

# RHAPSODY RESORT FACILITIES

## VISITOR PARKING

Visitor parking is available in B1 and subject to availability. Visitors will be able to access the elevators and make their way to Ground level only.

Accessible parking is available in the B1 visitor carpark and is located directly in front of the elevators. This space is subject to availability and a valid permit must be displayed.

## ROOFTOP TERRACE

**Open from 7:00 am – 10:00 pm**

Rhapsody Resort features a rooftop terrace with panoramic views of the Gold Coast. Located on Level 41, our rooftop terrace is the perfect location for all occasions, from cooking a BBQ breakfast during sunrise to enjoying cheese and wine while the sun sets.

## LEVEL 27

**Open from 7:00 am – 10:00 pm**

Our level 27 is open to all guests and offers a variety of facilities to ensure your stay with us at Rhapsody Resort is a memorable one.

Features:

- Skyline Lounge and Rooftop Terrace
- Fully Equipped Gymnasium
- Meeting Rooms

## POOL & FACILITIES

**Open from 7:00 am – 10:00 pm**

Rhapsody Resort features an outdoor lap pool among other facilities that are located on the ground level. In between dips, relax by the pool on our comfortable sun beds.

- Swimming Pool (20m length, 1.4 deep)
- Spa (1m deep)
- Sauna
- Steam Room

## BARBECUES

Rhapsody Resort features BBQs for complimentary use. Cook and dine by the pool, on our level 27 terrace or spectacular rooftop with spacious food preparation and dining tables for your convenience. The BBQs cannot be pre-booked and are subject to availability.

Please be courteous to other guests and leave the BBQ how you found it. Cleaning products are available in the cupboards by each BBQ. Cooking utensils may be taken from your apartment, but please ensure you return them once finished.

# RHAPSODY RESORT GENERAL INFO

## RECEPTION

Please see our friendly reception staff for any enquiries, local directions, activities, dining recommendations, tours and transfer bookings.

### **Open Daily 7:00 am – 10:00 pm**

Dial '9' on your in-house phone to connect to our reception. Our phone number provides 24-hour services, please call 1300 742 776 for any urgent issues outside of our reception hours.

## CHECK OUT

Standard guest check-out time is 10:00 am.

A late check out is subject to availability and is request based only. Please speak to our reception staff to confirm your departure time. A late check out fee will apply to guests who vacate the room after their confirmed departure time.

### **Early Departures (Prior to 7:00 am)**

For guests with a vehicle, we have a key drop box situated in the B1 visitor car park for your convenience. Please deposit all keys before exiting. For guests without a vehicle, please deposit all keys in the key drop box located at the reception desk.

## DEPARTING ROOM CONDITION

Upon departure please leave the apartment in reasonable condition. Personal rubbish can be disposed of via the rubbish chute on your level, located next to the elevators. A general tidy up and placing used dishes in the dishwasher is greatly appreciated. If an apartment is left in an unsatisfactory state and requires additional housekeeping and/or professional services, a charge may be applied.

## SECURITY BOND

A security bond is taken upon check-in in the case of any incidentals or outstanding balances during and/or after your stay. As per our terms and conditions signed upon check-in, each guest is responsible for any damages they or their guests may accidentally or intentionally inflict within the apartment or to any Rhapsody Resort property.

If additional housekeeping or maintenance is required upon your departure, charges may apply.

## ROOM KEYS

Lost or un-returned keys will be charged at \$5.00 per key.

# RHAPSODY RESORT GENERAL INFO

## LUGGAGE STORAGE

Guests are welcome to store their luggage with the Resort prior to check-in and post check-out. Please see our reception staff for secure luggage storage.

Disclaimer: Rhapsody Resort does not accept responsibility for any lost or damaged luggage items.

## LUGGAGE TROLLEY

Our complimentary luggage trolley is available for your convenience from the reception lobby. Trolley use is subject to availability and cannot be reserved.

Please return the trolley back to reception after use.

## DEVICES & AMENITIES

The below items are available at reception to purchase or hire. All items are subject to availability and failure to return items upon check-out may result in a replacement fee.

