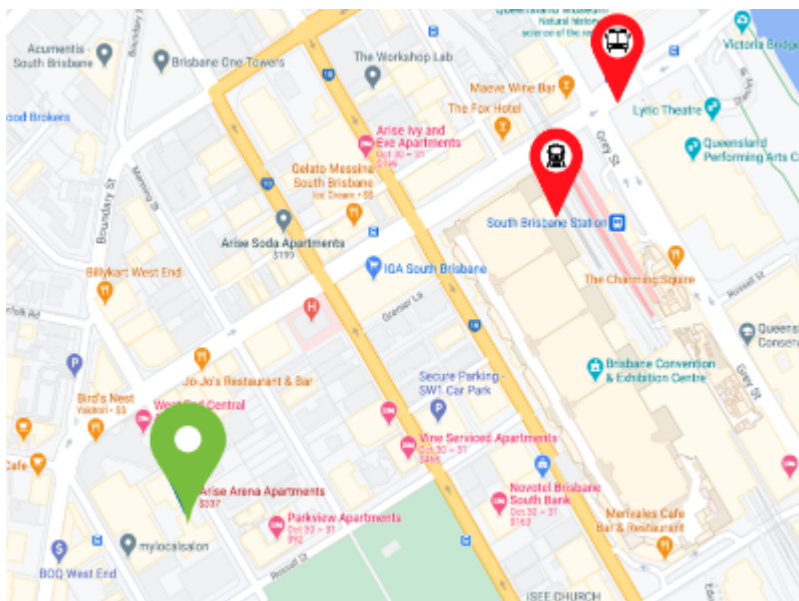


Getting To Hotel



Closest Train stations: South Brisbane Station
Closest Bus Stops: Cultural Centre Busway Station

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

Reception Location



Our hotel Reception is located at 9 Edmonstone Street, South Brisbane and the entrance towards Reception is highlighted in red.

Upon arrival, you can utilise the street loading bays to park and check-in.

If you require parking, our Reception staff will give you a car park FOB.

Our reception hours are:

Sunday - Friday: 9 am - 5 pm

Saturday: 8 am - 5 pm

Public Holidays: 10 am - 3 pm

Parking Information



Height Restriction: 2.2 metres

Onsite Parking is available at 9 Edmondstone Street, South Brisbane.

Complimentary undercover parking is available for 1 car only. Second car spaces not available.

Bookings made on OTAs will incur the parking cost of \$25 per night. 1 spot per reservations remains the same. Direct/CLLIX Website/Corporate Bookings made only Direct/GDS will still be FOC parking.

If a corporate client books on an OTA, they will NOT receive FOC parking.

Carpark Other Details:

There is street parking or Secure Parking

(<https://www.secureparking.com.au/en-au/>) next door to us.

How to access parking:

To Access the carpark the Driveway is on the northern side of the Building, to enter the Car park you need a remote if you have booked parking the remote will be attached to the keys. The Keys have a Tag which indicates if you are in CP1 or CP2, if CP1 press button one and the gates will open, cp2 press button 2 and enter. The Specific car space is on the Tag please only park in this car space

Building Facilities



All of the building facilities are located on the Ground Level and are open between 7am-9:30pm

- Gym
- BBQ Facilities

Restaurant

More details click [here](#)

About the area - Attractions

Click [here](#) for a

10% off

Discount with

EXPERIENCE OZ

Experience the Best of Brisbane with CLLIX

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 can be contacted at all times by calling 07 3844 9985. For any urgent inquiries or assistance required outside of reception hours please call 07 3844 9985 & follow the prompts. Please note, that after-hours callouts for non-emergency situations, may be subject to a call-out fee of \$100.00. Noise Complaints or disturbances can be reported to the number above at any time.

Reception is open:

Sunday-Friday -9 am-5 pm

Saturday -8 am - 5 pm

Public Holidays -10 am -3 pm

Arrival and Departure Time

Check-in time: Check-in time is guaranteed by 2:00 pm. 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. Late Arrivals - Temporary notice - 8th May until 30th of May, the Reception Area at Arena will be closed for renovations. As a result, there will be changes to our after-hours Check-in procedure during this time. All late arrivals will need to meet the Caretaker onsite, who will complete check-in through the Kiosk and issue the keys. Additionally, the Team at Arena will complete Stop Sell each day at 5:00 PM. Please also note that the Visitors Carpark gate will be opened during office hours as we will not have access to the office intercom.

If a guest confirms they are arriving after reception closes, we will no longer be doing manual Credit Card Transactions, the guest will need to present the Credit Card and photo ID when they arrive to collect keys.

See below scenarios on the actions required that will assist when completing arrival checks.

Pay on Arrival- Arrival-must call the Caretaker/Host to complete payment of Accommodation and the \$200 Pre-auth and will be issued Keys.

Charge Back -Guest needs to Call Caretaker/host to complete \$200 Pre-authorisation and will be issued keys.

Charge Back All Charges-Keys and envelope will be in the Safe as normal.

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

Building Access

The main doors to the foyers are always locked, as are all the elevators. To gain access into the building you are required to scan your security swipe against the reader located next to the intercoms at both main entrances. You will also need your security swipe to access your floor in the lifts. Please be aware your security swipe will only allow access to your floor. Visitors can utilise the intercom at the main doors to contact your apartment. 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.

Fire and Emergency Alarm

In the unlikely event of a fire alarm, you will find a fire evacuation procedure plan on the back of the entry door in your apartment. If evacuation is necessary, please follow these steps:

- DO NOT use lifts
- You must use the fire stairwells and designated exits
- You must proceed immediately to the assembly area/evacuation point
- Advise management of any disabled residents or visitors.

