

- * **CHECK IN & OUT** Check in - 2 pm or later, **check out time 10 am sharp or earlier.** Please return your keys to reception. Should you wish to check out before the office opens, please finalise your account the day before departure. The key return slot is in the window on the right hand side of the reception doors.
 - * **LATE CHECK OUT** **A late check out after 10 am may be requested at an additional fee of \$50.** Only available if we do not have guests checking into that apartment on the day of your departure. Guests are welcome to leave luggage at Reception (during office hours) while waiting for transport.
 - * **ACCESS – Entry** Please use your apartment key to gain access to Diamond Sands, and to your apartment. A surcharge of \$65 applies for all keys that are not returned to Reception on departure, including lost and / or stolen keys.
 - * **ACCESS – Visitors** Visitors and guests can contact you from the intercom system at the front entry and exit gates. **Advise them to press hash 1 __ (# 1 then apartment number eg 03 or 94) To open the gate – press * (star) while talking to them on your apartment phone.**
 - * **ACCESS – Stairwells** Use your key - or on the stairwell phone, press 1 __ (1 then apartment number eg 03 or 94) The phone rings in your apartment. Request the person answering the phone to press * (star) **Pull the door handle to open while they are pressing *.**
 - * **AIR CONDITIONING** Reverse cycle air conditioning cooling & heating unit is situated in the lounge, and is included in the tariff. Please conserve electricity.
 - * **ANIMALS** Are not permitted at Diamond Sands.
 - * **BABY SITTING** Service is available. Experienced. Phone Reception on extension 9. Minimum 3 hours.
 - * **BARBEQUES** Hours 7.30 am to 9.30 pm. Free of charge. No booking required. Please leave clean and dispose of rubbish. Return all crockery and cutlery to your apartment. BBQ operating instructions are clearly outlined on the right hand side of each BBQ.
 - * **BEACH** Nearest beach is Mermaid Beach. Cross the highway and walk down Seashell Ave. Approx 300 metres. Beach is patrolled.
 - * **BEACH TOWELS** Available from Reception at \$5 per towel for the length of your stay.
 - * **BREAKAGES** Please report to Reception on extension 9. Charges apply.
 - * **BODY CORP BYLAWS** The Diamond Sands Body Corporate has enacted a set of Bylaws to ensure that all guests are entitled to peaceful enjoyment while staying at Diamond Sands. A copy of the Bylaws is available from Reception.
- * **CAR PARKING** Body Corporate Bylaws apply. Guests with vehicles will be allocated one numbered car park on arrival. Vehicles must be parked completely within the garage in town houses, or in the allocated car park in the underground car park. Guests with more than one vehicle must park that second vehicle outside the Diamond Sands boundary. **No parking outside garage doors, or on the Diamond Sands road way. Bylaw 41 authorises the towing away of vehicles parked in other than your allocated car park, parked on the area outside garage doors, and on the Diamond Sands roadway. The maximum 4 hour visitors car parking spots are exclusively for visitors, and are clearly marked as tow-a-way parks. Tow away recovery fee approximately \$250 plus storage.**
- * **CHEMIST** Next to doctors surgery 2431 Gold Coast Highway approx 700 metres north on other side.
 - * **CHILDREN** **Must be supervised at all times while on Diamond Sands property. Must be supervised by an adult while in or near the pool area. Small children are not permitted in the pool or beach areas with no clothes on – at the least they must be wearing plastic lined disposable nappies.**
 - * **CLEANING** **On departure – please leave your apartment in a tidy condition, wash and put away dishes and put rubbish out in skips.** No need to vacuum or strip beds. If above not done, **excess cleaning fee of \$50 applies , as per your authority given on check in registration form.**
 - * **COTS** Port-a-cots are available - \$6 per night.

