



CAIRNS CENTRAL PLAZA APARTMENT HOTEL



Welcome to Cairns Central Plaza Apartment Hotel!

On behalf of the management and staff at Cairns Central Plaza Apartment Hotel we extend to you a very warm welcome, and wish you a pleasant stay in the beautiful city of Cairns.

Our friendly team are committed to providing our guests a comfortable, relaxing experience and endeavour to exceed your expectations through every interaction. We take a certain pride in being part of your holiday experience and we hope you entrust us with this special responsibility. There are some magnificent services available at Cairns Central Plaza that will add to your journey with us through this magical landscape.

We would like to take this opportunity to both welcome and thank you for choosing to stay at Cairns Central Plaza. We are available at any time so please feel free to call me directly or alternatively make contact via the Front Desk.

Sincerely,
Hotel Management and Staff





Cairns Central Plaza Apartment Hotel

ADDRESS

58 McLeod Street, Cairns QLD 4870

EMAIL

reservations@cairnscentralplaza.com.au

WEBSITE

www.cairnscentralplaza.com.au

POOL

7 Days
7.30am – 8:30pm

GYM

7 Days
7.30am – 8:30pm

RECEPTION LOCATION

Reception is located on the ground floor

RECEPTION CONTACT

Available during reception hours
and up to 8pm
[\(07\) 4081 6000](tel:(07)40816000)

RECEPTION OPENING HOURS

Monday to Friday
8am – 6pm
Saturday
8am – 4pm
Sunday & Public Holidays
8am – 4pm

AFTER HOURS CONTACT

Emergencies only after 8pm
and before 7am
[0451 308 720](tel:0451308720)



AIR CONDITIONING

Use air-conditioning remote control to adjust individual room temperature and functions. For any assistance with the air-conditioning & remote please see reception. Please keep the temperature above 20c as the compressor will freeze up with the humidity.

BATHROOM AMENITIES

Your bathroom is stocked with amenities for your convenience.

Your bathroom includes a hair dryer.

If you need any additional bathroom items, please contact reception and they will be provided at no charge.

COTS AND HIGH CHAIRS

Cots and high chairs are available for your convenience. Please contact reception during open hours to arrange this. Charges apply, see [Schedule of Fees](#).

LAUNDRY AND IRONING FACILITIES

1-bedroom apartments have a laundry room with laundry and ironing facilities available inside. For guests staying in studio apartments, we have a guest laundry available for use. Please see reception for more details.

Please remember to switch off the iron after use.

MAIL

Mail may be left at reception for collection and posting. Alternatively, there is a post office located 3 minutes away via car.

Address: 38 Sheridan St, Cairns City, QLD 4870

GYM

Gym facilities are available on site for guest use. Please see reception for more details.

CONFERENCE ROOM

We offer an on-site conference room for your business needs. Please refer to the "Conferences, Functions & Events" page (7) for more information and see reception for booking details.

PETS

Assistance animals are permitted into accommodation areas and on the premises, though we do ask that you please inform reception of the presence of a service dog. It is the policy of this property that all other pets are NOT permitted in accommodation.

TEA AND COFFEE

Your apartment is stocked with coffee, tea bags, sugar, and long life milk. These items will be replenished with your next service.

Any additional stocks you may require can be obtained from reception.

WI-FI

Free Wi-Fi has been installed in each room. To connect to our secured network, login details will be provided in your welcome letter.

TELEVISION

The television receives all Free-to-air stations, as well as 90 Foxtel channels and casting.

PARKING

Free on site parking is available, subject to availability. Use of our parking facilities is at the risk of each guest. Management takes no responsibility for any damage or loss to and within vehicles. Please see reception for more details.



