



## **Welcome to Grand Palais Beachside!**

Thank you for choosing Grand Palais resort for your beach break. We wish you a comfortable and pleasant stay.

It is the goal of our entire team to ensure you have a fun and relaxing holiday, so please don't hesitate to contact reception if you require any assistance.

We are more than happy to recommend cafes, restaurants, shopping spots and things to do during your stay. We offer a virtual tour desk at reception where we can book tours and attractions for you. Some tours offer discounts when booked 24 hours in advance, so get in early.

We trust that you will enjoy your stay at Grand Palais Beachside Resort, and we look forward to welcoming you again.

Warm Regards,

Janelle, Steve, and the Team





## INTERCOM INFORMATION

Each apartment is fitted with an intercom tablet that allows you to call Reception, contact the afterhours manager in the case of an emergency, or let visitors in from the ground floor entrance doors.

To call any room from the outside intercoms, simply dial "1" followed by the appropriate room number (eg. to call room 9, dial 109 OR to call room 71, dial 171)

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|----------------------------------|---|
| <b>To answer a call</b>          | <b>Press</b>   |
| <b>To see video link</b>         | <b>Press</b>   |
| <b>To open glass entry doors</b> | <b>Press</b>  |

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|---|--------------------------------------|
| <b>Reception (during opening hours)</b>     | Dial 99                              |
| <b>Manager After Hours (Emergency Only)</b> | Dial 285                             |
| <b>Emergency Services</b>                   | 000                                  |
|   | OR 'Emergency Dial' button on tablet |

### Handy numbers from your mobile phone:

- |                                    |         |
|------------------------------------|---------|
| <b>Taxi</b>                        | 131 008 |
| <b>Police Link (non-emergency)</b> | 131 444 |

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## AIR-CONDITIONING

Each apartment with an individual climate control air-conditioning system. This system is adjusted to the wall panel. Please ensure all doors and windows are closed when using the air-con system. Some systems can take up to 5 minutes to start up.

Should you have any difficulties, please contact reception.

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## AIRPORTS & TRANSFERS



Sunshine Coast Airport (MCY) is located approximately 20 minutes' drive north via the Sunshine motorway.

Brisbane Airport (BNE) is located approximately 90 minutes' drive south via the Bruce Highway.

For airport transfers, please contact reception for assistance with bookings.

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## AREA MAPS



Maps of the Sunshine Coast area are available opposite Reception.

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## BABY FACILITIES

Limited cots and highchairs are available for hire from Reception – subject to availability.

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## BANKING



Most major banks have branches at the Sunshine Plaza. ATMs situated inside The Friendly Grocer 100m north of resort, and outside the Alex Surf Club, 3 minutes' walk north of here.

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## BARBEQUE

Free gas BBQ facilities are located by the pool on the first level. Please ensure that the BBQ is left clean after use.

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## BEACH/POOL TOWELS



Towels for the beach and pool are available for hire at Reception at the cost of \$5 per towel for the duration of your stay. Please leave towels in unit when checking out.

These towels may be purchased to keep - \$20.

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## LOCAL BUS SERVICES



Please see TransLink website [translink.com.au](http://translink.com.au)

The nearest local bus stop (heading north) is situated opposite the Alex Surf Club and the bus stop (heading South) is situated directly across the road from the resort.

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**CAR PARKING** 

Please park in your designated car parking space.

One space is allocated per unit. We recommend you remove and valuables from your car. Management is not responsible for any damage/theft while your vehicle is parked on the premises.

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**CAR RENTAL**

There are several Car Rentals within 5km of Grand Palais. Brochures are available opposite Reception. Or visit the below links.

[europcar.com.au](http://europcar.com.au)

[alphacarhire.com.au](http://alphacarhire.com.au)

[hertz.com.au](http://hertz.com.au)

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**CHECK OUT TIME**

10am on the day of departure.

Late checkout may be available-Charges apply. Contact Reception during opening hours if you wish to extend.

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**CHEMIST/  
PHAMACY** 

Mooloolaba Central Pharmacy is in the Coles Complex at Mooloolaba – 10 mins walk south.

Chemist Warehouse is on Aerodrome Rd, Maroochydore – 1.7km North.

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**CINEMAS** 

Maroochydore Event Cinemas – Sunshine Plaza

[eventcinemas.com.au/Cinema/Maroochydore-Sunshine-Plaza](http://eventcinemas.com.au/Cinema/Maroochydore-Sunshine-Plaza)

Kawana Event Cinemas – Kawana Shopping World

[eventcinemas.com.au/Cinema/Kawana](http://eventcinemas.com.au/Cinema/Kawana)

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**CONVENIENCE  
STORE** 

The Alex Beach Friendly Grocer is less than 100m north – on the corner of Alexandra Parade and Pacific Terrace. Turn left as you exit the front of the resort.

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**CREDIT CARDS** 

Mastercard and Visa accepted.

Eftpos is available – No facilities for cash out.

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**DOCTOR** 

House Call Doctor 13 55 66  
[housecalldoctor.com.au/home-doctor-sunshine-coast/](http://housecalldoctor.com.au/home-doctor-sunshine-coast/)

**IN THE CASE OF AN EMERGENCY 000**

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**ELECTRICITY** 

A power tag system is used throughout the resort (excluding 3-bedroom apartments) to assist with energy conservation. Power is activated by inserting your room key tag into the power slot located inside the entrance to your room. When leaving your unit, remove key tag to conserve energy.

**FIRE EXITS** 

For your nearest fire exit location please refer to the Fire Evacuation Instructions located on the back of your apartment entrance door. Fire stairs are located on all levels.

**IN THE CASE OF FIRE – DO NOT USE LIFTS**

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**INTERCOM**

Tablet intercoms in your apartment are connected to both ground floor entry doors and can call between rooms.