- * **CONSUMABLES** Small supply complimentary on arrival. Additional sachets available from Reception – 50 cents per sachet or 5 for \$2 – dishwasher powder, dishwashing liquid, liquid laundry detergent. 10 cents each – coffee sachets & tea bags. 5 cents each – sugar sachets. 2 cents each salt & pepper. Toilet rolls - \$1.40 each or 4 for \$2.50. Soft drinks, water & ice creams available. Postcards 80 cents & stamps available.
 - * **CREDIT CARDS** Mastercard and Visa are welcome.
- * **DISHWASHERS** **Do not use liquid dishwashing detergents in the dishwashing machines.** Dishwashers have a vacuum seal that does not operate if liquid detergent is used, resulting in the dishwasher leaking over the floor. Best idea is to sprinkle dishwashing powder on the inside door, make sure the soap powder door is closed, and push the start button. Let the cycle complete - do not open the door to load more dishes while the cycle is operating.
- * **DOCTOR** Doctor available – Mermaid Central Medical Centre, 2431 Gold Coast Highway 7 days. Monday to Friday 7.30 am to 6.00 pm. Weekends & public holiday 8 am to 2 pm. Appointment preferred. No bulk billing. Phone 5575 2444 Approx 700 metres north on other side of highway. After hours Medcall ph 5531 1224
 - * **ELECTRICAL** Fuse box / switch board (with safety switch) in laundry or garage. **Many appliances turned on at the one time or faulty kettle or toaster can blow the fuse – please reset.**
 - * **EMERGENCIES** Other than Fire, Police or Ambulance. We do not operate a 24 hour Reception service , and we do not have a night manager or maintenance staff on call. However, for emergencies such as a broken water pipe, front door lock broken, front entry or exit gates not working, car park flood etc please call our Night answering service on extension 4 (or 5592 – 1471) or pick up the phone in the blue box on the wall outside Reception. Maintenance faults or minor problems such as poor television reception, shower head fallen down, leaking taps, etc will not be attended to outside Reception hours – please report during office hours. **\$30 call out fee applies to unlock apartments.**
 - * **FAXES** Faxes and photocopying available at Reception. Small charge applies.
- * **FIRE PROCEDURE** **In case of fire, 3 storey walk up building guests must exit via the nearest stairwell, and assemble near the BBQ area. Fire extinguishers are located in the ground floor entrance of each stairwell block, in the games room and near the BBQ's. Fire extinguishers and hose reels are located in the underground car parks and are clearly signed.**
- * **GAMES ROOM** Located in the underground car park near stairwell A (highway block near entrance gate) Coin operated machines and pool table. Hours 9.30 am – 8 pm. Games room is closed after heavy rain due to flooding and wet carpets
 - * **HOSPITAL** Gold Coast Public Hospital, 108 Nerang St, Southport ph 5519 8211
 - * **INSINKERATORS** Some apartments have insinkerators or waste disposal units in the kitchen sink. **Do not put hard objects of any nature in them - such as fish bones, lobster shells, chicken bones, rock melon skin, teaspoons etc.** Invariably, when there is a blockage, we find items such as the above is the cause.
 - * **KEYS** 2 sets issued on arrival. **Lost / stolen key surcharge of \$65 per set applies for all key sets not returned on departure.**
 - * **LOST PROPERTY** Ask at Reception. Left items on departure can be posted at cost plus handling fee.
 - * **MAIL** A message will be left on apartment telephone if any incoming mail is received. Mail boxes are for owners only. Postcards and stamps are available from Reception. The mailman collects Monday – Friday 8.15 am.
 - * **MAPS** Of the Gold Coast and surrounding areas, at the front of the A - K section in the Telephone yellow pages - in the kitchen cupboard.
 - * **NEWSPAPERS** Newsagent on left hand side, 150 metres north of Diamond Sands.
 - * **NOISE / PARTIES** Diamond Sands Bylaws apply. Please be considerate of others.

Welcome to



DIAMOND SANDS Resort

2320 Gold Coast Highway, Mermaid Beach, QLD 4218
 Phone 07 5525 5199 Fax 07 5525 5198
 email: info@diamondsands.com.au web: www.diamondsands.com.au

TERMS & CONDITIONS OF STAYING AT DIAMOND SANDS & Guest Information & Directory

We extend to you a very warm welcome and trust that you will enjoy your stay at Diamond Sands Resort

Please take a moment to familiarise yourself with the following information and do not hesitate to contact Reception should you have any questions.

Each of the 93 apartments at Diamond Sands Resort is privately owned. The owner chooses the apartment décor and furnishings. For stays of 7 days or less the apartments are un-serviced – with each guest looking after their own requirements. Guests staying longer than 7 nights receive fresh linen and a quick clean (not a full clean) midway during their stay or every 7 days. Linen including sheets, pillow cases and one towel per person, (but no face cloth) is provided along with a starter pack of coffee, tea, milk and a toilet roll.

Reception Hours

Monday – Friday 8.00 am to 5.30 pm Saturday 8.30 am to 3 pm
 Sunday 9 am to 12 mid day

SECURITY

A condition of staying at Diamond Sands is that you accept full responsibility for your personal belongings, vehicles and valuables. Diamond Sands Resort and the Diamond Sands Body Corporate will not accept responsibility for any belongings that may go missing from your apartment, nor take responsibility for any belongings stolen, nor take responsibility for any damage caused to any vehicle parked in the underground car parks or elsewhere on the property of Diamond Sands Resort. The above is covered in law under "The Traveller Accommodation Providers (Liability) Act 2001. Please ensure that your apartment doors are always locked, that you use the dead bolts on sliding doors in apartments that are fitted with deadbolts, and that you leave no valuables in your vehicle, or in your lounge.

Unfortunately, we have had guests property go missing on occasions in the past few years. On each occasion there has been no sign whatsoever of a forced entry. Guests have failed to lock their doors and put the dead bolts on top of sliding doors in place.