NO SMOKING

Our property is NON SMOKING. Please refrain from smoking in your room, on the balconies and anywhere within the property. **Evidence of smoking will incur a fee, see Schedule of Fees.**

NOISE

We ask that you respect other guests by limiting the amount of noise made after 9:00PM, any disturbances that require management involvement may have a charge imposed. Whilst we encourage guests to enjoy themselves, we advise there is a strict **No Party Policy**. **Failure to comply will incur a fee, see Schedule of Fees.**

KEYCARDS

KEYCARDS to the apartment must be returned to reception or placed in the key box situated before the secure gate on departure. A **replacement fee** shall be charged to the guest account should they not be returned or damaged beyond use. **See Schedule of Fees for details.**

DAMAGE & LOSS

The person(s) registering as the guest(s) shall be liable for any loss or damage to the appliances, furniture, keycards, fixtures and all fittings in the Apartment. Fair wear and tear excluded.

THEFT

Central Apartment Group shall not be responsible for, or liable to compensate for the loss, theft or damage of personal property on, or brought into the apartment or in the immediate vicinity of the Apartments.

LIABILITY OF PAYMENT

Where guests sign for and on behalf of a business or company, and in the event that the business or company is unable to or refuses to pay any amount due, the Guest(s) shall be liable to pay on demand any amount owing by the business or company under the agreement.

REFUNDS

Full refund of deposits shall only be paid if the Terms and Conditions detailed in the Reservation Confirmation Letter are fully satisfied.

TERM OF STAY CHANGES

Should the term of accommodation be reduced, the registered guest hereby agrees to be liable for the appropriate tariff under the current Schedule of Rates. Refunds may be applied to an early departure (Under Management's Discretion).

NUMBER OF GUESTS

The number of guests in the apartment at any one time shall not exceed the number of guests declared on the Guest Registration Form. Should at any time the number of guests in the apartment exceed the number of guests detailed, Central Apartment Group reserves the right to terminate the reservation immediately, without refund.

FIRE ALARMS

Central Apartment Group has the right to charge for any Fire False alarm if set off by a guest where the Fire Brigade is called out. The Normal fine is \$1,500.00 that will be charged if required. However a minimum of \$400.00 plus GST will be charged to your Credit card after the Fire Brigade call out.

ROOM DEPARTURE

Guests are responsible for the state of the room upon departure. If rooms are found to be in an excessively bad state, the guest acknowledges that Central Apartment Group has the right to charge a cleaning fee to the credit card supplied when making the booking.



SCHEDULE OF FEES



ITEM	FEE/INFORMATION
Cancellation Fees	Full night if within 48 hours of arrival
Car Parking	Prices vary for each property
Credit Card Fees	Mastercard/Visa 1.5% AMEX 3%
Fire Brigade Callout	Based on fee issued by governing state authorities, minimum \$1500.
Guest Extra Cleaning	\$50/hour per person + Loss of room income
Guest Key Replacement	Minimum \$100 + additional cost if lock replacement is required
Guest Damage Repairs and Maintenance	\$50/hour per person (or tradesman cost) + Loss of room income + Cost of materials
No Party Policy	Call out fee minimum of \$100 + Loss of any bond
Smoking	\$500 + Loss of room income
Room Upgrade	Difference between room type tariffs, minus %10
Late Check out 12pm	\$75
Late Check out 2pm onwards	Cost of additional night
Cot hire	\$30
High Chair Hire	\$30
Rollaway	\$40
Extra Linen Change	\$50



