



MACKAY OCEANSIDE CENTRAL HOTEL

Welcome to Mackay Oceanside Central Hotel.

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

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 Mackay Oceanside Central 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 Mackay Oceanside Central. 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





Mackay Oceanside Central Hotel

ADDRESS

2C East Gordon Street Mackay, QLD 4740

EMAIL

reservations@mackayoceansidecentral.com.au

WEBSITE

www.mackayoceansidecentral.com.au

POOL OPENING HOURS

Monday to Sunday
8am – 7pm

RECEPTION LOCATION

Reception is located on the ground floor

RECEPTION CONTACT

Available during reception hours
and up to 8pm
(07) 5689 0388

RECEPTION OPENING HOURS

Monday to Friday
8am – 7pm
Saturday
8am – 4pm
Sundays and Public Holidays
8am – 2pm

AFTER HOURS CONTACT

Emergencies only, after 8pm
and before 7am
0478 631 275



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. These items will be replenished with your next service.

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

Ironing facilities are located in your apartment. Please remember to switch off the iron after use. A coin operated guest laundry is also available laundry needs. Please see reception for more details.

MAIL

Mail may be left at reception for collection and posting. Alternatively, there is a post office located 5 minutes away via car from the hotel.

Address: Shop 1/65-69 Sydney St, Mackay QLD 4740

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.

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.

BBQ AREA

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

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, plus Ezestream Movies on Demand. Please ask reception if you require set-up assistance.

SERVICING

Daily Service/Check includes, check for rubbish, pull up bedding, replace obviously soiled towels if on the floor and general check of the room.

Servicing is not available on Saturday and Sunday.

A full service is done weekly for longer stays. That includes: change sheets, clean bathroom, clean kitchen if applicable – check of the oven, vacuum, mop floors, replace towels, bathmat, hand towel & face washer, replace tea towel and cloth and top up all guest amenities.

PARKING

Free onsite parking subject to availability. Parking at your own risk.



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



CAFE & RESTAURANT

Our Cafe Restaurant is open Monday to Friday, serving a hot buffet or continental breakfast from 7am - 10am.

DINNER

Dinner is available Monday to Friday from 6pm - 8pm. Other food options are available at reception.

ALCOHOL

A range of Alcoholic drinks are available to purchase. We also offer room service which can be ordered through reception.



**AIRLINES****Qantas**

For reservations call 13 13 13

Virgin Australia

For reservations call 13 67 89

The closest airport is Mackay Airport, approximately 6km away or 10 minutes from the hotel by car.

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

CAR RENTALS**Europcar Mackay Airport**

Call: (07) 4952 6269

Address: Terminal, South Mackay QLD 4740

Thrifty Car and Truck Rental Mackay Airport

Call: 13 61 39

Address: Airport Terminal, Building level/1 Christensen Circuit, South Mackay QLD 4740

Budget Car & Truck Rental

Call: 1300 362 848

Address: Boundary Rd E Mackay Airport Terminal, South Mackay QLD 4740

Avis Mackay Car and Truck Rental

Call: (61) 2 9353 9000

Address: Terminal Building, Mackay QLD 4740

TAXIS

For a taxi, dial 131 008, or alternatively ask reception to call one for you during office hours.

Uber is also available in the area.

PUBLIC TRANSPORT

The closest bus exchange is a 3-minute walk on the corner of Rae and Dalrymple Street.

For information on timetables and routes, visit: translink.com.au

EMERGENCIES

Dial '0' for external calls, then:

Emergency	000
Mackay Police Station	(07) 4968 3444
Crime Stoppers	1800 333 000
Mackay Base Hospital	(07) 4885 6000
Road Condition Reports	13 19 40

DOCTORS AND HOSPITALS**Mater Private Hospital**

Call: (07) 4965 5666

Address: 76 Willetts Rd, North Mackay QLD 4740

Mackay Base Hospital

Call: (07) 4885 6000

Address: 475 Bridge Road, West Mackay

Caneland Medical Centre

Call: (07) 4953 4333

Address: Shop 2126/2 Mangrove Road, Mackay

Sydney St Medical Centre

Call: (07) 4953 3388

Address: Shop 10a, 83/85 Sydney Street, Mackay

Southside Medical

Call: (07) 4957 4004

Address: 7 Juliet st, Mackay

CHEMISTS**Chemist Warehouse**

Call: (07) 4944 0454

Address: 203 Victoria Street, Mackay

Denis Higgins Pharmacy

Call: (07) 4957 6090

Address: 101 Shakespeare St, Mackay

Healthpoint Southside Chemist

Call: (07) 4957 5522

Address: 7/137 Shakespear Street, Mackay



SHOPPING

Sydney Street Markets Shopping Mall

With a great mix of stores, plenty of parking and family-friendly facilities, Sydney St Markets has all your shopping needs covered in one convenient location! The center includes Coles, Liquorland, Burger Urge, ANZ Bank and more. Located 5 minutes from our hotel.

Address: Cnr Gordon Street & Sydney Street, Mackay

Caneland Central

Caneland Central is the largest shopping centre in the Mackay region, conveniently located in the city centre. The centre is home to over 180 retailers including Myer, Target, Big W, Woolworths, Coles, JB Hi-Fi and Best & Less. For quality shopping, dining and lifestyle in the Mackay area, look no further than Caneland Central.