The Broadbeach Police, corner Philip Ave & Surf Parade, (phone 5581 2800) have advised that it is not uncommon for burglars to target holiday apartments in the Broadbeach and Mermaid Beach areas as easy targets. The Police strongly advise guests to ensure their apartments are locked and dead bolts in place. They also advise that valuables such as credit cards, wallets, video cameras, mobile telephones, apartment and vehicle keys, bags and purses should be taken to your bed room at night, and not left in the lounge *(A safe is available for hire in each apartment -hire \$5 per stay).*

EMERGENCY - POLICE - FIRE - AMBULANCE Dial 0 then 000 from your apartment phone

- * **RUBBISH SKIPS** Located in underground car park between stairwells D & E, also near apartments 70 & 77, & bins in underground car park near stairwell A. No recycling – due to rubbish being placed in recycling bins & health & safety. Please do not litter our resort with cigarette butts, ice cream wrappers, etc.
- * **POOL & SPA** Hours 7.30 am – 9.30 pm daily. Children must be supervised at all times. Young children must wear disposable plastic nappies – no nudies please – to prevent accidental fouling of water. Pool immediately closed if human fouling found until chemical tests indicate that it is safe to use again. We are unable to compensate guests for the inconvenience of the pool being closed. No boogie-boards or balls in pool. No sand throwing. No jumping from rocks. **Glass bottles and glasses absolutely prohibited near pool area.** Spa is at same temperature as pool. Press spa bubble button – on rocks. Swimming in the ornamental streams and pools is not permitted.
- * **PESTS & INSECTS** The Gold Coast sub tropical climate (warm days & high humidity) attracts the human species and many pests and insects as well, including cockroaches, ants, silverfish, midges, mosquitoes, spiders & rodents. All apartments are regularly sprayed with residual spray to eradicate the above insects, as part of an ongoing pest & fumigation program, but sometimes additional spraying is required. Ants gain access to apartments by climbing palm trees and balconies in search of food. All food items should be covered and or sealed in plastic. Household fly spray eliminates ants. Cockroaches - the European variety is large in size, and flies into apartments through open doors & windows. The only method of getting rid of them is to stomp them out. The German species is very small, and gains access through drain and water pipes. Should you notice the smaller variety - please phone reception and we shall respray the area - or contact our Pest Control contractor. New Zealanders, especially South Islanders are not familiar with these unwanted pests. Rodents enter Diamond Sands via a storm water drain leading to a nearby canal. Rodent bait is laid around the complex, but if you notice a rodent - please phone reception and we shall lay additional bait. Midges & mosquitoes love the warm humid conditions and breed in shady bark areas. We constantly spray the areas, but it is impossible to eradicate them. Most chemists and supermarkets stock insect spray and creams to reduce the bite and itching effect.
- * **ROOM MAINTENANCE** Please phone Reception on Ext 9 during office hours for any maintenance, and we shall endeavour to get the problem fixed within a reasonable time frame. Trades persons are not always available on weekends. We have a renovation program in place, but demand for our apartments and contractual obligation to travel agents often interrupts this schedule.
- * **SAFE HIRE** \$5 per stay. Please contact reception
- * **SMOKING** **Is not permitted in apartments, but ok on balconies and patios. Please do not litter.**
- * **TELEPHONE** Calls automatically charged to apartment. 75 cents – local calls. \$1.10 internet connect. \$1.10 1800 & 1300 numbers. Toll calls - Brisbane included – charged per pulse. Calls to mobile phones are not cheap. Telephone bill available on request from Reception. **Unpaid phone calls on departure automatically charged to your credit card.**
 To call another apartment dial 1 __ (apartment number eg 03 or 94)
Reception – dial 9 **Outside line – dial 0** then NZ
 001164 then area code – leave out 0
Each apartment has a direct dial incoming phone number. It is 5525 - 51
Replace the __ with your apartment number (eg 03 or 94)
 Phone calling cards may or not work from your phone. Charge of \$1.10 for each call made on calling card.
 Public coin telephone outside Jimmy's Restaurant (200 metres north)
- * **PHONE MESSAGES** Red light flashes on apartment phone. Lift receiver, slowly dial 8 * 1 __ (your apartment number eg 03 or 94). During message playback – to delete message – press 3, to return to menu press 9. "If security code is requested - enter 1234"
- * **TAXIS** Phone 131 - 008 (75 cents charge applies)
- * **TOURS** We welcome the opportunity to arrange your tours, transport, theme park entry, car rentals etc. Please phone or contact reception. Dry cleaning and photo developing also available.
- * **TOWELS** Only 1 towel per person is issued to each apartment. Additional towels are available from Reception @ \$2 each. Beach towel hire \$5 for the length of your stay.