removal. It is important to note that if for some reason glass is taken into these areas and broken then there will be a charge for closure and glass removal.

Games Rooms

Located on level 1 opposite to the guest elevators, access to this area is by room key. Access hours are from 7am until 9pm daily. All games are coin operated.

Sauna

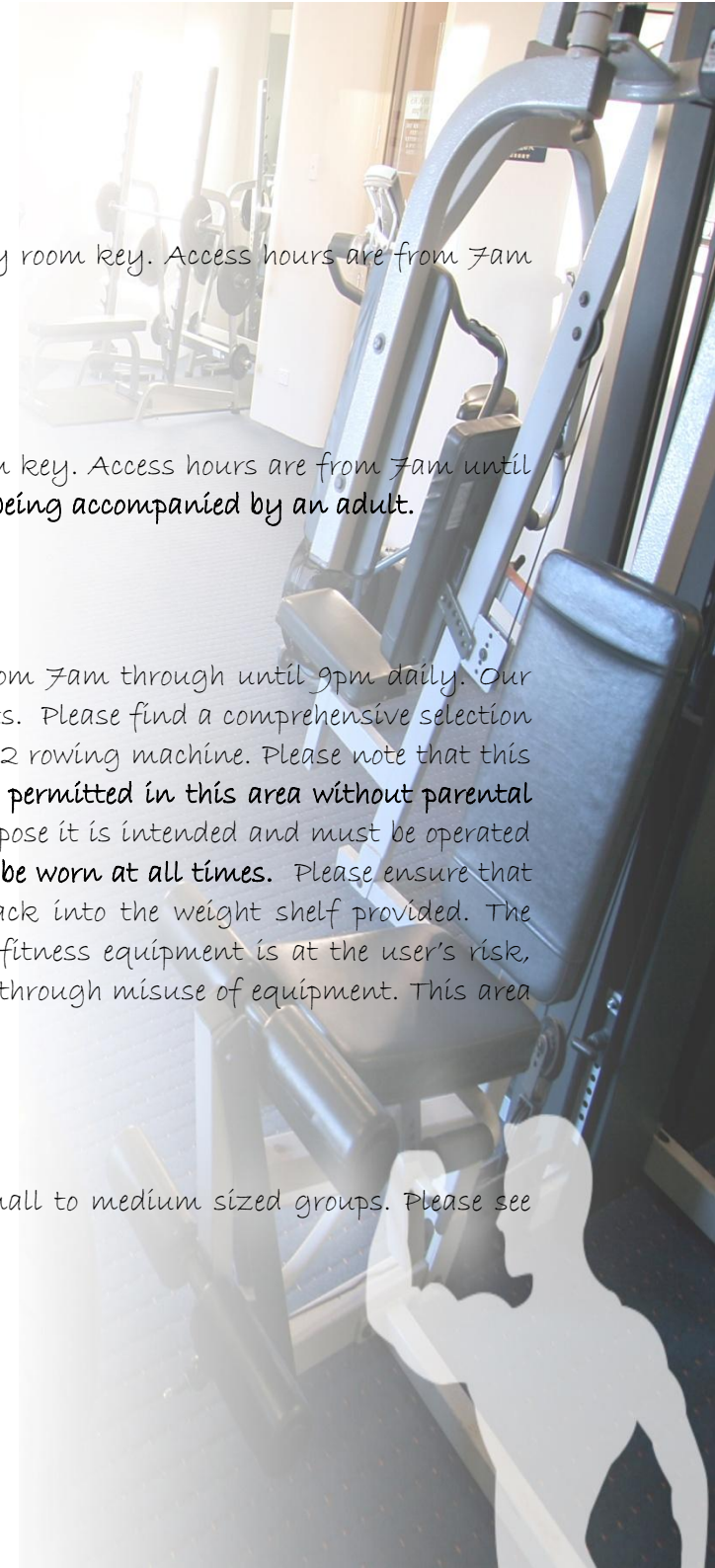
Located on Level 1 opposite to the guest lifts, access is by use of the room key. Access hours are from 7am until 9pm daily. **At NO time are children permitted to use the Sauna without being accompanied by an adult.**

Gymnasium

Please use your room swipe key to access this area, access hours are from 7am through until 9pm daily. Our fully equipped gymnasium is located on level 1 opposite to the guest lifts. Please find a comprehensive selection of fitness equipment including state of the art spin bikes and concept 2 rowing machine. Please note that this area is strictly **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 Landmark Gymnasium is an unsupervised area; therefore, use of the fitness equipment is at the user's risk, Landmark Resort will not be held responsible for any accidents caused through misuse of equipment. This area is also monitored by Security cameras.

Conferencing facilities

Looking for meeting space? Landmark offers meeting facilities for small to medium sized groups. Please see reception for a copy of our conference pack for your perusal.



