



LAUNCESTON CENTRAL APARTMENT HOTEL



Welcome to Launceston Central Apartment Hotel.

On behalf of the management and staff at Launceston Central Apartment Hotel we extend to you a very warm welcome, and wish you a pleasant stay in the beautiful city of Launceston.

Our friendly team are committed to providing our guests a comfortable, relaxing experience and endeavour to exceed your expectations through every interaction. We take a certain pride in being part of your holiday experience and we hope you entrust us with this special responsibility. There are some magnificent services available at Launceston Central that will add to your journey with us through this magical landscape.

We would like to take this opportunity to both welcome and thank you for choosing to stay at Launceston Central. We are available at any time so please feel free to call me directly or alternatively make contact via the Front Desk.

Sincerely,
Hotel Management and Staff





Launceston Central Apartment Hotel

ADDRESS

16 Paterson Street, Launceston TAS 7250

EMAIL

[reservations@
launcestoncentralapartments.com.au](mailto:reservations@launcestoncentralapartments.com.au)

WEBSITE

www.launcestoncentralapartments.com.au

RECEPTION LOCATION

Reception is located on the ground floor

RECEPTION CONTACT

Available during reception hours and up to 8pm

[\(03\) 6334 9493](tel:0363349493)

RECEPTION OPENING HOURS

Monday to Friday
8am – 7pm

Saturday
9am – 5pm

Sunday
8am – 3pm

AFTER HOURS CONTACT

Emergencies only, after 8pm and before 7am

[0436 640 389](tel:0436640389)



AIR CONDITIONING

Use air-conditioning remote control to adjust individual room temperature and functions. For any assistance with the air-conditioning & remote please see reception. Please keep the temperature above 20c as the compressor will freeze up with the humidity.

BATHROOM AMENITIES

Your bathroom is stocked with amenities for your convenience. These items will be replenished with your next service.

Your bathroom includes a hair dryer.

If you need any additional bathroom items, please contact reception and they will be provided at no charge.

COTS AND HIGH CHAIRS

Cots and high chairs are available for your convenience. Please contact reception during open hours to arrange this. **Charges apply, see Schedule of Fees.**

LAUNDRY & IRONING FACILITIES

1/2 bedroom apartments have laundry and ironing facilities available in the room. Studio apartments have ironing facilities available in the room and a shared guest laundry available for use. Please see reception for more details

MAIL

Mail may be left at reception for collection and posting. Alternatively, there is a post office located 1 minute away from the hotel.

Address: 68-72 Cameron St

CONFERENCE ROOMS

We offer on-site conference rooms for your business needs. Please refer to the "Conferences, Functions & Events" page (8) for more information and see reception for booking details.

WI-FI

Free Wi-Fi has been installed in each room. To connect to our secured network, login details will be provided in your welcome letter.

PETS

Assistance animals are permitted into accommodation areas and on the premises, though we do ask that you please inform reception of the presence of a service dog. It is the policy of this property that all other pets are NOT permitted in accommodation.

TEA AND COFFEE

Your apartment is stocked with coffee, tea bags, sugar, and long life milk. These items will be replenished with your next service.

Any additional stocks you may require can be obtained from reception.

TELEVISION

The television receives all Free-to-air stations, as well as 90 Foxtel channels and casting.

SERVICING

Daily Service/Check includes, check for rubbish, pull up bedding, replace towels if on the floor and general check of the room.

Servicing is not available on Saturday and Sunday.

A full service is done weekly for longer stays. That includes: change sheets, clean bathroom, clean kitchen if applicable – check of the oven, vacuum, mop floors, replace towels, bathmat, hand towel & face washer, replace tea towel and cloth and top up all guest amenities.

PARKING

On site parking is available for \$20, subject to availability. Use of our parking facilities is at the risk of each guest. Management takes no responsibility for any damage or loss to and within vehicles. Please see reception for more details.