Items available:

- International Travel Adaptors
- Phone and Device Chargers
- Pool, Gym and Beach Towels
- Beach and Rain Umbrellas
- Body Boards
- Slippers
- Shaving Kits
- Dental Kits

## BIKE & E-TRIKE HIRE

Rhapsody Resort beach cruisers and E-Trikes are available for hire at reception. Explore the beautiful beaches, canals and pathways of the Gold Coast the fun way. There is more than 40kms of flat and easy beachside tracks for you to enjoy.

Beach cruiser hire rates start from \$10.00 and E-Trikes from \$20.00. A helmet and bike lock are supplied with every hire.

# RHAPSODY RESORT HOUSE RULES

## CODE OF CONDUCT

Guests must not engage in conduct in units or on common property that interferes with the peaceful enjoyment and the rights of residents in the building. This includes but not limited to causing conditions that are dangerous, hazardous, threatening, unsanitary or otherwise harmful in any way to other residents and their guests in the building.

## NON-SMOKING BUILDING

Rhapsody Resort is a non-smoking building. Smoking is not permitted in apartments, on apartment balconies or in any common areas of the building. Any persons caught flicking cigarette butts from a balcony may face possible eviction. Evidence of smoking may result in a penalty up to \$500.00 and a forfeit of security bond.

## NO PARTY POLICY

Rhapsody Resort has a strict "NO PARTY POLICY" for all units in the building. Any gathering that involves the overcrowding of units and excessive noise may result in the occupants being evicted without further warning via the Police. Eviction may also apply should any of the house rules contravened.

## ALCOHOL IN PUBLIC PLACES

The consumption of alcohol or carrying opened alcoholic beverages is prohibited in all common areas and specifically in the ground floor foyer, the lifts and the individual lobby floors. This excludes Level 41 rooftop terrace, Level 27 lounge and terrace and the poolside BBQ area.

Strictly no glass is allowed in the poolside BBQ area. Plastic cups are available from reception.

## DRESS CODE

Residents and guests must be appropriately dressed when on the common property areas of the building.

## DAMAGES

Any damage to apartments or property may result in eviction, with all additional cleaning and maintenance costs charged to the guest. Damage to apartments, public areas and property may result in criminal charges. Guests are responsible for the behaviour of their visitors and any damages caused by them to the common property areas of the building.

## SECURITY

Upon leaving your apartment please ensure all doors and windows are closed and locked.

# RHAPSODY RESORT HOUSE RULES

## EMERGENCIES

Rhapsody Resort is equipped with a fully certified Fire Alarm System which is linked to the Queensland Fire and Rescue Department. Please familiarise yourself with the fire evacuation procedure on the back of your apartment entry door.

A large fine issued by the Queensland Fire and Rescue applies in cases of nuisance alarms activated by guests. This fine will be charged accordingly.

If you activated the smoke detector in the apartment accidentally and no fire emergency exists, please do not open the front door to the apartment to clear the smoke, as lobby smoke detectors are connected to the fire department. When cooking in the apartment ensure the exhaust fan is on and if required open balcony door and apartments windows.

## FIRE DOORS

The fire doors leading to the emergency stairs are to remain closed at all times. The doors do not open from the inside and should at no time be blocked. If you enter the stairwell, please exit on the ground level, or pick up one of the white telephones in the stairwell for reception assistance.

## RUBBISH DISPOSAL

A rubbish chute is located on each level behind the glass door to the right of the elevators. Please wrap and place all rubbish down the chute. Our recycling and refuse room for all large items is located on Level B2.

Please do not put large items down the chute (eg. Pizza boxes and/or beer cartons).

# RHAPSODY RESORT APPLIANCES

## AIR CONDITIONING

Each apartment has individual air conditioning and heating. Separate units can be found in the living room and each bedroom. Operation is by the single remote control found in the living room. The air conditioning runs best at 22°C.

## OVEN

Each oven has a display panel for easy operation. There are sensor buttons on each side of the panel, do not press hard on the buttons and only press the relevant symbol.

The function control knob is on the left of the display panel and can be used to set your desired temperature.