Telephone calls

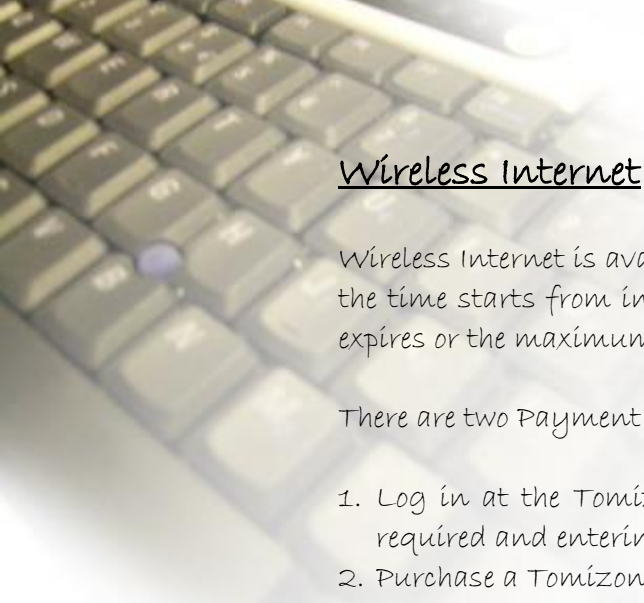
- **RECEPTION** To contact reception Dial 9, and after hours your calls will be diverted to the after hours service.
- **OUTSIDE LINE** To get an outside line Dial 0 followed by the number you wish to call.
- **ROOMS** To call a guest in another room, you can call their room by dialling the last three (3) digits of the room number.
- **INTERCOM** To allow visitors access to the main hotel doors after hours, please advise your guest to Dial 88 on the intercom 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 a key card.

There is a charge for all outgoing calls including a connection charge for all free call numbers of \$0.60 cents. All after hours calls are received by our afterhours call centre and will be connected to the apartment required. All of our Apartments have a direct in dial number; please ask at reception if you would like this number to give out to family and friends. All local calls are charged a local connection fee of \$0.60 cents, 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 charge a \$0.60 cents connection charge.

Photocopying and Faxing

Photocopying and Faxing is available through reception during reception hours. DSRO
Photocopies \$0.20 cents per page, Faxes National, \$2.50 per Page, International \$4.00 per page.





Wireless Internet

Wireless Internet is available throughout the Landmark Resort Building at the below prices; N/B: Please note that the time starts from initial connection and is not accumulative, the session will disconnect once either the time expires or the maximum MB are used whichever comes first.

There are two Payment options available;

1. Log in at the Tomizone log in page in your room and pre pay using your Credit Card, selecting the time required and entering your credit card details.
2. Purchase a Tomizone from reception for the duration required, this can be charged to your room account.

Having difficulties with your connection? Tomizone Tech Support number 1300 881 862

There is also coin operated computer access on the Ground Floor Reception area.

Charges are \$1.00 for 7 minutes, and \$2.00 for 21 minutes.

DVD Rental

Reception has a varied selection of DVD's for hire available for nightly or weekly rental. A catalogue of available DVD's is available at reception during reception hours.

Dry Cleaning

Landmark is a self catering complex, for your convenience all of our apartments are equipped with washing and drying facilities; however we do offer a same day Dry cleaning facility. A Dry Cleaning bag is available from reception; items should be delivered to reception before 9am Monday to Saturday for same day return.



Cot / High Chair / Stroller & Booster Seat Hire

The above items can be arranged for hire through reception, the rates depend upon the duration of hire. Please see reception for the costing and to arrange for these to be organised. We do use an external Hire company who also hire out a wide selection of other products ranging from Beach umbrellas, body boards etc to Home Health care e.g. Wheel chairs, shower chairs etc.

Rollaway Beds

We can accommodate 1 extra person in our larger style apartments utilising a rollaway bed. There is an additional cost of \$30 per day for a Roll away bed which includes the linen. Please note we do not allow for the additional person in our Studio Resort and Studio Beach suites.

Buckets, spades and Body Boards


Reception has a selection of Buckets, spades and body boards for your use. These are free of charge and are on a first in first serve basis. Please see reception during reception hours to organise.

Baby Sitting

Baby sitters can be arranged through reception, using Bo Peeps a local reputable Babysitting company. Please see reception for more information.


Vending Machine

You will find a coin operated vending machine on level 1 adjacent to the swimming pool glass doors, offering a selection of cold drinks and confectionery items for purchase.



Restaurants

Mooloolaba is home to many fantastic restaurants and cafes, a relaxing walk along the Esplanade which is easily accessible from the Landmark via level 1 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 there on the exterior of the Landmark 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 Parklyn Parade for some fresh seafood on a nice summer's day. If you're after an eat in option you will find on your fridge a Gourmet Deliveries catalogue. Gourmet Deliveries offer a comprehensive selection of local restaurants to order from and they will deliver them to the resort for you. Please read through the Catalogue for instruction for how to order, it is important to note that Gourmet Deliveries is strictly credit card or cash on delivery. Meals ordered through Gourmet Deliveries cannot be charged back to your room.