NO SMOKING

Our property is NON SMOKING. Please refrain from smoking in your room, on the balconies and anywhere within the property. **Evidence of smoking will incur a fee, see Schedule of Fees.**

NOISE

We ask that you respect other guests by limiting the amount of noise made after 9:00PM, any disturbances that require management involvement may have a charge imposed. Whilst we encourage guests to enjoy themselves, we advise there is a strict **No Party Policy**. Failure to comply will incur a fee, see Schedule of Fees.

KEYS

KEYS to the apartment must be returned to reception or placed in the key box on departure. A **replacement fee** shall be charged to the guest account should they not be returned or damaged beyond use. See Schedule of Fees for details.

DAMAGE & LOSS

The person(s) registering as the guest(s) shall be liable for any loss or damage to the appliances, furniture, keycards, fixtures and all fittings in the Apartment. Fair wear and tear excluded.

THEFT

Central Apartment Group shall not be responsible for, or liable to compensate for the loss, theft or damage of personal property on, or brought into the apartment or in the immediate vicinity of the Apartments.

LIABILITY OF PAYMENT

Where guests sign for and on behalf of a business or company, and in the event that the business or company is unable to or refuses to pay any amount due, the Guest(s) shall be liable to pay on demand any amount owing by the business or company under the agreement.

REFUNDS

Full refund of deposits shall only be paid if the Terms and Conditions detailed in the Reservation Confirmation Letter are fully satisfied.

TERM OF STAY CHANGES

Should the term of accommodation be reduced, the registered guest hereby agrees to be liable for the appropriate tariff under the current Schedule of Rates. Refunds may be applied to an early departure (Under Management's Discretion).

NUMBER OF GUESTS

The number of guests in the apartment at any one time shall not exceed the number of guests declared on the Guest Registration Form. Should at any time the number of guests in the apartment exceed the number of guests detailed, Central Apartment Group reserves the right to terminate the reservation immediately, without refund.

FIRE ALARMS

Central Apartment Group has the right to charge for any Fire False alarm if set off by a guest where the Fire Brigade is called out. The Normal fine is \$1,500.00 that will be charged if required. However a minimum of \$400.00 plus GST will be charged to your Credit card after the Fire Brigade call out.

ROOM DEPARTURE

Guests are responsible for the state of the room upon departure. If rooms are found to be in an excessively bad state, the guest acknowledges that Central Apartment Group has the right to charge a cleaning fee to the credit card supplied when making the booking.



SCHEDULE OF FEES



ITEM	FEE/INFORMATION
Cancellation Fees	Full night if within 48 hours of arrival
Car Parking	Prices vary for each property
Credit Card Fees	Mastercard/Visa 1.5% AMEX 3%
Fire Brigade Callout	Based on fee issued by governing state authorities, minimum \$1500.
Guest Extra Cleaning	\$50/hour per person + Loss of room income
Guest Key Replacement	Minimum \$100 + additional cost if lock replacement is required
Guest Damage Repairs and Maintenance	\$50/hour per person (or tradesman cost) + Loss of room income + Cost of materials
No Party Policy	Call out fee minimum of \$100 + Loss of any bond
Smoking	\$500 + Loss of room income
Room Upgrade	Difference between room type tariffs, minus %10
Late Check out 12pm	\$75
Late Check out 2pm onwards	Cost of additional night
Cot hire	\$30
High Chair Hire	\$30
Rollaway	\$40
Extra Linen Change	\$50