FOXTEL

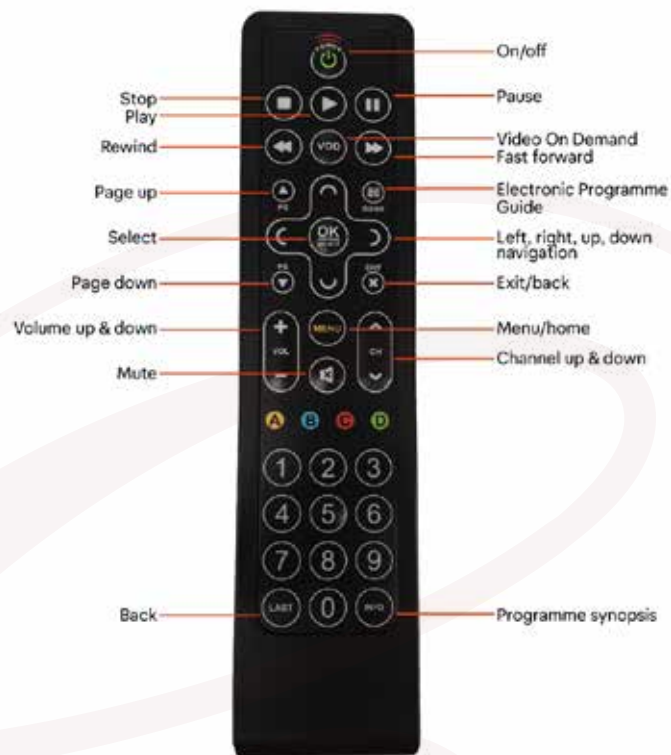
The TV in this room gives you the option to cast content from your mobile device. So if you've got stored video or a streaming service on your laptop, phone or tablet, here's how you can watch it on the big screen.

1. Turn the TV on
 2. Select Casting
 3. Scan QR code on the TV screen to connect your device to the casting wifi (e.g. Room0505)
 4. Type casting.tv into the device's browser and enter the PIN from the TV screen
- Note: If you navigate from casting, you may end your casting session and have to log back in.
5. Open the streaming app you want to cast from your device. Find  and then select the Chromecast for your room (e.g. Room0505)

If you have any issues casting, scan this code for a video demonstration.



foxtel Remote User Guide



If you require any assistance using the Foxtel entertainment system, please contact reception

foxtel

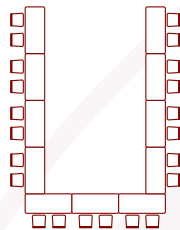


Cairns Central Plaza offers a boardroom-style meeting space suitable for small events with a capacity of up to 24 delegates. Our Executive Boardroom is a favourite for companies seeking an elegant and well-located setting for meetings in the Cairns CBD.

All of our meeting and event areas include free Wi-Fi and secure undercover parking. Audio-visual equipment is also available for hire including the use of a 75" TV. Cairns Central Plaza offers several conference package options with per-person, per-day charges for a simple & cost-effective way to produce a successful meeting or event.

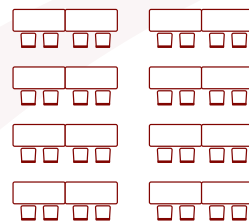
For more information, please see reception or visit:
cagconferences.com.au

EXECUTIVE BOARDROOM CONFIGURATION



U-SHAPE

24



CLASSROOM

24



**AIRLINES****Qantas**

For reservations call 13 13 13

Virgin Australia

For reservations call 13 67 89

Jetstar

For reservations call 13 15 38

The closest airport is the Cairns Airport, approximately 6km away or 11 minutes from the hotel by car.

Should you need transportation to either airport, please call reception to arrange a taxi. Charges apply.

CAR RENTALS**Enterprise Rent-A-Car**

Call: (07) 4249 3331

Address: 37/41 Sheridan St, Cairns City

Thrifty

Call: 13 61 39

Address: Airport Ave, Aeroglen Cairns City

Hertz Car Rental - Cairns Downtown

Call: (07) 4046 8701

Address: Shop 1, Cairns Square Shopping Centre
Cnr Abbott & Shield Sts, Cairns

Mini Car Rentals

Call: (07) 4051 6288

Address: 134 Sheridan St, Cairns City

PUBLIC TRANSPORT

Buses run consistently throughout the entire city of Cairns. For information on timetables and routes, visit: translink.com.au

EMERGENCIES

Dial '0' for external calls, then:

Emergency	000
Cairns Police Station	(07) 4030 7000
Crime Stoppers	1800 333 000
Cairns Hospital	(07) 4226 0000
Road Condition Reports	13 19 40

DOCTORS AND HOSPITALS**Far North Day Hospital**

Call: (07) 4242 5100

Address: Level 4/58-62 McLeod St, Cairns City

Cairns Private Hospital:

