

Terrace Lofts Apartments
Self Contained Apartments
Guest Compendium



Terrace Lofts Apartments Ocean Grove

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 1577

Geelong

VIC 3220

Contact

(03) 5255 4167

info@terracelofts.com.au

www.terracelofts.com.au

Terrace Lofts Apartments Ocean Grove

Emergencies

Our Location:

92 The Terrace, Ocean Grove. Victoria

Police 000

Fire 000

Ambulance 000

Victorian Poisons Information 13 11 26

Barwon Health (Geelong Public Hospital & Barwon Health) 5226 7111

Ryrie Street, Geelong (emergency/ambulance entrance)

Distance from the Terrace Lofts **24kms – 30 mins by car**

Ocean Grove Medical Centre 5255 1022

75 The Parade, Ocean Grove

Distance from the Terrace Lofts **350m – 3 min walk**

Storm damage or flood rescue State Emergency Service 132 500

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

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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 one standard nights accommodation may be charged to the credit card provided.

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

Although much loved, pets are not permitted in our apartments or property, a \$300 additional cleaning charge will be applied to the credit card supplied for pets found in or around the property in addition to any damage incurred.

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 will be charged the average nightly rate for the duration of the booking, and all occupants may be required to leave the premises.

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Accounts

We only accept bookings online via our website www.terracelofts.com.au or expedia.com.au, booking.com etc.

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

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

BBQ

A communal BBQ is 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 underneath.

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

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

- Pharmacy 69 The Terrace Ocean Grove 150mts

Cleaning

Our apartments are serviced/cleaned for each new booking. New commercial grade linen is supplied and made up for each apartment prior to your arrival. The apartments are serviced once during a weekly stay at a time convenient to you.

Additional linen is available on request.

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Firewood

Fire wood is guaranteed during the winter months June, July and August. Additional firewood and kindling is available near the guest laundry area.

Garbage

Council (maroon) wheelie bins are located in the bin area for all general rubbish. There is also council (yellow) wheelie bins for recyclables.

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 feedback form or contact direct.

Laundry

Guests are welcome to use the washing machine and dryer in the guests laundry. There is also a small clothes airier in your apartment.

Power Outages/ Disruption to Services

If there is a power outage please contact us on (03) 5255 4167 so we can report it to Powercor and obtain an estimated time to restore, a torch is available in the apartment for the interim.

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Restaurants

There are many and varied quality restaurants in Ocean Grove and the surrounding areas please refer to 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

Taxi/Uber

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

Ocean Grove and surrounds is serviced by Uber

Telephone

Our apartments do not have in-house telephones however there is a public telephone opposite our carpark or alternatively outside the post office 100mts walk.

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Television /Netflix/wifi

Every apartment has a television and free access to Netflix refer to the printed sheet in your apartment for instructions on how to use. Note DVD players are not provided.

Wifi is free and unlimited, the range covers all apartments and outdoor areas.

Toiletries

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

These items are complimentary, if you require additional supplies you can purchased at the supermarket (Coles 100mts).

Tours/Travel/Car Hire

Transport options:

- McHarry Bus service (servicing Ocean Grove, Torquay, Geelong, Queenscliff)
<http://mcharrys.com.au/timetables/#tab-id-4>
- Queenscliff to Sorrento Ferry
<http://www.searoad.com.au/timetable/>
- Hertz (Geelong) (03) 5229 1100 (23kms – 30min drive)

The closest Travel Agents are at the following locations:

- Ocean Grove Travel 63A The Terrace (150mts) (03) 5255 4422
- Jetset Ocean Grove 75 The Terrace (150mts) 13 63 83

enjoy your stay