FOXTEL

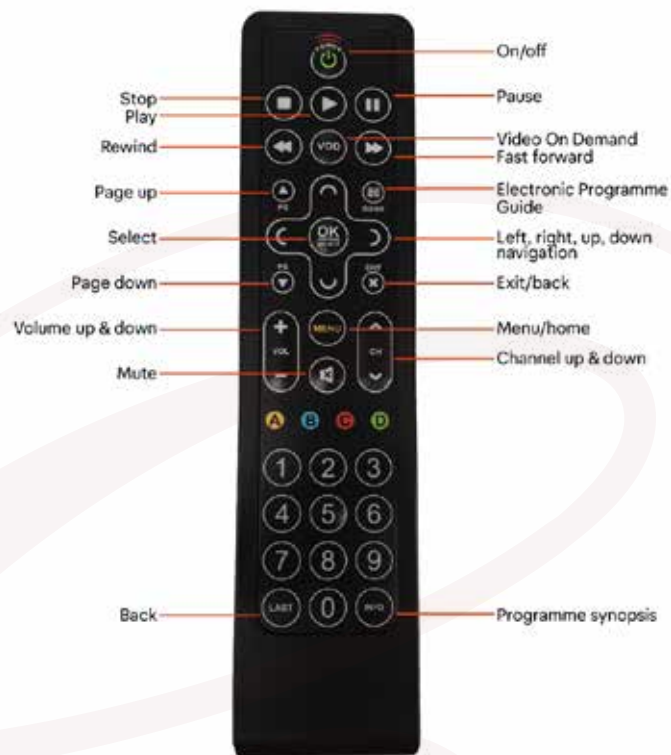
The TV in this room gives you the option to cast content from your mobile device. So if you've got stored video or a streaming service on your laptop, phone or tablet, here's how you can watch it on the big screen.

1. Turn the TV on
 2. Select Casting
 3. Scan QR code on the TV screen to connect your device to the casting wifi (e.g. Room0505)
 4. Type casting.tv into the device's browser and enter the PIN from the TV screen
- Note: If you navigate from casting, you may end your casting session and have to log back in.
5. Open the streaming app you want to cast from your device. Find  and then select the Chromecast for your room (e.g. Room0505)

If you have any issues casting, scan this code for a video demonstration.



foxtel Remote User Guide



If you require any assistance using the Foxtel entertainment system, please contact reception

foxtel



BREAKFAST

Breakfast and snack packs are available at reception for a modest charge. Please contact reception to order.





Launceston Central Apartment Hotel offers the perfect solution for your next corporate event. Our dedicated conference space boasts a modern and spacious setting, comfortably accommodating up to 25 delegates for meetings, presentations, or any business gathering. We take the stress out of planning with a variety of catering packages to suit any budget and dietary needs.

The 'Day Delegate Package' is the perfect option for a one-day event, with catering, parking, conference room hire and audio visual equipment all included. Enjoy tea and coffee in the morning and afternoon, as well as a lunch spread with various options. Our team of professionals are there to take care of your every need, so please don't hesitate to contact us for any further information. We also offer the 'Stay Delegate Package' which includes accommodation for your delegates.

For more information, please visit
cagconferences.com.au

MURRAY ROOM CONFIGURATIONS AND CAPACITIES



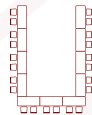
RECEPTION

10



THEATRE

25



U-SHAPE

25



BOARDROOM

25



CLASSROOM

25



BANQUET

25



**AIRLINES****Qantas**

For reservations call 13 13 13

Virgin Australia

For reservations call 13 67 89

Jetstar

For reservations call 13 15 38

The closest airport is the Launceston Airport, approximately 15km away or 15 minutes from the hotel by car.

Should you need transportation to the airport, please call reception to arrange a taxi. Charges apply.

CAR RENTALS**A Total Car Rentals**

Call: 0439 114 418

Address: 102 Wellington St

Avis Car & Truck Rental Launceston

Call: (03) 6324 1500

Address: Hotel Grand Chancellor, 29 Cameron St

Hertz Launceston

Call: (03) 6398 3050

Address: 58 Paterson St

Enterprise Car & Truck Rental

Call: (03) 6733 1100

Address: 151-153 St John St

TAXIS

For a taxi, dial 131 008, or alternatively ask reception to call one for you. Uber is also available in the area.

