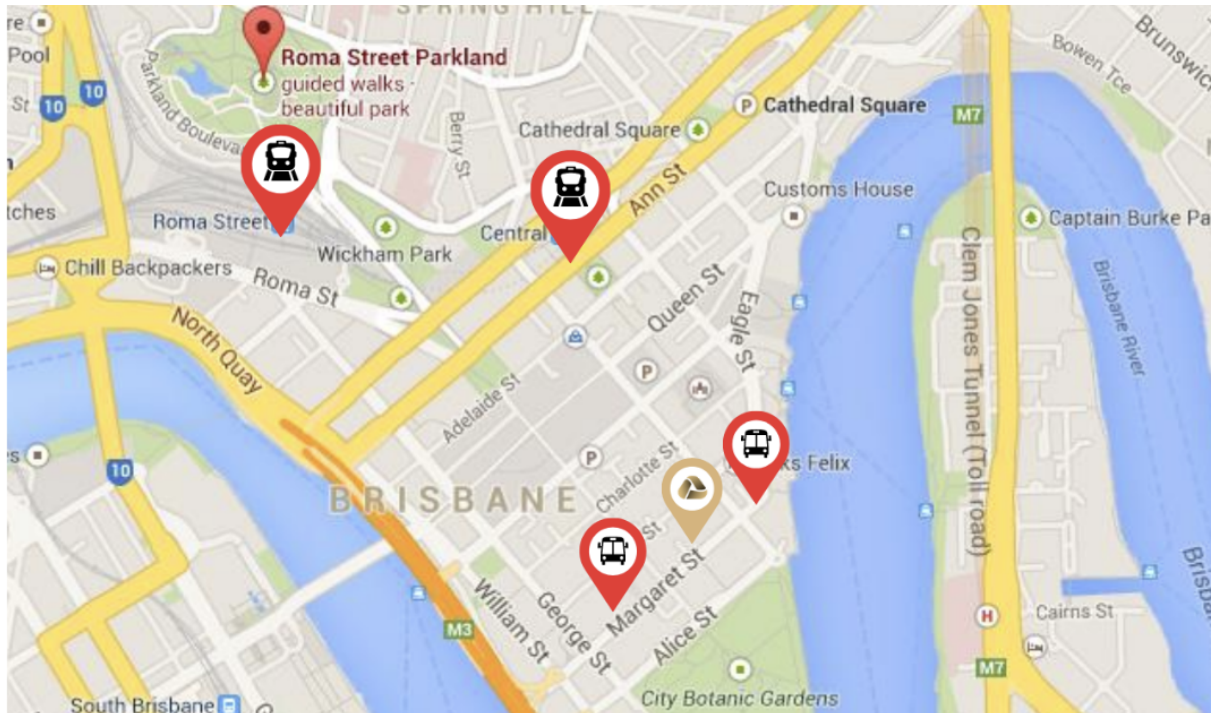


Getting To Hotel



Closest Train Stations:

Central Station on Ann Street

Roma Street Station on Roma Street

Closest Bus Stops

Margaret Street Stop 98 near Edward St

Margaret Street Stop 97 near Albert St.

To plan your journey, [click here](#)

To view on Google Maps, [click here](#)

Reception Location



Our Hotel Reception is accessible from Margaret Street.

To Check-in, please utilise the loading bay on Margaret Street in front of Brisbane Skytower building.

Reception Entrance is in Lobby via the walkway on your right, highlighted in the image above.

Parking Information



Carpark Name: Apollo Parking at 222 Margaret Street, Brisbane City 4000.

Height Restriction : 2.2 metres

Price: \$35per night per car (subject to availability).

The monthly rate would be \$20.00 per day - min of 30 nights

To access Apollo Parking, guests will need a car park swipe from Reception. They may use the street loading bay. This carpark swipe will allow guests multiple access over the 24-hour period. The entrance to Apollo Parking is directly before the street loading bay. Apollo Parking is open from 7AM-7PM on weekdays and closed on weekends.

Where to park:

DOWNTOWN: B4 - B8 & transfer on level 1 (Apollo Lift)

UPTOWN: B8 (Uptown Lift)

SKYCITY: B5 - B8 (Sky City Lift)

SKYRISE: B4 - B7 (Sky Rise Lift).