Trouble Shooting: If your oven has been turned on for 5 minutes and still not heating, the child lock function may be turned on and preventing the oven from working. If this is the case, a red key will be illuminated on the panel notifying you the child lock is on. Simply turn the oven off on all functions and lightly press the sensor key button for approx. 5 second until the keys symbol turns off.

## MICROWAVE

The rotary selector at the top is for adjusting the cooking time. Press inwards to pop the rotator out and turn clockwise to add time or anti-clockwise to deduct time.

Best microwave power settings:

- 900 watts – For heating liquids
- 180 watts – For defrosting and continued cooking

Once you have selected the preferred cooking time and power setting, press start.

To turn off your microwave, press stop.

## GAS STOVETOP

Each cooking plate has its own corresponding knob for operation. Press down on the chosen burner control knob and turn it anticlockwise to the maximum power setting. Adjust the control knob to the required setting. Be conscious of pot surface size as to the burner you choose to cook on.

## EXHAUST FAN

To activate the exhaust fan over the gas stove top, please pull the fan outwards. This will automatically turn the fan on. To turn off, please push the exhaust fan back in.

To turn light ON/OFF or adjust force, a control setting can be located on the underside of the exhaust fan.

# RHAPSODY RESORT APPLIANCES

## DISHWASHER

Please use the dishwashing powder provided only. Liquids and tablets will cause problems with the machine and charges to repair may apply.

To operate, add your dishwasher powder to the compartment located on the inside of the dishwasher door. Press the ON/OFF button. This is located on the far left of the control panel. Rotate the program selector to the required setting. Press the start button in the middle of the program selector.

## WASHING MACHINE

To operate, place your laundry in the machine and add detergent and/or softener in the detergent drawer. The detergent compartment is found on the left of the detergent drawer, the softener compartment is in the middle. Press the ON/OFF button. This is located to the far right of the control panel. Turn the programme selection knob to the program mode that you wish to wash your laundry. Press the START/PAUSE/CANCEL button to start the program.

Please Note: Your machine is fitted with a door lock system. The door lock symbol lights up when the door is locked. This symbol will flash until the door can open, do not force the door as this may cause the seal to break. If you need to cancel the wash press the START/PAUSE/CANCEL button for 3 seconds. 'END' will appear on the screen; the door can only be opened if the water level is suitable. Please wait for the lock symbol to disappear before opening and accessing your washing.

Warning: Allergy and baby care cycles run for 2 hours and 20 minutes at 90°C.

## DRYER

Your clothes dryer has two control panel functions known as the high heat function and the low heat function. Press the button in for the high setting (best for bulky or a large quantity) or press the button out for the low setting (best for delicate items).

## IRON AND BOARD

An iron and ironing board are in your apartment for your convenience. They can be found in the laundry cupboard or bedroom closet. Please allow the iron to cool before returning to the cupboard.

## HAIRDRYER

A hairdryer is provided in the drawer under the master bathroom vanity.

## SAFE

For your convenience and safety, each apartment is equipped with a safe in the wardrobe of the master bedroom. Located on the safe, you will find instructions for use.

# RHAPSODY RESORT COMMUNICATION

## TELEPHONES

<b>Room to Room Dialling</b>	Dialling 1 + Room Number Eg. (Room 1303 – Dial 11303) (Room 203 – Dial 10203)
<b>Reception</b>	Dial 9
<b>Local Calls</b>	Dial 0 + Area Code and Telephone Number Eg. (0 07 5618 8300)
<b>State Codes</b>	02 – New South Wales & Australian Capital Territory 03 – Victoria & Tasmania 07 – Queensland 08 – Western Australia, South Australia & Northern Territory

## WI-FI

Complimentary Wi-Fi is available in all apartments. Simply connect to the network that corresponds with your room number. The password will be located on a magnet on the refrigerator in your kitchen.

Multiple devices can connect to a network simultaneously but will impact Wi-Fi efficiency. A maximum download of 2GB per day or charges may apply.

## INTERCOM

An intercom is located near the main entrance of Rhapsody Resort. Please advise your guests to dial your room number followed by the bell. This will ring the white phone in your apartment. To allow access to the main door and elevator to your floor press the key button on the phone.

Rhapsody Resort reception staff cannot let your guests up to your apartment without prior approval.