Call: (07) 4052 5200

Address: 1 Upward St, Cairns City

Cairns Hospital

Call: (07) 4226 0000

Address: 165 The Esplanade, Cairns

CHEMISTS**Terry White Chemmart**

Call: (07) 4031 8855

Address: Shop 112 Cairns central shopping centre

Ramsay Pharmacy Cairns Medical Centre

Call: (07) 4031 8411

Address: 156-160 Grafton St, Cairns City

Chemist Warehouse

Call: (07) 4041 0222

Address: 50 McLeod St, Cairns City



SHOPPING

Cairns Central Shopping Centre

Cairns Central offers the widest variety of retail stores with Myer, Kmart, Coles, Woolworths, Event Cinemas and 50+ specialty stores, including fashion, food, jewellery, homewares, pharmacy, medical centre, banks, gifts and more. The centre is fully enclosed and has a large fully air-conditioned foodcourt.

Address: 1/21 McLeod St, Cairns City

Orchid Plaza Shopping Centre

Orchid Plaza is a multi-level shopping centre, conveniently located in the heart of Cairns City CBD. The centre is particularly popular at lunchtime. With a focus on serving an array of first class Asian cuisine, Orchid Plaza offers a abundance of dining experiences across its two levels. Our food offerings feature Japanese, Chinese, Thai and Korean, Indian, Vietnamese and more!

Address: 58 Lake St, Cairns City

NIGHTLIFE

The Cotton Club

Cosmopolitan restaurant by day, intimate cocktail bar by night; the Cotton Club is the meeting place for locals and visitors in the heart of Cairns city. It is the choice of workers meeting colleagues for lunch, couples sharing a meal before a movie and friends heading out for a drink and night on the town.

Address: 24 Shields St, Cairns City

The Pier Bar

In an awesome location by the water, The Pier Bar is an institution in Cairns, known for delicious wood fired pizzas, relaxed Sundays and big party events.

Address: The Pier Shopping Centre, 1 Pier Point Rd

The Downunder Bar

Downunder Bar is Cairns's favourite Pool Bar, serving up cold drinks & cocktails, delicious food, and free pool.

Address: 102 Lake St, Cairns City

BANKING

Bendigo Bank

Call: (07) 4044 5211

Address: 3/4/129 Sheridan St, Cairns City

Cairns Bank

Call: (07) 4031 4460

Address: 22/24 Grafton St, Cairns City

Commonwealth Bank

Call: (07) 4041 2760

Address: 76 Lake St, Cairns City

NAB

Call: 13 22 65

Address: 1/21 McLeod St, Cairns City

HAIR AND BEAUTY

Elle Hair & Beauty

Call: (07) 4052 1634

Address: 58 McLeod St, Cairns City

Suede Hair Skin Body

Call: (07) 4041 4466

Address: 39 Shields St, Cairns City

GYM AND FITNESS

Genesis Health + Fitness Cairns City

Call: (07) 4040 5000

Address: 113 Lake St, Cairns City

Your Fitness Cairns

Call: (07) 4041 2938

Address: 39 Grafton St, Cairns City

FLORIST

Botanic Republic

Call: 0447 054 592

Address: Oceana Walk, 62 Grafton St

Stella Florist

Call: 0459 257 070

Address: Shop 5 The Conservatory, 12-14 Lake St



CAIRNS ESPLANADE & WATERFRONT

The Cairns Esplanade has been a focal point for locals and visitors in Cairns city since the region was founded in the late 1800s.

It is a recreational area for people from all walks of life — backpackers travelling around Australia, visitors looking for a beautiful view during an early evening dinner, couples having an early morning jog, teenagers using the skateboard ramp, CBD workers resting on the grass for lunch, and countless more.



GREAT BARRIER REEF

The Great Barrier Reef is the world's largest coral reef system, stretching for over 2,300 kilometers along the coast of Queensland. It's made up of over 2,900 individual reefs and 900 islands, teeming with colourful marine life. This natural wonder can even be seen from outer space!