For Departure - The guests need to exit the car park first before returning the keys.

Building Facilities



Gymnasium, Pool, BBQ

For guests staying in Downtown & Uptown floors, have access to the Pool, Gym and Common Areas located on level 40, accessible by using the Uptown lifts. Guests staying in Skycity & Skyrise have access to the Pool, Gym, and Common Areas on Level 66.

The Pool is open from 5am to 10pm, 7 days a week. Please be aware that children under the ages of 14 will always need adult supervision.

The Gym is open from 5am till 10pm.

The Barbeque is open from 5am till 10pm. Please be mindful of other residents while using this area. No bookings are required and is subject to availability. Please clean up this area after you have used it. If you require cleaning equipment, please see reception.

Restaurant

More details click [here](#)

About the area - Attractions

Click [here](#) for a

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Nothing can beat Brisbane, the sparkling city, in dining, shopping, and sightseeing. The sunshine capital offers a plethora of experiences, events, and spectacular beaches for sailing and boating. Scroll through and discover the best Brisbane tourist attractions.

General Information

Reception

Reception

Monday - Friday: 08:00 AM - 10:00 PM

Saturday-Sunday: 08:00 AM - 08:00 PM

Arrival and Departure Time

Check in time: Check in time is guaranteed by 2:00pm. We will do our best should you wish to arrive prior to this time; however, we are unable to guarantee these requests. If you require an early arrival to be secured, you will be required to book the preceding night.

Check out time: Hotel check out time is 10:00am. Late check outs are subject to availability and fees may apply. Please enquire at Reception and we will try to assist you with an alternative time if possible.

Lifts

Please hold your room key on the black card reader at the bottom of the floor button panel. Once the green light appears you can press your floor number. No other floors can be accessed other than your floor, ground floor, and recreation deck. Please DO NOT use fire stairwell to access other floors unless emergency evacuation as internal access is locked outside of emergency situations.

Garbage Disposal

Rubbish chutes are located on each floor, with all rubbish to be secured in plastic bags before being placed down the rubbish chute. Brisbane Skytower offers a recycling function on its rubbish chutes. Simply press the recycle function on the front of the chute and wait a couple of seconds for the recycle light to turn on. Please refrain from disposing large items down the rubbish chute as this may cause blockages. For larger items, skip bins are located in ground floor in the Downtown loading dock area.

If the bin chute does not light up or open, please dispose of your rubbish in the large bins located in the Downtown Loading Dock area.

Building & Apartment Access

Reception is located on Ground Floor by the main hotel entrance of 222 Margaret Street, Brisbane 4000 QLD.

Upon check-in, our reception team will provide directions on where to access the building to reach your apartment. The Main doors to all the foyers are always locked, as are all the elevators. To gain access into the building you are required to scan your room card against the reader located on the wall near the main entrance. Please be aware your room card will only allow access to your floor where your apartment is located and related recreational area.

Visitors can utilise the intercom at the entrance foyer door and dial your apartment number. Should you wish to provide access to the building please press the key sign on your apartment intercom (usually situated in the living room in your apartment). This will allow access to the foyer and 2 minutes to operate the lift to the level on which your apartment is situated.

Please note below levels and recreational areas assigned to each access point in the building.

- Downtown Foyer Entry - Levels 6 to 16. Entry to the Level 40 Recreational Area can be accessed via the Uptown Lift
- Uptown Foyer Entry-Levels 17 to 39 inclusive of Level 40 Recreational Area
- Skycity Foyer Entry-Levels 42 to 66 inclusive of Level 66 Recreational Area Skyrise Foyer Entry-Levels 67 to 81 inclusive of Level 66 Recreational Area

Apartment Information

Air Conditioning

Whilst we recommend a constant room temperature of 24 Degrees Celsius, the thermostat located in your apartment may be adjusted for temperature control. Please ensure windows are closed when the Air Conditioning is turned on.

Please contact Reception if you are experiencing difficulties or have any additional questions or concerns.

