

RYDGES

CENTRAL CITY • WOLLONGONG

Long Stay Handbook 2010

112 Burelli Street, Wollongong, New South Wales,
Phone: 612 4220 7800 Fax: 612 4228 0552
Web: www.rydges.com/wollongong

Items listed herein are subject to change without notice.

Table Of Contents

Under One Roof	3
Swimming Pool	3
Business Centre	3
OneOne2 Restaurant	3
CBD Bar	3
Car Parking	3
Taxi Phone	4
Common Kitchen	4
Smoke Detectors	4
Laundry	5
Early Termination	5
Cleaning & Bi-Annual Inspections	5
Replacement Costs	6
General Information	7
Charge Back Facilities	7
Conflict Resolution	7
In Room Broad Band	7
Occupancy Fee	7
Proxy Card Replacement	7
Room Move	7
Security Deposit	8
Sub Letting	8
Telephone	8
Alcohol	8
Dress Regulations	8
Carpet	8
Common Areas	9
Drugs	9
Gambling	9
Garbage Disposal	9
Harassment	9
Identification	9
Noise	9
Pets	10
Security	10
Smoking	10
Visitors	10
Student Support	10
In Your Apartment	11
Shower & Bath	11
Wash Basin	11
Cooking Utensils	11
Fridge	11
Microwave	11
Storage	11
Window	11
Entrance Door	11
Air Conditioning	11
Batteries	11
Light Bulbs	11
In Room Entertainment	12
TV & DVD Player	12
Austar	12
Radio Stations	12
Contact Details	13
Rydges Central City Wollongong Address	13
Your Mailing Address	13
Emergency	13
Doctor/Pharmacy	13
International Telephone Codes	14

Under the One Roof

Swimming Pool

Situated on level 2 of the hotel. This facility is for the exclusive use of residents and registered hotel guests. Operating Hours are 8am – 8pm, 7 days a week. Towels are not provided by the hotel.

Business Centre

Situated on the Ground Floor to the left of the main reception desk. This facility is available to residents, registered hotel guests and members of the public.

The Business Centre offers the following services

- Internet access

Operating hours are 24 hours a day, 7 days a week. Please see our staff at the reception desk for information on charges that apply.

OneOne2 Restaurant & Bar

Situated on the First Floor of the hotel. This facility is available to residents, hotel guests and members of the public. Offers buffet breakfast and a la carte dinner

Operating Hours are Monday to Friday as follows:

Breakfast 6:30 am – 9:30 am
Dinner 6:00 pm – 10:00pm

Operating Hours are Saturday to Sunday as follows:

Breakfast 7:00 am – 10:30 am
Dinner 6:00 pm – 10:00pm

Our Standard menus change seasonally and are available on request from the OneOne2 Restaurant. A Student specific menu is also available with 'Home styled' food available at great prices.

Room Service meals are available. To order please dial OneOne2 Restaurant on "816" and be prepared to pay cash when the meal arrives. A service charge of \$3.50 applies

CBD Bar

Located on the ground floor of the hotel. This facility is available to residents, hotel guests and members of the public. Offers a relaxed atmosphere some great food ideas and a cold beverage.

Operating Hours are Friday to Saturday as follows:

Evening 6:00pm – Late

This venue may be booked for private functions. Please see reception for weekly details on opening hours.

Car Parking

Situated underneath the Rydges Central City Wollongong. Car parking is available to residents, registered hotel guests and members of the public on a \$10 per night basis. **Please be advised Rydges Central City Wollongong does not accept liability for the loss, damage or theft to vehicles left in this area at any time.**

Taxi Phone

Situated at the main reception desk and please ask staff at reception desk for assistance.

Common Kitchen

Situated in the Level 1 common room. Operating Hours are 24 hours a day, 7 days a week.

Facilities include an oven, electric top cooker and microwave oven. Residents are to provide their own pots, pans and ingredients, which are to be kept in each residents own apartment and transported to the kitchen for food preparation. The only exception to this rule is frozen items, which are to be neatly labeled and stored in the freezer compartment of the fridge and freezer unit in the kitchen.

Management reserves the right to remove all refrigerated or stored items found on or within cupboards underneath kitchen benches without notice.

Management does not accept liability for the loss, damage or theft of equipment, food or beverage left in the common kitchen.

Smoke detectors and alarms

Please be advised that our entire building is protected against the risk of fire by a most sensitive and sophisticated fire protection system. Residents are urged to familiarize themselves with the location of both sprinkler head unit and smoke/particle detectors.