Due to its proximity to the reef, Cairns is a popular base for scuba diving, snorkeling, and other reef-related activities. Many reef cruises and tours depart daily from Cairns, making it easy for visitors to experience the wonders of the Great Barrier Reef.

CAIRNS BOTANIC GARDENS

The Cairns Botanic Gardens is a tropical paradise showcasing a wide variety of plants, some rare and not found elsewhere in the world. It is divided into several gardens, including the Flecker Gardens, the Gondwana Heritage Garden, and the Watkins Munro Martin Conservatory.

You can wander through a rainforest boardwalk, explore the Flecker rose gardens, or relax by the Freshwater and Saltwater Lakes. Admission to the gardens is free.



SKYRAIL RAINFOREST CABLEWAY

The Cairns Rainforest Cableway, also known as Skyrail, whisks you on a scenic journey above the Barron Gorge National Park. This gondola ride travels 7.5 kilometers through the Wet Tropics rainforest canopy, offering breathtaking views of the world's oldest rainforest. You can even disembark at two rainforest stations to explore the forest floor up close, learning about the ancient plants and animals that call this lush environment home.



RUSTY'S MARKETS

Rusty's Markets in Cairns is a vibrant marketplace bursting with fresh, local produce. Open Fridays to Sundays, it's a feast for the senses with exotic tropical fruits and vegetables alongside locally made crafts, flowers, and delicious food stalls. It's a must-visit for anyone wanting to experience the heart of Cairns and its friendly atmosphere.



FITZROY ISLAND

Fitzroy Island is a tropical paradise located just 45 minutes by ferry from Cairns. It's a continental island nestled within the calm, sheltered waters of the Great Barrier Reef, boasting stunning beaches, lush rainforests, and abundant marine life.

Relax on the pristine white sand beaches, explore the fringing coral reefs teeming with colorful fish, or visit the Turtle Rehabilitation Centre; Fitzroy Island has something for everyone.

CAIRNS AQUARIUM

Dive into the wonders of Tropical North Queensland at the Cairns Aquarium. This aquarium showcases over 15,000 aquatic animals from two World Heritage-listed areas: the Great Barrier Reef and the Wet Tropics Rainforest. Journey through recreated habitats, from freshwater rivers to coral reef depths, encountering sharks, rays, rainforest critters, and dazzling fish. Prepare to be amazed by the underwater world!



CAIRNS ZOOM & WILDLIFE DOME

Cairns ZOOM and Wildlife Dome packs a double punch of adventure and wildlife encounters. Thrill-seekers can test their courage on a high ropes course with zip lines, crossings, and a heart-stopping PowerJump, all within a wildlife enclosure. Meanwhile, the wildlife dome transports you to a recreated rainforest teeming with birds, wallabies, reptiles, and amphibians. Keeper talks and interactive experiences bring the rainforest to life.

CRYSTAL CASCADES

Crystal Cascades is one of the secrets of Cairns and Tropical North Queensland that locals wish they could hide from visitors.

It is a secluded freshwater swimming hole, hidden in a wonderfully cool tropical rainforest accessible by self drivers or for those adventure seekers on our Cairns canyoning tours. A series of small waterfalls flow into large pools surrounded by large impressive granite boulders.





Cairns Central Plaza Apartment Hotel is owned and managed by **Central Apartment Group**.

Central Apartment Group specialises in the management and operation of apartment hotels across Australia.

Our philosophy is to create a 'home away from home', allowing you to stretch-out, work and relax in affordable luxury. Our focus is providing quality accommodation and personalised service in superior locations.

For a complete list of our hotels across Australia, please visit our website.

WEBSITE

www.centralapartmentgroup.com.au

EMAIL

info@centralapartmentgroup.com.au

HEAD OFFICE PHONE NUMBER

(07) 3852 3334

HEAD OFFICE

Alison House

35 Dover Street, Albion, 4010

PO Box 3224, Newstead, QLD, 4006





CENTRAL APARTMENT GROUP



With 26 hotels in 15 destinations across Australia, Central Apartment Group has you covered.

To book your next accommodation, visit

cag100.com.au