## EMERGENCY ASSISTANCE

In case of an emergency dial 0 + 000.

For further assistance, dial '9' on your in-house phone to reach reception.



# RHAPSODY RESORT ENTERTAINMENT

## TELEVISION

Our apartments are fitted with flat screen televisions in the living room and each bedroom. All national free to air stations are available.

## FOXTEL

Foxtel is available in the apartments and is free of charge. Channels are subject to change.

Channel Name	Channel Number
Fox Sports 1	101
Fox Sports 2	102
Fox Sports 3	103
Fox Sports 4	104
Fox Sports 5	105
Fox News	106
ESPN	107
Fox 8	108
Arena	109
MTV	110
Discovery	111
BBW World News	112
Premier Movies	113
Action Movies	114
Showcase	115
Max Music	116
Sky News	117
Cartoon Network	118
Disney HD	119
Fox Footy	120

# RHAPSODY RESORT HOUSEKEEPING

## HOUSEKEEPING

Daily housekeeping is subject to the accommodation package you have booked. Please check your booking confirmation or call reception by dialling '9' on your in-house phone to confirm whether you have booked a serviced or un-serviced rate.

## SERVICED STAY

If you have booked a serviced accommodation rate you will receive the following:

**Mini Service** – This service includes the daily restock of amenities and fresh bath towels. The removal of light rubbish with dirty dishes placed into the dishwasher and turned on. Bed/s linen will be pulled up and if necessary, the blue chuck cloth and tea towel will be replaced.

**Mid Stay Clean** – A mid stay clean is offered to all guests who have booked a serviced rate for a minimum of 4 nights. This service includes a complimentary linen change, restock of amenities and fresh bath towels. The removal of light rubbish with dirty dishes placed into the dishwasher and turned on. If necessary, the blue chuck cloth and tea towel will be replaced and kitchen/bathroom benches wiped down, toilet cleaned, floors vacuumed and/or spot cleaned where needed.

*Please note: If personal items are left on the bed, our staff will not re-make or change any linen.*

## UN-SERVICED STAY

If you have booked an un-serviced accommodation package you will not receive any housekeeping services or replacement amenities throughout your stay.

For all housekeeping services and amenity items, please see the housekeeping price list attached to your arrival wallet received upon check-in. All amenities and consumables can be purchased and collected from reception. If you would like to book a mid-stay clean, please organise with reception by midday.

## ADDITIONAL BEDDING & ACCESSORIES

Additional bedding, linen and children's accessories are available for nightly hire.

Items include:

- Rollaway Bed
- Cot
- Highchair
- Baby Bath

## REUSING TOWELS

We are dedicated to reducing our carbon footprint and encourage our guests to actively assist us in reducing laundry pollutants with re-use of bathroom towels. Please hang your bathroom towels on the rail to air dry if you choose to re-use. If you wish for them to be replaced, please place used towels on the floor.

## SLEEP IN SUNDAY

Rhapsody Resort offers daily housekeeping Monday to Saturday. On Sunday's we 'Sleep In'. This initiative gives you the option of sleeping in with no disruption. Should you wish to have your room serviced on a Sunday, please contact our reception **before 11 pm Saturday** evening to schedule the service in advance.

*This is not valid for un-serviced/non housekeeping stays.*

# RHAPSODY RESORT MEETING & EVENTS

## FACILITY HIRE

Rhapsody Resort offers boutique conference and event facilities ideal for smaller gatherings, workshops or board meetings. Located on level 27, our meeting rooms and rooftop terrace offer sweeping views of the ocean, city and hinterland. Available as a day delegate package or for room only hire, delegates and guests can easily experience the best the Gold Coast has to offer.



### BROADWATER MEETING ROOM

Ideal for 6 – 20 pax, our Broadwater Meeting Room offers stretching city and ocean views. Complete with complimentary Wi-Fi, kitchenette and flat screen TV, it is the perfect space to hold your next boardroom style meeting or intimate gathering.



### COASTAL MEETING ROOM

Our second boutique meeting room is ideal for 6 – 12 pax. In addition to the complimentary Wi-Fi, kitchenette and flat screen TV, this unique space has a small outdoor balcony perfect for taking a break during a busy day of meetings.