PUBLIC TRANSPORT

Buses run consistently throughout Launceston. For information on timetables and routes, visit: www.metrotas.com.au

EMERGENCIES

Dial '0' for external calls, then:

Emergency	000
Ravenswood Police Station	(03) 6339 3666
Crime Stoppers	1800 333 000
Launceston General Hospital	(03) 6777 6777
Road Condition Reports	1300 139 933

DOCTORS AND HOSPITALS**Launceston General Hospital (LGH)**

Call: (03) 6777 6777

Address: 274-280 Charles St

Calvary St Vincent's Hospital

Call: (03) 6332 4999

Address: 5 Frederick St

Calvary St Luke's Hospital

Call: (03) 6335 3333

Address: 24 Lyttleton St

High Street Family Practice

Call: (03) 6334 5500

Address: The QV Tower, Level 3/11 High St, East Launceston

Launceston Medical Centre

Call: (03) 6388 8111

Address: Ground Floor/247 Wellington St

CHEMISTS**Hatton & Laws Pharmacy Launceston**

Call: (03) 6331 4333

Address: 102 Charles St

Chemist Warehouse

Call: (03) 6334 4388

Address: 112A/116 Charles St

TerryWhite Chemmart Launceston

Call: (03) 6331 6235

Address: 27-29 Brisbane St



SHOPPING

Brisbane Street Mall

Launceston's Brisbane Street Mall is a pedestrian-only haven lined with shops and cafes. It's the heart of the city's shopping scene, offering a mix of popular brands and local boutiques. It is also conveniently located just 800m from the hotel.

Address: Brisbane Street, Launceston

Quadrant Mall

Quadrant Mall is a vibrant hub for convenient shopping and casual dining. Browse through a diverse range of stores, or grab a bite to eat at one of the many cafes and restaurants. Fixed seating and landscaped gardens provide a relaxing space to unwind, making Quadrant Mall a perfect one-stop shop for a quick errand or a leisurely afternoon.

Address: Quadrant Mall, Launceston

NIGHTLIFE

Saint John Craft Beer Bar

Saint John Craft Beer Bar features up to 17 taps with the best of international, Australian and Tasmanian craft beer. As well as a fantastic range of bottled and canned beer (100+), craft ciders, wines and top-shelf spirits.

Address: 133 St John St

Northern Public House

The Northern Public House offers a warm and inviting atmosphere. They focus on fresh, seasonal Tasmanian produce and innovative takes on pub classics. Whether you're seeking a delicious meal with friends or a casual drink, the NPH caters to all tastes with its great menu and awesome rooftop.

Address: 124 George St

CINEMAS

Village Cinemas Launceston

Village Cinemas has been providing quality entertainment for Australian families since establishing one of the country's first drive-in cinemas in 1954.

Address: 163 Brisbane St

BANKING

ANZ

Call: 13 13 14

Address: 69 Brisbane St

Commonwealth Bank

Call: (03) 6711 1253

Address: 97/105 Brisbane St

NAB

Call: 13 22 65

Address: 130 Brisbane St

Bendigo Bank

Call: (03) 6331 9748

Address: 38 St John St

Westpac

Call: (03) 6323 7333

Address: 75 Brisbane St

HAIR AND BEAUTY

Harmony Hair and Beauty

Call: (03) 6334 8233

Address: 149 St John St

Stephen Roney Hairdressing & Beauty

Call: (03) 6331 5639

Address: 53 Brisbane St

GYM AND FITNESS

Health & Fitness World

Call: (03) 6331 3133

Address: 69 William St

Anytime Fitness

Call: 0407 126 491

Address: Unit 2/41 York St

FLORIST

The Tamar Valley Rose Shop

Call: (03) 6331 5723

Address: 48 St John St



CATARACT GORGE RESERVE

Nestled just 15 minutes from Launceston's city center, Cataract Gorge is a natural wonder waiting to be explored.

Dramatic cliffs cradle the South Esk River, offering scenic walking trails and breathtaking views. Take a dip in the freshwater pool, ride the world's longest single-span chairlift, or simply relax on the grassy banks and soak in the beauty of this unique urban oasis.



Photo by Tourism Tasmania and Rob Burnett



QUEEN VICTORIA MUSEUM

The Queen Victoria Museum and Art Gallery (QVMAG) in Launceston is a cultural hub that ignites curiosity in visitors of all ages. Immerse yourself in the island's unique natural world through interactive exhibits and come face-to-face with towering dinosaur skeletons. Explore the fascinating human history of Tasmania, from the stories of the Aboriginal people to colonial artifacts that bring the past to life.

