

Terrace Lofts Ocean Grove



Self Contained Apartments

Guests Compendium

*Thank you for choosing the Terrace Lofts we hope you enjoy
your stay here in Ocean Grove.*

Contact Details

Terrace Lofts
92 The Terrace
Ocean Grove
VIC 3226

Postal Address
PO BOX 807
Ocean Grove
VIC 3226

Telephone
24 Hour Contact

(03) 5255 4167

Email
website

info@terracelofts.com.au
www.terracelofts.com.au





THE TERRACE LOFTS APARTMENTS
OCEAN GROVE
Emergency Contact Details

Our Location:

92 The Terrace, Ocean Grove. Victoria

Police	dial 000	
Fire	dial 000	
Ambulance	dial 000	
Poisons information	13 11 26	Victorian Poisons Information
Barwon Health (Geelong Public Hospital)	5226 7111	Ryrie Street, Geelong (emergency/ambulance entrance) (24kms – 30 mins by car)
Ocean Grove Medical Centre	5255 1022	75 The Parade, Ocean Grove (350m – 3 min walk)
Storm damage or flood rescue	132 500	State Emergency Service

When dialling triple zero for any emergency service it is helpful to be ready to answer the following questions:

- what is the exact location of the emergency?
- what is the phone number you are calling from?
- what is the problem, what exactly happened?
- how many people are hurt?
- how old is the person?
- is the person conscious (awake)?
- is the person breathing?

Do not hang up. Follow the instructions offered by the emergency services call-taker as the ambulance responds. These will help the patient and the ambulance paramedics.

If available send a family member to the front of the property to guide the emergency services personnel to the area.

Terrace Lofts after hours emergency number 5255 4167

Additional Charges

Apartments must be left in a relatively clean & tidy condition on departure, rubbish removed and dishes are to be washed up and put away to avoid additional cleaning charges. If the apartment is deemed "un-rentable" for any fair reason a standard nights accommodation may be charged to the credit card provided.

The Terrace Lofts is a non-smoking establishment and as a result where management determines the presence of any smoking residue in any apartment, a \$300 additional cleaning charge will be applied to the credit card supplied to cover costs of dry-cleaning of curtains, furnishing etc.

Ash trays are supplied for guest use in external areas only.

Although much loved, pets are not allowed in our apartments or property unless previously arranged a \$300 additional cleaning charge will be applied to the credit card supplied for pets found in or around the property.

The Terrace Lofts reserves the right to evict any person/s from the premises immediately and without notice, or refund for any disturbances or unruly behaviour causing disruption to other guests.

The Terrace Lofts also reserves the right to charge guest for all damages and breakages, lost keys, missing items, late departure, extra cleaning, and unpaid expenses. Any additional charges will automatically be charged to the credit card provided on booking, following at least one attempt to contact the credit card holder.

Only the designated persons on check-in are permitted to stay in the apartment/s, any additions to this may be charged the average nightly rate for the duration of the booking, and all occupants may be required to leave the premises.

We will not be responsible for any interpretation or misunderstanding about the premises booked and our cancellation policy will apply. All apartments are "Family Friendly" and therefore group bookings are not accepted without prior arrangement with the owners.

Accounts

We have facilities for Visa, Bankcard, Mastercard and Cash are acceptable.

Cheques are welcome with prior arrangement and we welcome corporate accounts.

We do not have facilities for eftpos, Travellers Cheques, Diners nor Amex.

Airport Shuttle

If you require an airport shuttle bus please contact the company direct on:

Avalon Airport Shuttle (03) 5278 8788

Gull Bus – Tullamarine Shuttle (03) 5222 4966

Air conditioner

See Operator’s Manual in Appendix A

Appliance Instructions

See Operator’s Manual in Appendix A

Ambulance

Should you require any emergency services please phone **000**

Banks

The closest banks are located in the main street (The Terrace) within walking distance at the following locations

ANZ	72 The Terrace Ocean Grove	150mtrs
CBA	76B The Terrace Ocean Grove	150mtrs
Bendigo Bank	Park Lane Ocean Grove	150mtrs
NAB	81 The Terrace Ocean Grove	150mtrs
Westpac	71 The Terrace Ocean Grove	150mtrs

BBQ

BBQ’s are located in the courtyard. Please ensure the gas tap (yellow) is turned off when you have finished. There are BBQ tools and basic condiments for your use in the laundry area.