### SKYLINE LOUNGE & ROOFTOP TERRACE

Our Skyline Terrace and Lounge is the ultimate indoor/outdoor space for your next event. Available for groups up to 50 pax, it features a spacious indoor lounge with relaxed and bar style seating that flows onto an outdoor terrace equipped with BBQ facilities.

## CONTACT

For more information see reception for an Event Hire Brochure or contact our team at [events@rhapsodyresort.com.au](mailto:events@rhapsodyresort.com.au).

# RHAPSODY RESORT TICKETS & TRANSPORT



## EXPERIENCE OZ

Scan the QR code to book tours and attractions in a few simple clicks and then download your voucher instantly. Competitive prices and regular discounts mean saving money is a certainty. To scan either use a QR reader or hold your phone camera over the code.

## TOURS & ATTRACTIONS

Make your holiday experience a memorable one and take advantage of the many tours and attractions the Gold Coast has to offer. You can book all the great tours, theme parks, cruises, water sports and activities right here at Rhapsody Resort. Please see our reception staff for brochures, bookings and enquiries.

## CAR HIRE

With so much to explore from the best surf beaches to hidden waterfalls in the hinterland, car rental is the perfect choice for long and short-term stays. Network Car Rentals have you covered with affordable, easy and flexible hire. <https://www.networkrentalsgc.com.au/>

## TRANSFERS

Rhapsody Resort guests have access to shared airport and theme park transfers with pick-up and drop-off direct from the property. If you would like to enquire about pricing, make a booking or require more information, please contact reception by dialling '9' on your in-house phone.

Please Note: For all airport transfer bookings reception will require your flight number, date & time. We appreciate you having this information ready for a quick and efficient booking process.

## PUBLIC TRANSPORT

### TransLink Bus and Tram

Conveniently located behind Rhapsody Resort is the G:Link tram stop (#8 – Surfers Paradise North) and local bus stop. Discover the Gold Coast with these public transport services. Selected buses and trams run every 15 minutes, 7 days a week, 5:00 am – Midnight.

### Go Explore Card

Unlimited bus and tram travel + airport bus. Visit golden beaches, shopping centres, thrilling theme parks and see some of Australia's famous iconic animals with your Gold Coast go explore card. Available for purchase from reception.

Adult - \$10 | Child - \$5

\*Prices are per day

### Taxi Service

Our reception staff will happily book a taxi for you, or the local number is below:  
GC Cabs Taxi 13CABS (13 2227)

## RHAPSODY RESORT LIFE AT RHAPSODY



### GOLD COAST STREET CIRCUIT

#### 2021 Repco Supercars Championship

Get ready to party in the fast lane when the Gold Coast hosts the final stage this December. This weekend of sun and fun in Queensland's party destination is not to be missed with a bumper line up of world-class motorsport and entertainment, on and off the track. [Book now](#) for unrivalled trackside accommodation.



### Q1 RESORT & SPA

#### Australia's Tallest Residential Tower

Sister property of Rhapsody Resort, the iconic Q1 Resort and Spa offers elite and exclusive accommodation in Surfers Paradise. One, two, three and four bedroom spa apartments, sub penthouses and the presidential penthouse capture breathtaking views of the Gold Coast. Become a [VIP member](#) to unlock discounts across both properties.



### TRIPADVISOR

#### Win a Return Stay

Enjoyed your stay at Rhapsody Resort? Fantastic! Please let us know... Log onto TripAdvisor and click on the 'write review' box on the top right and tell us what you liked best about your stay. A lucky guest will be drawn at random quarterly and will receive two (2) nights in the same room type you stayed in on your last stay free. [tripadvisor.com.au](https://www.tripadvisor.com.au)

## SOCIAL MEDIA

### Share Your Experience

Be sure to follow and tag us in all your holiday memories. We love seeing your experiences whether at Rhapsody Resort, Rhapsody Beachside Café or at any of your favourite Gold Coast attractions and locations.

Be part of our journey and explore our content for a range of recommendations from food and beverage, local hot spots, special events and be in the know for any exclusive campaigns or flash sales.



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