Smoke/particle detectors will activate when the area they protect fills up with an unusual density of smoke/particles. Detectors have been known to activate when toast is left to burn in a toaster, large amounts of steam from the bathroom or an oven door is opened allowing smoke to escape in mass for example. **In this instance, please do not open your room door but open windows and inform reception desk.**

If a smoke detector activates it will send an automatic signal to the New South Wales Fire Brigade. The Fire Brigade will arrive and investigate the alarm taking control in the case of a real emergency. Please be aware of your detector units at all times. Be advised that covering or disconnecting a unit registers an alarm at the main fireboard and management will respond accordingly.

In the case of a false alarm caused as a result of negligence on behalf of a resident, the fire brigade will raise a charge for their call out fee. The amount will differ depending on the number of fire trucks called to the scene but can be as expensive as \$1,500AUD and will be the responsibility of the resident responsible for the activation.

In the event of an alarm

- ❑ Don't panic.
- ❑ Listen and follow the instructions given over the PA system.
- ❑ Make your way to the closest safe fire exit, make your way out of the building to the listed evacuation points and await further instruction. **(Do not use the lifts)**
- ❑ Should you find the corridors or stairwells to be smoky, stay low to the ground and cover your nose and mouth with a handkerchief or piece of clothing.
- ❑ **Remember our staff are trained to assist you in the case of emergency.**

Laundry

Coin operated washing machines and dryers are located in the laundry on level 2. These machines are accessible from 8am – 8pm daily. No Clothes are to be left in the machines overnight. Management reserves the right to remove any clothes left in machines for an extended period of time.

An external pick up and delivery laundry and dry-cleaning service is also available Monday through to Friday. To take advantage of this service please collect a docket and voucher from the reception desk and ensure your laundry / dry-cleaning is there for collection before 8 am. All items will be delivered back to the reception desk at 6pm on the same day. Payment for the service is made when you collect your belongings from the reception desk. Please see receptions for applicable charges for this service.

Management does not accept liability for the loss, damage or theft of personal belongings from these areas.

Early Termination

The license agreement may be terminated immediately and without notice in the event either party breaches this license agreement and fails to remedy the breach (as notified by the non-defaulting party in writing) within 7 days of receiving the notice of the breach.

In the event that the applicant terminates this license agreement prior to the end of the license period (“Early Termination Date”), the applicant must, unless otherwise agreed by the management, pay the balance of the license agreement until such time that the room is resold. At least seven (7) days written notice is required for terminating this agreement prior to the end of the license period.

Cleaning and Biannual Apartment Inspections

It is each resident’s responsibility to maintain the cleanliness and repair of their apartment. Some residents will be paying a package rate, which will include a daily or twice weekly clean and linen change. Those of you who are committed to long-term agreements such as 4 or more weeks are responsible for the up keep of your own apartment on a daily basis. For these residents a compulsory monthly clean of \$30 per month is charged and conducted for a bathroom clean and a clean of the bedroom fittings and fixtures.

Residents need to purchase their own cleaning equipment; vacuums can be hired from reception.

The management will conduct apartment inspections throughout the building twice a year to ensure each apartment is being maintained at an acceptable condition.

A minimum fee of \$100 will be applied to cover the costs of a compulsory carpet clean and service of your apartment on departure. This is necessary to ensure that the next resident to occupy your apartment will be satisfied with the standard of their new room.

In circumstances where more than an hour is required to clean your apartment, an additional \$50 per half hour spent cleaning will be applied to the minimum \$100 fee.

REPLACEMENT COST

GUEST ROOM	Cost
Replacement TV	\$ 500
Replacement DVD	\$ 100
Replacement DVD remotes	\$ 60
Replacement TV remotes	\$ 60
Desk Chair	\$ 150
Desk / Wall Unit	To Be Advised
Carpet	To Be Advised
FRIDGES / MICROWAVES / KETTLES	Cost
Replacement microwave	\$ 150
Replacement bar fridge	\$ 300
Kettle	\$ 50
MIRRORS	Cost
Prices for mirrors are subject to size	To be Advised
WINDOWS / GLASS	Cost
Prices for windows are subject to size	To be Advised
TELEPHONE	Cost
Replacement Telephone	\$ 150
LAMPS	Cost
Replacement desk lamps	\$ 60
Replacement desk lamp bulb	\$ 10
Replacement light bulb	\$ 10
Light Fittings	\$ 100
Bedding	Cost
Mattress	\$ 700
Base	\$ 500
Bathroom	Cost
Toilet seats	\$ 30
Toilet	\$ 300
Toilet roll holder	\$ 45
Hair Dryer	\$ 80
Towel Rail	\$ 80
Basins-made to order	\$ 500
Sink / Shower / Bath tap sets (Each)	\$ 150

* Prices are inclusive of GST

For general repairs and maintenance, please be advised that a labour fee will be imposed for the estimated time required of our resident handy man to complete projects. The fee is based on \$60 per hour for services rendered.