Address: Mangrove Road and Victoria St, Mackay

Mount Pleasant Centre

Mount Pleasant Centre is the place to be for all your shopping needs! Over 70 stores, plus Woolworths, Coles and Kmart – right at your doorstep!

Address: Mackay Bucasia Rd, Mount Pleasant QLD 4740

NIGHTLIFE

The Dispensary

In the heart of Mackay CBD, The Dispensary brings the roaring 1930's back to life in this historical building that has been standing since 1936. Beautiful Tapas food, cakes and drinks bring even more excitement to this wonderful venue.

Address: 84 Wood St, Mackay

Cartel Nightclub

The Cartel Nighclub is the premier nightclub in Mackay with a range of live acts every weekend that will keep the lively and exciting atmosphere continuing well into the next morning.

Address: 99-101 Victoria St, Mackay

CINEMAS

BCC Cinemas Mackay Mount Pleasant

Address: 13-29 Grandview Dr, North Mackay

BANKING

ANZ

Call: 13 13 14

Address: Shop 5 Sydney St Markets, Mackay

Commonwealth Bank

Call: (07) 4953 4778

Address: Cnr of Victoria Street and Mangrove Rd, Mackay

Bank of Queensland

Call: (07) 4967 4200

Address: 74 Sydney St, Mackay

Westpac

Call: (07) 4968 4144

Address: Corner of Victoria and Wood St, Mackay

HAIR AND BEAUTY

Avaia Hair

Call: (07) 4942 8859

Address: 2/88 Sydney St, Mackay

Maxyn Asher Hair Salon

Call: 0406 903 807

Address: 2/105 Alfred St, Mackay

GYM AND FITNESS

F45 Training

Call: 0481 161 129

Address: 53 Wood St, Mackay

City Fitness

Call: (07) 4957 8269

Address: 1B Victoria St, Mackay

FLORIST

A Willow In Bloom

Call: (07) 4951 1497

Address: City Plaza, Shop 7/8/43 Wood St, Mackay



MACKAY BOTANICAL GARDENS

The Mackay Botanical Gardens is considered to be the youngest Botanical Gardens that was approved for by the Queensland state government in 2003 as an attempt to re-vitalise Mackay's local flora and fauna. Now, the Botanical Gardens has transformed into an environmental paradise with five themed gardens designed to illustrate Mackay's cultural and historical identity.

For more information visit: mackayregionalbotanicgardens.com.au



MACKAY ENTERTAINMENT CONVENTION CENTRE

The Mackay Entertainment Convention Centre is a versatile venue in Queensland that caters to a variety of events. Whether you're looking for a concert, conference, exhibition, or even a sporting event, the center offers a multipurpose space to accommodate. It boasts modern facilities, a convenient location, and caters to a range of audience sizes, making it a popular choice for hosting events in Mackay.

To find out more about current and upcoming events at the MECC visit: www.themecc.com.au/whats_on

ARTSPACE

Artspace Mackay is a vibrant hub for contemporary art in Queensland. This cultural hotspot showcases diverse exhibitions by local and regional artists. From thought-provoking installations to captivating paintings, Artspace offers a platform for creative exploration and fosters a love for the arts within the community. Workshops, artist talks, and events make it a great place to learn about and engage with the world of contemporary art.

For more information visit: artspacemackay.com.au



BLUEWATER LAGOON

Escape the Mackay heat at Bluewater Lagoon! This man-made tropical paradise features a sparkling lagoon perfect for swimming, kayaking, and stand-up paddleboarding. Relax on the sandy shores, soak up the sunshine, and enjoy a refreshing dip in the crystal-clear water. Bluewater Lagoon is the perfect spot for a fun-filled family day or a relaxing afternoon with friends.



HARBOUR BEACH

Adjacent to Mackay's multimillion dollar Reef Marina development, popular Harbour Beach is a favourite beach with locals and visitors alike. Only a five minute drive from Mackay's Central Business District, it is home to the Mackay Surf Lifesaver Club and is seasonally patrolled.



LAMBERTS BEACH

Lamberts Beach is seasonally patrolled and the nearby Lambert's Lookout offers fabulous sea views out to the Cumberland Islands. It's also a popular spot for surfers when the swell is right, and a great whale watching platform during the winter months. The recently renovated lookout features a whale watching pavilion.

BLUEWATER TRAIL

Embrace stunning ocean views on the Mackay Bluewater Trail. This scenic coastal pathway lets you walk, cycle, or jog along the water's edge, offering a refreshing escape and a chance to soak up the beauty of Mackay's coastline.



MACKAY ORCHID HOUSE

Step into a tropical paradise at the Mackay Orchid House! Immerse yourself in a stunning collection of orchids, both native to Australia and exotic varieties from around the world. Wander through vibrant displays, marvel at the delicate blooms, and learn about these fascinating flowering plants. The Mackay Orchid House is a must-visit for nature enthusiasts and anyone seeking a touch of floral serenity.

JUBILEE PARK

Jubilee Park is the focal point of ANZAC Day commemorations each year on April 25th. The park is host to a number of war memorials.

The paved area located between the City Library and the MECC features a large, shady fig tree and well maintained gardens. The old fashioned band rotunda is located in the centre of the park and is surrounded by extensive grassed areas with several large shady fig trees close by.





Mackay Oceanside Central 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

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CENTRAL APARTMENT GROUP



With 24 hotels in 13 destinations across Australia, Central Apartment Group has you covered.

To book your next accommodation, visit

cag100.com.au



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