Bottle Shop

The closest bottle shops are located in the main street (The Terrace) within walking distance at the following locations:

Ocean Grove Cellars	68A The Terrace, Ocean Grove	200mts
Liquorland	Park Lane Ocean Grove	150mts

Car Parking

One car park is provided per apartment. Should you need additional spaces please contact us on (03) 5255 4167 and if available an alternative will be provided. Please ensure your guests park on The Terrace or alternatively there is a public car park opposite the complex.

Car Wash

A car wash bay is located at the corner of Smithton Gve and Grubb Road Ocean Grove – 1.5kms.

Check-In/Check-Out Times

Check-In 3.00pm Check – Out 11.00am

The above hours are the advertised times however please refer to your introduction sheet for your times. If it is possible early check-in and late check-out times are available at no extra cost please contact us on (03) 5255 4167 should you wish to alter (Please note not available during the summer months).

Chemist

The closest Pharmacy's are located in the main street (The Terrace) within walking distance at the following locations:

Brentnall's Pharmacy	69 The Terrace Ocean Grove	150mts
Ocean Grove Pharmacy	76 The Terrace Ocean Grove	150mts

Cleaning

Our apartments are serviced/cleaned for each new booking. New linen is supplied and made up for each apartment prior to your arrival. We can supply additional linen to make up the sofa beds. The apartments are serviced weekly should your stay be longer than 7 days but additional linen is available on request.

Doctors

The closest medical clinic is located within walking distance at the following locations:

Ocean Grove Medical Clinic	75 The Parade Ocean Grove	150mts
	Ph: (03) 5255 1022 opposite Coles Car Park	

Fire Brigade/Emergency Services

Should you require any emergency services please phone **000**

Firewood

Fire wood is guaranteed during the winter months June, July and August. Additional firewood and kindling is available next to the garage. There is also additional newspaper and matches in the guests laundry.

Garbage

Council (maroon) wheelie bins are located in the bin area (near clothes line) for all general rubbish. There is also council (yellow) wheelie bins for recyclables. There is also a small general waste bin located in the car park.

Heating

See Operator's Manual in Appendix A

Hot Water Service

Each apartment is fitted with an individual hot water service located in your individual courtyards. Please contact us on (03) 5255 4167 should you experience any difficulties.

Maintenance

If you experience any problems with fixtures/fittings/utensils/electrical goods in your apartment during your stay we would be grateful for your notification to allow us to attend to the items of concern.

Additionally if you feel any extra facilities could have been provided we ask you to complete the maintenance form in Appendix A of this compendium. Thank you.

Laundry

Guests are welcome to use the washing machine and dryer in the guests laundry. There is also a small clothes airier in the under stair cupboard in your apartment. You may also have an outside line in your courtyard or a commercial clothesline in the bathroom.

Police

Should you require any emergency services please phone **000**

Power Outages/ Disruption to Services

A torch is available in the apartment for the interim and then please contact us on (03) 5255 4167

Restaurants

There are many and varied quality restaurants in Ocean Grove and the surrounding areas please refer to Appendix B of this compendium and the notice board in your apartment for local take away options and menus.

Security

Please make sure you securely lock your belongings both in your car and keep your apartment door locked whilst you are away from the complex. The Terrace Lofts Apartments will not accept any liability for lost or stolen items.

Supermarket

The closest supermarket is located in the main street (The Terrace) within walking distance at the following locations:

Coles	The Terrace Ocean Grove	150mts
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Taxi

There is a taxi rank outside the complex (The Terrace) or alternatively you can contact on:

Geelong Radio Cabs	131 008
Bay City Cabs	132 227

Telephone

The Terrace Lofts do not have in-house telephones but there is a public telephone opposite our carpark or alternatively outside the post office (100mts).

Television /DVD

See Operator's Manual in Appendix A

Toiletries

You are provided with an initial supply of Toilet Paper, Tissues, Soaps, Tea bags, Plunger Coffee, Foil, Food Wrap, Paper Towel, Dishwashing Liquids, Washing Powder and Bin Liners etc upon arrival.

These items are complimentary and any additional supplies of these are available at the supermarket (Coles 100mts).

Tours/Travel/Car Hire

The closest Travel Agents are located in the main street (The Terrace) within walking distance at the following locations:

Ocean Grove Travel	63A The Terrace (150mts)	(03) 5255 4422
Jetset Ocean Grove	75 The Terrace (150mts)	13 63 83
Hertz (Geelong)		(03) 5229 1100

Thank you for your patronage, We hope you enjoy your stay