General Information

Charge Back Facilities

There are no charge back facilities extended to any resident of Rydges Central City Wollongong under any circumstances. Food and beverage purchases are strictly on a cash basis only at time of purchase.

Conflict Resolution - Residents' satisfaction is our priority.

If you are dissatisfied with an aspect of your experience whilst living at Rydges Central City Wollongong, please feel free to discuss your concerns with staff or management.

In Room Broadband Internet Connection

Wireless Broadband access is available to all guests at Rydges Central City Wollongong. This is provided by Docmo Intertouch. Please see reception for applicable charges.

In room internet connection through an external ISP is NOT available to residents. Should you elect not to have in room Internet access our Business Centre on the ground floor is another option.

For more information about in room Internet please dial "9 "

Occupancy Fee

Your occupancy fee must be two weeks in advance at all times and can be paid by Direct Debt or Cash. Accounts not kept a minimum two weeks in advance, excluding the deposit amount, will be charged a \$25 late fee each week until corrected or evicted after seven days.

In the event that you are away when your occupancy fee is due you must either pay in advance for the entire period of absence or advise reception of your absence and nominate the one person who will settle your occupancy fee in your absence.

Note: For all license agreement for 3 month or more, the compulsory credit debit system will be used as per condition on agreement

Proxy Card Replacement

In the interest of building security, Rydges Central City Wollongong will issue one proximity access card per registered occupant.

Access cards will not be provided to your apartment for the convenience of friends or family under any circumstances.

If you happen to lose your card, please report it to staff immediately so that the card can be deactivated and a replacement issued. **A replacement fee of \$10.00 will apply.**

Lost activated proximity access cards threaten the security of all residents living in Rydges Central City Wollongong, not to mention the risk it represents to you.

Please keep access cards away from mobile phones or other devices that give off a magnetic field.

Room Move

Should you decide that you would like to move to another area of the hotel, please be advised that it cannot occur until you have successfully completed the term of your original license agreement.

Should you wish to room move at no fault of the hotel then a departure fee of \$100 will be charged each time you elect to move.

You will need to advise the management of your intention to move rooms in writing, at least four weeks prior to your license expiring. Our staff will then assist you in finding a new room, which meets your requirements and a replacement for your old room.

Security Deposit

Your security deposit cannot be used at any time to cover your occupancy fee payments or any other charges in the hotel.

Your security deposit will be refunded within 30 days of departure. During this time your room will be inspected, maintenance and cleaning charges (if applicable) applied then the balance will be refunded into your nominated bank account or by cheque.

Sub Letting

Sub letting is the term used when a licensed occupant of an apartment consents to a second person sharing their accommodation or replacing them in accommodation without the knowledge or consent of Rydges Central City Wollongong. Sub letting is forbidden at Rydges Central City Wollongong and those licensed occupants found guilty risk immediate termination of their license agreement or losing their security deposit in full.

Those individuals interested in a sub-leased arrangement should be warned against it.

Telephone

Each apartment will come complete with an in-house telephone service.

Alcohol

The consumption of alcohol in any public or common area is not permitted except in OneOne2 restaurant and CBD Bar. Please note that alcoholic beverages sold with meals at OneOne2 Restaurant & Bar or CBD Bar cannot be taken from the restaurant or bar into common areas or back to a room.

BYO alcohol is only permitted in hotel rooms. At all times the noise levels in public areas must be kept to an acceptable level for the courtesy of other guests.

Dress Regulations

Please be advised that whilst in public areas of the hotel you are required to wear some form of foot wear and upper body clothing. Bare feet and chests are not acceptable in public areas.

Carpet

Please be advised that the carpet in common areas, corridors & guest rooms whilst fire resistant in compliance to Australian standards is still susceptible to burning under intense heat.

Our carpet will burn if cigarettes are extinguished in it or hot pots or pans are placed on it immediately after coming off the burner. Please note that smoking is not permitted in any guest rooms, common area or corridor of the hotel.