Intercom

The purpose of the in-room Intercom is simply to communicate with visitors who dial your unit number from the lobby entrance. No other features are accessible for guest use. For visitors to obtain access to your apartment, they will need to enter your apartment number followed by the "#" button on the intercom located at the main building doors (i.e. 1316#). Your intercom panel will then ring and you will be able to talk them by simply pressing the answer button. To allow access into the building and also to your floor, simply press the button marked with a key.

Laundry Facilities

Your apartment is equipped with full laundry facilities including a front load washing machine, as well as a dryer. If you require assistance in operating the washing machine or dryer, please contact reception.

Internet

Access your free WIFI by selecting your apartment number e.g., 'Skytower1315'. Once directed to the login page, follow the steps to connect. Need assistance connecting a personal device? Contact Gigafy (Internet provider) on 1300 444 239 and refer to 'Brisbane Skytower' and your apartment number. Alternatively, please contact our Front Desk team for assistance.

Cooktop & Oven

To operate the Gas Cooktop, simply push down on the knob to ignite and then turn the knob clockwise to turn on the gas.

Ovens with dial controller, hold the - (minus) & + (plus) buttons for 5 seconds until the display is no longer flashing. Place timer on desired time and select temperature followed by cooking function.

Ovens with digital control buttons, hold and press the square button for 5 seconds on the right-hand side corner, then press clock button on the left-hand side. The display should no turn solid from flashing. Place timer on desired time and select temperature followed by cooking function.

Electrical Current/ Voltage

Australia's electrical current is 240 volts AC, 50 Hertz (cycles per Second) with a 3-pin flat earth plug.

Microwave

To operate the Microwave, select the cooking function using the bottom dial, then the cooking time by using the top dial and turning clockwise. The microwave will beep when the cooking time is complete and if you keep the Microwave door open for too long.

Dishwashers

Your apartment is fitted with an automatic dishwasher. A powder sachet is in the cupboard under the sink. Simply empty the contents into the dispenser and close. Please ensure dishwashing powder is used only and dishwashing liquid used exclusively in the sink.

Hairdryer

For your convenience, a hair dryer is located in the bathroom of each apartment. You will find this in the drawer under the sink in the bathroom.

Extra Bed/ Rollaway Bed/ Baby Cot

Should you require an extra bed to be set up in your apartment, please contact Reception during office hours. Extra charges will apply for this service. We only have a limited supply of rollaway beds and cots and are not guaranteed; we apologise if the service is unavailable.

Guest Supplies

In your apartment, we have placed a starter pack with some basic supplies such as dishwasher powder, dishwashing liquid, laundry powder, tea, coffee, sugar and milk. Further supplies are available at Reception. These may incur an additional charge. Reception can provide directions to the nearest supermarket should you require supplies such as personal hygiene products etc.

Television

Your apartment has a television that has been professionally tuned for your convenience. Please do not attempt to alter these pre-set stations. If you have difficulty, please call reception for assistance.

Rules

Max Room Occupancy

As per regulations, Queensland Fire the maximum occupancy for apartments in Arena Apartments is as follows (not including infants and babies):

2 Bedroom Apartment – 4-5 depending on room bookings specifications

1 Bedroom Apartment – 2-3 depending on room bookings specifications

Security

All keys/swipes to the premises are not to be given or lent to any person/s not residing within the building. These keys are uniquely coded to each room and are traceable (regarding doors opened) if required. If a key/swipe is lost or stolen, this must be reported to the Reception/ Management as soon as possible.

Noise

We request that all our guests be considerate of other residents at Arena Apartments. We, therefore, request that noise be kept to a minimum and that all visitors & guests leaving the complex after 9:00 pm must do so as quietly as possible. Failure to adhere to this may result in an after-hours callout fee from the management of \$100.00. specifications.

Smoking

Brisbane Skytower has a no smoking policy, including

apartment balconies. Evidence of smoking (including odour) will attract a cleaning fee of \$200 charged to your account. Repetitive smoking will attract a repetitive fee charged daily as a minimum.

Lost Property

Brisbane Skytower is NOT responsible for loss or damage to the property/ belongings of any person at the property. Lost property that is recovered will only be held at reception for 1 month. Should you wish for the lost property to be returned to yourself after your stay, please arrange your collection or by courier to deliver