Waterfall Day Spa

Established for over 6 years, The Waterfall day spa is renowned as Mooloolaba's premier day spa. Located on level 1, Waterfall Day Spa offers that perfect retreat, an escape from the everyday. We invite you to take time out and reconnect with yourself.

Relax and unwind for an hour, a morning, an afternoon or why not treat yourself to a full days pampering. Be nurtured by massage, facials, Vichy shower treatments and soothed by the unique aromas of Aveda's plant based products and Eminence's pure organic product line in a Private tropical courtyard setting with a waterfall.

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

Opening Hours

9am - 6pm Monday to Saturday, 10am - 6pm Sunday, Closed on some Public Holidays

Taxi's and shuttles

Sunshine Coast Taxi dial '0' for an outside line 131 008. Please see reception to arrange airport transfers from Landmark Resort to Sunshine Coast Airport or Brisbane Airport domestic or international Airports.

Tours and local attractions

To make the most of your stay, there are a number of fantastic activities that may be of interest on 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.

Shopping Centres

Sunshine Plaza and Kawana Shopping centres are both 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.

Coles supermarket Trolleys

It is worth mentioning that you can be fined up to \$500 for removing shopping trolleys from the Supermarkets, Landmark Resort will have no hesitation in charging any guest found leaving trolleys in corridors, in our car park, on the resort driveway and any other area in or around the Landmark Building. Please do not be offended if one of our Staff politely asks that you return your trolley to where it originated. Mooloolaba is a beautiful destination, too beautiful to have shopping trolleys scattered around the area.

Churches

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

Terms and Conditions

Please ensure that you are fully aware of what our terms and conditions are, they are there to ensure all guests enjoy their stay and also to protect our unit owners property.

Landmark Resort 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 upon checking into the resort. We do hope that you enjoy your stay and make full use of our facilities here at the Landmark. 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 the Landmark Resort 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 guest a pleasant one.

Merchandise

We do offer a small selection of merchandise for sale at reception. Please check prices with our Reception Staff.

- Landmark Men's and Ladies Polo Shirts
- Landmark Stubby Coolers
- Landmark Cotton Bathrobes
- IKOU Oil Burners
- IKOU Melts
- IKOU Bath Salts

Ikou products are made in the world heritage Blue Mountains, using environmentally sustainable palm wax which are vegan + GM free + paraffin free and sourced from certified organisations founded by the WWF (world wide fund for nature) all products are scented with high quality aromachology fragrances and essential oils. These products are really beautiful and worth looking at if you want to add an extra little touch to your stay.

Doctors

Please see reception for a list of local Doctors and Medical Centres. Please note that Mooloolaba does not have a 24 hour doctor surgery or chemist. Sunshine Coast private Hospital in Buderim is the closest Accident and Emergency clinic. Reception does have a first aid kit available for minor accidents and abrasions.

Mooloolaba Medical Centre

Shop 1 Mooloolaba Junction

Convenience Centre - Brisbane Road

Mooloolaba Phone 5444 1818

7 Day Medical Centre

150 Horton Parade, Maroochydore

Phone 5443 2122

Emergency Services -

Fire, Ambulance or Police - Dial "0" then "000"

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 the 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 offense to tamper with any Fire safety equipment. All units are Non Smoking. Smoking in a unit, on a balcony with the doors open or around the common area passage way detectors will set the fire alarm off; \$950 is charged by the Fire Department for all False Alarms. Please be aware you may be charged this amount if you are the cause of a false alarm.



Landmark Resort Security

For the comfort and peace of mind of our guests, Landmark Resort employs uniformed and plain clothed security to patrol the resort, as well as static guards on Friday and Saturday evening. In order to make the stay of all of our guests enjoyable we please ask that you 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 Resort 2 Pax only
 - Studio Beach 2 Pax only
 - 1 Bedroom Apartments 2 Pax, (with 1 additional paying guest)
 - 2 Bedroom Apartments 4 Pax, (with 1 additional paying guest)
 - 3 Bedroom Apartments 6 Pax, (with 1 Additional paying guest)
- Security has a list of all registered guests staying at Landmark, anyone trying to access the property after hours that are not listed will be refused entry.
- All cars parked in the Landmark Secure 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, Foyers Plants and any other resort property or facility.
- Pool areas, the Rooftop BBQ area and all facilities close at 9pm, anyone found in these areas after this time will be asked to leave the area by security.
- Please respect other guests, any loud noises or disturbances may result in eviction from the resort without a refund if not contained after receiving a warning.

Any noise complaints should be called through to the night service who will direct the complaint through to security for them to attend to. For the comfort of our guests, Landmark does have a low tolerance policy towards disturbances to other guests, please be aware that any noise complaints or unruly behaviour will be dealt with, with one warning and then if the noise continues the occupant may be asked to vacate the premise and their occupancy.

