

A balcony view of a beach and ocean. The sky is bright blue with scattered white clouds. The ocean is a deep blue, transitioning to a lighter turquoise near the shore. Waves are breaking on a sandy beach. In the foreground, there is a balcony railing and a grey lounge chair. To the left, a multi-story building is visible. The overall scene is bright and scenic.

welcome to

ULTRA | BROADBEACH

Air Conditioning

The air conditioning in each unit is ducted and reverse cycle. Control panel is located on your entrance or lounge wall and can be adjusted to suit your requirements. As we are energy conscious, please switch air conditioning off when you leave your unit. Recommended temperature is 24°.

Animals

Health Dept. regulations do not allow pets in holiday letting apartments.

Barbeques

The barbecues are located on Level 1. Please consider others and leave the area clean and tidy for the next guest. Please take your barbeque equipment with you for cooking.



Beach

The beach is located at the Eastern end both Margaret and George Streets. Please ensure all sand is washed off prior to entering building or pool area.

Breakages

The registered occupier of the unit is liable for any breakages



or damages done during their stay. Please report all breakages or damage to Reception immediately.

Buses & Trams

These are regular bus services provided by Surfside bus lines. Please ask reception for bus information. Trams and bus tickets (1 day passes) can be purchased at reception.

Car Parking

Car parking is located on Basements 1 & 2. Please use only your allocated spaces. Additional parking is available on spaces marked "VISITOR BAY".

Cinemas

Cinemas are located at Pacific Fair and other major shopping centres on the Gold Coast. Session times are available online eventcinemas.com.au

Check Out /Departure

Resort check out time is 10.00am. Please hand keys into Reception when checking out.

Guests departing outside office hours are asked to contact Reception on the previous day to finalise any outstanding accounts.

Cleaning

Units are not serviced daily. However, if you are staying with us for 9 nights or more a service will be provided. Should you require a service or fresh linen, this can be provided at an additional cost. May we respectfully advise that we are self-catering holiday apartments and as such you are responsible for maintaining the general tidiness and cleanliness of your apartment.

PLEASE NOTE: Should your unit be left in an unacceptable condition on your departure, an additional cleaning fee may be charged.

Children

To ensure a pleasant holiday is had by all, we ask parents to SUPERVISE their children. Please ensure all signs are adhered to as any damage

caused by children will become the parent's expense. Persons found vandalizing or damaging resort property or equipment will be required to pay all restriction costs and asked to vacate the resort. Children to be escorted in the lift.

Consumables

A starter pack of tea, coffee, milk, sugar, toiletries, toilet paper, towels etc., is provided in each room for your convenience. Additional supplies can be purchased at reception.

Doctor

Broadbeach Central Medical Centre, Phone 07 5531 6344 or Broadbeach Family Practice, Phone 07 5539 9177.

Dry Cleaning

All dry cleaning requirements can be arranged through reception. This service is available daily, Monday – Friday and will be charged to your account.

Facilities

Our golden rule is 'Courtesy'. Gym facilities are available from 7am – 9pm. The outdoor facilities are open from 7am – 9pm. Please be considerate of others when using resort equipment and facilities. Bookings for the Theatre and Tennis Court can be made at Reception. Children under the age of 16 are not permitted in the gym area. Please treat equipment with

care at all times. Please use a towel and gym shoes whilst using equipment and wipe down equipment after use. Tennis equipment is available for hire at Reception.

Fax | Photocopy service

Available from Reception for a small fee.

Items in Room

All items in room e.g. furniture, crockery and cutlery, are to remain in the rooms and not to be moved between other units if you have friends or family staying. Any items missing will incur a replacement charge.

Keys

You will need to use your swipe fob to gain entry to the building, car park and common areas. Use your yellow room key to enter your unit. PLEASE NOTE: If keys are lost, please contact Reception so that a replacement set can be arranged. A replacement cost per set of keys is \$95 (incl GST).

Lost Property

ULTRA shall not be responsible through any cause whatsoever for any loss or damage to the property OF ANY PERSON AT THE RESORT. Lost property will only be held at the resort for a period of one month.

Noise

Remember – you are your neighbours neighbour. Please keep noise on balconies to a minimum to permit enjoyment of the resort by all occupiers. Loud boisterous noises or other objectionable behaviour by an owner or guest can not be permitted. The resorts Managers reserve the right to close down any noisy gathering which is disturbing the peace of other guests. All gatherings must leave the common areas by 9.00pm unless otherwise agreed by Management. Guests not complying with this request may be asked to vacate the premises. We thank you for your co-operation.





Markets

The Carrara markets operate every weekend. Buses are available – please ask Reception. Also on the 1st and 3rd Sunday of every month there are markets at Broadbeach, next to the Kurrawa Surf Club.

Occupancy

As per Queensland Fire Regulations; One bedroom apartment – no more than 3 persons. Two bedroom apartment – no more than 5 persons. Three bedroom apartment – no more than 8 persons at any one time. This does not include infants and babies. This ruling will be strictly adhered to.

Pool Safety & Courtesy

The pool areas are on level 1 and are open from 7.00am – 9.00pm. This is a non-smoking area. Please wash off all sand before entering either the pool or spa. Please consider other guests when using this area.

- Children under the age of 13 are to be supervised at all times.
- Glass and food are not permitted around the pool, spa area or in front of the glass fence.
- Pushing, running, jumping or rough play is prohibited in the pool and spa area.
- Swimming whilst intoxicated is not allowed.
- No surfboards, boogie boards or floating objects allowed in pool.