QVMAG boasts two locations: The Queen Victoria Museum at Inveresk delves deeper into sciences and history, while the Art Gallery at Royal Park showcases a diverse collection of visual art.

Photo by Tourism Tasmania & Rob Burnett

CITY PARK

Launceston's City Park is a verdant pocket in the heart of the city. Wander through flower beds and beneath towering trees, or enjoy a picnic on the sprawling lawns.

Explore the duck pond, Macaque monkey enclosure, or the historic John Hart Conservatory, making City Park a delightful escape for all ages.



Photo by Lusy Productions



TASMANIA ZOO

Explore the largest private collection of Tasmanian wildlife at Tasmania Zoo in Launceston, located 20 minutes from the CBD. Immerse yourself in 900 acres of natural bushland, coming face-to-face with iconic devils, playful penguins, and fascinating native species. From tigers and monkeys to koalas and wombats, Tasmania Zoo offers a fun-filled day for the whole family.

Photo by Sarajayne Lada



TREVALLYN DAM

Launceston's Trevallyn Dam offers a scenic escape just outside the city centre. Hike or cycle along the trails that hug the dam's edge, soaking up views of the surrounding wilderness. Water enthusiasts can enjoy kayaking or boating on the lake's calm waters.

Keep an eye out for resident wombats and ducks, making Trevallyn Dam a perfect spot for a family outing or a peaceful escape from the city.



Photo by Scott Davis



PENNY ROYAL ADVENTURES

Embark on an adventurous day at Penny Royal Adventures in Launceston! Explore convict history with a thrilling dark ride, set sail on a replica brigantine for a pirate adventure, or pan for gold and fossick for gemstones. Challenge yourself with the cliff walk, ziplines, and rock climbing walls, all nestled in the scenic Cataract Gorge surrounds. Fun for all ages, Penny Royal offers a unique blend of history, thrills, and family entertainment.

Photo by Penny Royal Launceston

NATIONAL AUTOMOBILE MUSEUM

Rev your engines for a trip down memory lane at the National Automobile Museum in Launceston! Tasmania's finest collection of classic cars and motorcycles awaits. Explore over 100 years of automotive history, from vintage Bentleys and Jaguars to iconic Aussie muscle cars. Whether you're a car enthusiast or simply love a touch of nostalgia, this museum is a must-visit.



Photo by Natalie Mendham



Photo by Chris Crerar

BRICKENDON ESTATE

Brickendon Estate, a UNESCO World Heritage Site offers visitors a delightful collection of self contained Historic and Farm Cottages.

The Coachman's, Gardener's and Old Farm Historic Cottages are surrounded by gardens and offer traditional colonial accommodation with open fires combined with modern facilities. Each cottage has its own character.

TAMAR ISLAND WETLANDS

Just a 10-minute drive from the city centre, this unique reserve boasts mudflats, lagoons, and islands teeming with birdlife. Explore the 500-meter boardwalk for wetland views and birdwatching opportunities, or relax at the picnic tables with a backdrop of Tasmania's natural beauty.



Photo by Natalie Mendham



Launceston Central Apartment Hotel is owned and managed by **Central Apartment Group**.

Central Apartment Group specialises in the management and operation of apartment hotels across Australia.

Our philosophy is to create a 'home away from home', allowing you to stretch-out, work and relax in affordable luxury. Our focus is providing quality accommodation and personalised service in superior locations.

For a complete list of our hotels across Australia, please visit our website.

WEBSITE

www.centralapartmentgroup.com.au

EMAIL

info@centralapartmentgroup.com.au

HEAD OFFICE PHONE NUMBER

(07) 3852 3334

HEAD OFFICE

Alison House
35 Dover Street, Albion, 4010
PO Box 3224, Newstead, QLD, 4006





CENTRAL APARTMENT GROUP



With 24 hotels in 13 destinations across Australia, Central Apartment Group has you covered.

To book your next accommodation, visit

cag100.com.au



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