Should the Fire Alarm be activated in your apartment due to negligence or interference with the smoke alarm, the call-out fee charged by Queensland Fire Service will be charged to your credit card that was provided on check-in. The minimum call-out fee for the Fire Brigade in Queensland is \$1197 (as of 2017)

PLEASE NOTE: It is your responsibility to ensure that you and your visitors know where the fire exits, and assembly areas are located.

Please ensure there is adequate ventilation when cooking to avoid unnecessary fire alarm activations.

Should the fire alarm activate in your unit, please do NOT open the door to the hallway to ventilate the apartment as this will automatically call the fire department resulting in the charge to your account.

Lifts

To operate the lift you will need your security swipe/fob. Place the swipe over the reader then press your floor number. Your swipe will only allow you access to your floor level & also to your car park level. Please do not hold doors open as this can cause damage to the lifts.

Garbage Disposal

Rubbish is to be secured in plastic bags before being placed down the rubbish chute located on each floor. Arena Apartments boasts a recycling function on its rubbish chutes. Simply press the recycle function on the front of the chute and wait for the recycle light to turn on. Please refrain from disposing of large items down the rubbish chute as this may cause blockages at the expense of the individual. Please report any blockages malfunctions to reception as soon as possible. In the event of blockages or for disposal of large items please use the bins on ground floor in the loading dock.

Apartment Information

Air Conditioning

Air-conditioning is a ducted reverse cycle recommend a in all apartments. We constant Room temperature of 24 Degrees Celsius, the thermostat located in your apartment may be adjusted for temperature control. Please contact Reception if you are experiencing difficulties or have any additional questions or concerns.

Intercom

The intercom system can be used for guests to gain entry to an apartment. They must call the room 4-digit unit number from the correct building's intercom and press the bell button. This enables the resident inside the apartment to allow access to the lifts and up to the room by pressing the key button. For contact with the reception the button resembling a person will call the reception intercom for assistance during reception hours.

Hot Water

When using the hot water please wait 60 seconds and ensure the tap is turned to the red function to ensure you will receive hot water.

Electrical Current/ Voltage

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

Internet

Arena Apartments offers complimentary Wi-Fi, which is available for unlimited devices and has unlimited data usage. Wi-Fi is available in every apartment. To log onto the Wi-Fi network, please connect to your Unit Number's Hotspot. Once connected, proceed onto any webpage and you will be redirected to our login page. You will be prompted to enter your details (for unlimited, high-speed WIFI) or alternatively, click the button below for standard WIFI access.

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; we apologise if the service unavailable.
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Guest Supplies

In your apartment, we have placed some basic supplies such as dishwasher powder, dishwashing liquid, laundry powder, tea, coffee, sugar, and milk. We have also supplied you with essential toiletries such as Shampoo, Conditioner, Soap, and Body Wash. Further supplies are available at Reception. These may incur an additional charge.

Hairdryer

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

Maintenance

Should any problems arise in your apartment, please inform Reception as we appreciate the assistance in maintaining the apartment to the highest possible standards. This helps us ensure you have the most comfortable stay possible.

Laundry Facilities

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

Kitchen Facilities

Cooktop & Rangehood

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

To operate the range hood while cooking, please slide out the tray above the cooktop. This will turn on the light as well as the fan. (If the cooktop fails to start, ensure the switch, located on the right-hand side of the appliance, is turned on).

Oven

To operate the Oven, firstly by using the right-hand dial, select your cooking function (e.g., Fan-Forced, Convection, Grill, etc.). Then select your cooking temperature by using the left-hand dial (please note, the cooking temperature is in Celsius). Please make sure to turn off the oven after cooking, if using the Fan-Forced action, the fan will continue to run until the oven has cooled down.

Dishwashers

Your apartment is fitted with an automatic dishwasher. A powder sachet is located in the cupboard under the sink. Simply empty the contents into the dispenser and close. Press the power button (Far right), select program (the P button) and when you close the door the dishwasher cycle will begin. The dishwasher will then start in less than a minute. DO NOT at any time use normal dishwashing liquid in this appliance.

Recreation

Gymnasium

It is easy to keep up an exercise routine at Arena Apartments -you can enjoy gaining a workout 7 days per week in the well-equipped modern gymnasium. Simply use the guest room key to enter the ground floor recreational deck to access the gymnasium. Additional towels are available from Reception and are essential for use in the workout areas.

Barbeque

There are two BBQs, located on the ground floor pool/entertaining area. The variety of these facilities provides an excellent opportunity to indulge in your cooking desires and enjoy a number of outdoor dining areas.

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

Non-Emergency Callout

Please note, that after-hours callouts for non-emergency situations, may be subject to a callout fee of \$100.00. Noise Complaints or disturbances can be reported to the number above at any time.

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

Guests can smoke on the apartment balconies – we request that you please close balcony doors when smoking. Smoking in common areas, within the car park, and within 5 meters of the building, entrances are strictly prohibited. All smoking must be outside of the building.

Keys/Swipes

All keys/swipes to the premises are not to be given or lent to any person/s or 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. A replacement fee of \$400 will apply for any loss or damage of apartment keys.

Lost Property

Arena Apartments 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, we will send them COD to the address provided with Australia Post.

Security

For your security, CCTV cameras are located throughout the property. Please be aware that the cameras operate 24 hours a day and footage can be replayed when deemed necessary by management.