FAILURE TO FOLLOW THESE RULES MAY RESULT IN OFFENDERS BEING RESTRICTED FROM THE POOL AREA.

Pool Towels

Pool towels are available from Reception at the cost of \$3.00. Room towels are not to be used in the pool area.

Reception Hours

Reception is attended from:
Monday - Friday: 8.00am–5.00pm
Saturday: 9.00am–5.00pm
Sunday: 9.00am–2.00pm

Public holidays: 9.00am–2.00pm

Christmas Day: managers discretion.

If you are departing outside office hours, please settle your account the day prior. We accept American Express, Mastercard, Visa and Cash. Cheques are not accepted. All transactions must be carried out during office hours. Management reserves the right to enter your apartment for cleaning, maintenance and inspection.

Resort Appearance

To maintain the appearance standard of the resort to protect the paint, we would appreciate it if you would refrain from hanging towels and washing over the balconies. Please use clothes ailer supplied.

Room Maintenance

Should any item in your apartment require attention, please contact Reception as soon as possible so that we may rectify any problems immediately. For the convenience of others, please refrain from using washing machines and dryers before 8.00am and after 8.00pm.

Rubbish

A rubbish chute is located on entry level beside the lift. Please bag or wrap your garbage before depositing it down the chute. Please DO NOT put bottles or glassware down

the chute or try and force large items down the chute entry. As this will only block the chute. Bottles, cans and paper go into the black container marked 'Recycle' located inside the garbage room on each floor.

Sauna & Steam Room

These are located next to the Gym on the first floor. This area is for Adults only.

Security

Your apartment should be locked when unattended. Please do not allow unidentified persons into the resort – ask them to contact Reception for entry. The main entry door is locked outside of office hours so please remember your keys at all times. Should you forget your keys and need to be let in outside of office hours there will be a charge of \$50.00. For your security we have installed cameras throughout the building.

Smoking

All apartments are non-smoking. An extra cleaning charge may apply if it is evident a guest has been smoking in the unit.

Shopping

For grocery shopping, we suggest Oasis Shopping Centre, where you will find 'Woolworths' supermarket. Opening hours are 7.00am-9.00pm Monday to Friday, Saturday 7.00am – 10.00pm and Sunday 7.00am – 9.00pm. The Oasis has an abundance of shops and restaurants and is only a few blocks North of ULTRA. There is also 'Pacific Fair' located on the other side of the Gold Coast Highway; there you will find over 400 specialty stores including Myer, Kmart, Coles and Target. There is also 'Robina Town Centre', 'Harbour Town' and 'Australia Fair'. Brochures are available at Reception.

Telephones

For your convenience, you can make telephone calls without going through Reception. You can receive calls anytime via your direct dial phone number. To make an outside call please dial '0' then dial area code, then the number. For all ISO calls dial '0' then '0011' then the country code, then the number. To dial from room to room just dial the room number e.g. For room 1201 dial

1201. Cost of calls: Any calls made are metered and registered at Reception and charged to your account accordingly.

Tours

The Gold Coast is renowned for the wide variety of activities available. We will be happy to recommend and arrange any tours for you during your stay. Please book at reception or scan the QR code provided.

Transport

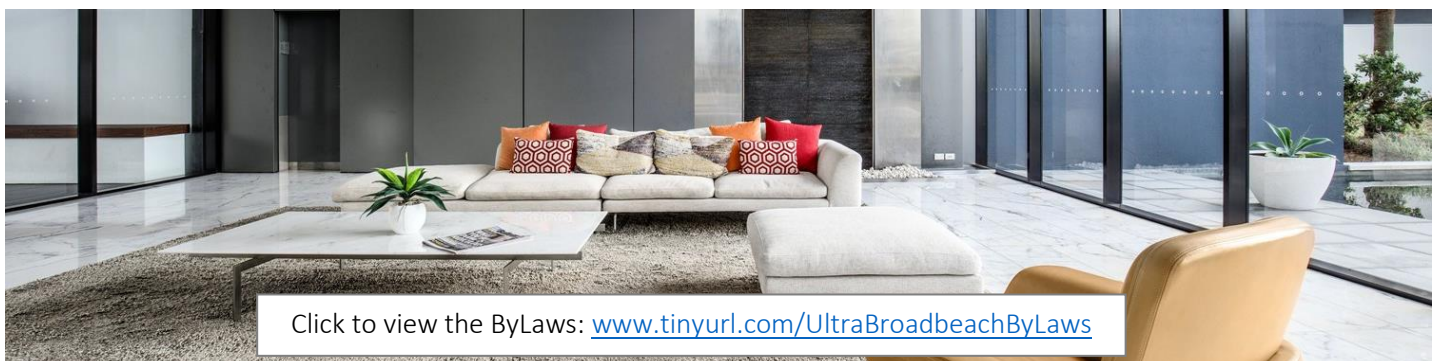
Gold Coast Cabs operate on the Gold Coast and can be reached by dialing 131 008 on your room phone. For public bus information or limousine hire, please contact Reception.

Visitors

Please ensure you have informed your visitors of your unit number if they wish to call you outside of office hours. There is an intercom system outside the front entrance doors that they can contact you upon arrival.

Wireless Internet

Free WIFI - Password is located on the back of your apartment door.



Click to view the ByLaws: www.tinyurl.com/UltraBroadbeachByLaws