Please report burns, spillages or stains to the reception so that every effort can be made to restrict the damage. Residents are responsible for any damage caused to carpet due to negligence.

👉 **Common Areas**

The damage or removal of furniture, fixtures or plant life from common areas is strictly prohibited.

Offenders will face an immediate fine and termination of their license agreement upon detection. Please note that our common facilities are under 24-hour security surveillance.

👉 **Drugs**

Illicit drug use is not allowed and will not be tolerated. If you are found to be involved with illegal substances, the NSW Police Force will be immediately notified and your license agreement terminated.

👉 **Gambling**

You are NOT permitted to indulge in any form of gambling in unlicensed areas of the hotel.

👉 **Garbage Disposal**

It is each individual's responsibility to dispose of their garbage in their rooms. For small amounts of garbage please leave in a black plastic bag outside your door between 9am & 3pm. If you have large amounts of garbage, please contact reception to organize the most suitable dispose method. Disposing of garbage in fire exits or other unauthorized locations will result in on the spot fines and possible eviction from Rydges Central City Wollongong.

👉 **Harassment**

If you find yourself the victim of harassment, whether it is of a physical, emotional or sexual nature, please do not hesitate to bring it to the immediate attention of the Management. Harassment can be based on a number of factors, sex, religion, colour or creed. Rydges Central City Wollongong is committed to ensuring that every individual feels part of our residential community, and will do all that is required to ensure it's residents are free of persecution.

👉 **Identification**

When you arrive at Rydges Central City Wollongong you will be issued with a keycard and a room key. This key card serves as your hotel access key.

Please do not lend your card to anyone. Ensure you advise us at the reception desk if you are going away and want an individual to have access to your apartment during your absence. All visitors should be accompanied by a resident whilst in the building.

👉 **Noise**

Keep noise at a level that will NOT cause disturbance to your neighbours. Security and management staff will conduct regular patrols of the accommodation floors. If in the instance that a complaint is received or should the staff deem the noise level emanating from an apartment to be excessive, they will knock on the apartment door and seek cooperation to reduce the noise.

At this time, management and security reserve the right to request that visitors leave the apartment if they consider that their presence is contributing to the problem.

Each visit to an apartment for noise concerns will be logged on your residential file. Repeat offenders will meet with the management before being advised in writing that termination of their licence agreement is pending.

Continual failure to abide by management requests to respect the comfort of others will result in termination of their license agreement.

👉 **Pets**

Are NOT permitted in Rydges Central City Wollongong.

👉 **Security**

There are security surveillance cameras situated throughout the building. These cameras are continuously recording digital images of the movement around each camera day and night. If you feel that your privacy and or security have been breached at anytime, please report it to our Duty Manager who will attempt to rectify the matter for you.

Our access control card system allows us to monitor access to the hotel and guest rooms. If you feel that your privacy and or security have been breached at anytime, please report it to our Duty Manager who will attempt to rectify the matter for you. Please do not leave or lend your Residents Access Card to anyone.

Suspicious persons or unusual occurrences should be reported to management for immediate investigation by dialing "9 ". Incidents of a humiliating or embarrassing kind should be referred directly to the General Manager to ensure discretion is maintained at all times.

The management of Rydges Central City Wollongong will take all care but cannot accept responsibility for the loss, theft or damage to personal items contained within each resident's room. It is strongly recommended that all residents ensure their valuables are covered by a travel insurance policy or a home and contents insurance policy is undertaken to protect against unexpected loss.

👉 **Smoking**

Rydges Central City Wollongong is a smoke free environment; smoking in the rooms, corridor or common area is not permitted.

Smoking in non smoking areas will lead to a warning, with further offences leading to an eviction.

👉 **Visitors**

Each resident is expected to ensure that his or her visitors are made aware of the Rydges Central City Wollongong Code of Conduct. In the event that a visitor is identified of being in breach of the code, management staff & the NSW Police Force will remove this person from the premises and make contact with the registered occupant who invited them on premises to discuss taking responsibility for this person's action.

Visitors are welcome but cannot utilize the Rydges Central City Wollongong facilities without the presence of a resident.

Serious breaches of the code may result in the termination of your Licence Agreement

👉 **Student Support**

A student mentor will be appointed who will be responsible for providing University programs such as orientation, and general activities and programs

IN YOUR APARTMENT

All apartments come completely furnished for immediate occupation. Please be advised that you, as an occupant, or our staff are not permitted to remove any piece of furniture or electrical appliance under any circumstance during the duration of your occupancy. Furthermore it is not possible to swap.

Items found missing from the apartment will be charged to the licensed occupant upon their departure.

Shower & Bath

Make sure you use the shower curtain to protect your carpet from excess water.

Wash Basin

Do not keep electrical appliances above, on or next to your wash basin.
Always reduce water pressure to avoid water damage to carpet and surrounding areas.

Cooking Utensils

Purchase pots, pans and utensils that are multifunctional or built for one so that storage doesn't become an issue.

Fridge

Keep your daily perishables in your room. Purchase your weekly meat, fish and poultry and store them in the freezer compartment of the common kitchen. Be sure to label each item clearly.

Microwave Oven

Do not put aluminum foil or metal items in your microwave oven.
Caution: Please check times to avoid burning food and result in smoke

Storage

Storage can be found underneath your bed in most rooms for clothes as well as drawers and a cupboard space in the room.

Window

Keep this locked whenever you leave your room.

Entrance Door

Ensure your apartment door closes properly behind you at all times.

Air conditioning Unit

Temperature & Fan Speed is centrally controlled by management staff.

Batteries

Batteries for electrical appliances are in the room at check in. However, should a battery need replacing during the course of your stay, you are required to replace it.

Light Bulbs

Light bulbs will be in the room at check in. However, should a light bulb need replacing during the course of your stay, you are required to replace it. Please come to the Reception desk and inform staff that you need a light bulb replaced and maintenance will replace it at a cost. Residents, who choose to replace their own light bulbs, are advised that the Management of Rydges Central City Wollongong will not accept any responsibility for injury, loss or damage to you or to the light fitting your actions may cause.

IN-ROOM ENTERTAINMENT

How to switch from TV to DVD?

Turn the DVD player on then press AV button on the TV remote and the screen should appear DVD.

Austar

Austar is available in rooms for the benefit of both short stay & long stay hotel guests. These are 8 pre-selected channels and cannot be changed by the individual guest.

Local TV stations are also available on the in room TV's.

Radio Stations

FM station	AM station
96.5 – Wave FM	954 – 2UE
98.1 – i98	702 – ABC
97.3 – ABC Illawarra	876 – 2GB
94.9 – Power FM	
101.4 Today FM	
98.9 – Triple J	

CONTACT DETAILS

✉ **Rydges Central City Wollongong Address**

112 Burelli Street
Wollongong, New South Wales, 2500
AUSTRALIA
Telephone: + 61 2 4220 7800
Facsimile: + 61 2 4228 0552
Website: www.rydges.com/wollongong

✉ **Your Mailing Address:**

Name
Apartment No
Rydges Central City Wollongong
112 Burelli Street
Wollongong, New South Wales, 2500
AUSTRALIA

☎ **Emergency**

Dial "0" wait for tone then

Fire 000
Police 000
Ambulance 000

Alternatively dial "9" for reception

☎ **Doctor / Pharmacy**

Wollongong Medical Centre.
Located on 237-241 Crown Street Wollongong (02) 4254 2600.

Please ask Reception for more details

INTERNATIONAL COUNTRY CODE



To dial international you must dial 0011 (international dial code) the country code as listed below and the area code of the city and the number.

Example: 0 0011 (country code) (area code) (telephone number)

Albania	355	Latvia	371
Argentina	54	Lebanon	961
Australia	61	Macau	853
Austria	43	Macedonia	389
Bahrain	973	Malaysia	60
Bangladesh	880	Malta	356
Belgium	32	Myanmar	95
Canada	1	Netherlands	31
China	86	New Zealand	64
Croatia	385	Norway	47 + 8 Digit local No
Cyprus	357	Oman	968
Czech Republic	420	Pakistan	92
Denmark	458	Philippines	63
Egypt	20	Poland	63
Estonia	372	Qatar	974 + local no
Fiji	679	Singapore	65 + local no
Finland	358	South Africa	27
France	33	Spain	34
Germany	49	Sri Lanka	94
Greece	30 + area code + 0 + local number	Sweden	46
Hong Kong	852	Switzerland	41
Hungary	36	Taiwan	886
India	91	Thailand	66
Indonesia	62	Turkey	90
Iran	98	Ukraine	380
Iraq	964	UK	44
Ireland	353	USA	1
Ireland- North	44	Vietnam	84 + area code +8+ local number
Italy	39		
Japan	81		
Korea- North	850		
Korea- South	82		
Laos	856		