Simply dial “1” followed by the appropriate room number (e.g. to call room 9, dial 109 OR to call room 71, dial 171)

See intercom instructions on page 1.

**INTERNET**

Grand Palais offers complementary high-speed internet to each apartment.

To access the WIFI, simply scan the QR code provided. Alternatively, see password below the QR Code to enter manually.

**IRONING FACILITIES** 

For your convenience, an iron and ironing board are provided in your room.

**KEYS** 

Remember to take your keys when leaving your apartment as they are the only means of entry into the building after hours. An afterhours call-out fee may apply for any lost keys or room lockouts. On departure, please ensure that all keys are returned to Reception.

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**KITCHEN** 

Whilst the operation of the appliances is fairly self-explanatory, please contact Reception should you experience any difficulties.

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**LAUNDRY** 

All rooms are fitted with a washing machine and dryer for your convenience.

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**LINEN**

For your comfort, extra blankets are stored in your bedroom cupboard. Please consider adjusting the air con temperature if set too cool, to reduce the environmental impact due to extra cleaning.

Extra linen can be supplied upon request. Charges apply, please see Reception.

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**LOST & FOUND**

For lost property, enquire at Reception.

If you leave anything behind, Reception will notify you and arrange collection or postage. Any belongings left in your apartment following departure will be kept for one month then donated to charity if not collected.

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**MAINTENANCE** 

Please report any maintenance requirements in your apartment to Reception promptly.

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**PRINTING/  
PHOTOCOPYING**

A printing/photocopy facility is available at Reception. A charge of 50c per B&W page and \$1 per colour page.

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**RECEPTION HOURS**

Monday to Friday from 8:30am to 5pm.

Saturday 9am to 1pm.

Sunday & Public Holidays 9am to 11am.

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**RESTURATNTS &  
CAFES** 

Several quality restaurants are close-by. For further information, or directions, please see page 8.

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**ROOM TO ROOM  
DIALLING**

Simply dial "1" followed by the appropriate room number (eg. to call room 9, dial 109 OR to call room 71, dial 171)

Please note for security reasons we are unable to disclose the room numbers of other guests.

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**RUBBISH** 

Please ensure all rubbish is secured and disposed of in the Refuse Disposal Chute - situated at the northern end of each level beside the fire hose cupboard – adjacent to units 23, 38, 53 and 68.

Bins for recycling are located beside the Refuse chute. Please do NOT drop glass items down the refuse chute.

PLEASE remove all RUBBISH upon vacating unit.

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**SECURITY**

Please ensure all external doors are closed behind you when entering or leaving the building. Please do not give access to other people. Please also ensure unit door is fully closed.

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**SERVICING**

Grand Palais offers self-catering accommodation – apartments are serviced mid stay for bookings of 8-14 days or weekly for longer stays. Daily or ad-hoc servicing can be provided, subject to availability. A fee will apply for the services. Please contact Reception.

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**SHOPPING** 

Sunshine Plaza is the largest shopping centre on the Sunshine Coast. Located on Plaza Parade, Maroochydore.

The Esplanade, Mooloolaba offers retail stores, cafes & restaurants, and is a 1.5 km walk heading south from the resort.

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**SIGHTSEEING**

Brochure stands displaying a wide selection of tour services are located at Reception and near the Ground floor lifts.

The team at Reception will be happy to assist with bookings. Please book early to avoid disappointment.

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**SPA**

If your unit has a spa, please ensure the water level is above the spa jets before operating spa. To operate press the middle silver button located on the bath's edge. To stop simply press this button again.

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## SMOKE ALARMS

The fire detection system at Grand Palais is in place to protect our guests and staff. When in your unit monitor your cooking and be mindful of smoke from burning toast or fried foods. Also, excessive steam from extra hot showers may set off the smoke alarms.

Careless activation of an alarm may result in a FINE from Queensland Fire and Rescue for the callout fee – currently \$1500

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## SWIMMING POOL

Our heated swimming pool is located on Level 1.

Pool hours are 7.00am – 9.00pm daily.

Children under 12 are to be supervised at all times – from within the pool area. No running, boggy boards, or bombing.

Swim nappies must be worn by all children that are not toilet trained and are available for purchase from Reception - available in small, medium & large.

1 for \$3 OR 2 or more for \$2.50 each

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## TAXI SERVICES

Suncoast Cabs 13 10 08

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## TELEVISION

Free to air channels are available.

Use your phone or tablet to stream your preferred media to your apartment smart TV. You must have your own streaming service account to do this.

Please DO NOT sign into your account on the TV, Grand Palais is not responsible for signing you out after your departure.

Casting instructions are located on the back of the WIFI QR code stand.

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## UNIT SUPPLIES

Grand Palais offers self-catering accommodation. We offer a small complimentary starter pack of tea, coffee, UHT milk, sugar, and washing powders/liquids. Additional consumables can also be purchased from reception.

Dishwashing liquid, dishwasher powder, laundry powder is available to purchase for \$1 per sachet.

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## RESTURANTS & CAFES

**Andy & Harry's Dessert Bar**  
Shop 4/180 Alexandra Parade  
Alex Headland (400M North)  
0481 917 540

**Alex Surf Club**  
167 Alexandra Parade  
Alex Headland (300M North)  
5443 6677

**Alex Bar & Grill**  
152 Alexandra Parade  
Alex Headland (550M North)  
5475 4211

**Black Bunny Cafe**  
1/180 Alexandra Parade  
Alex Headland (100M North)  
5338 8648

**Black Curry Asian Kitchen**  
Outside Reception, near surf shop  
IN-HOUSE 10% discount  
5200 0875

**Cold Rock**  
178/180 Alexandra Parade  
Alex Headland (140 M North)  
5443 9099

**Elliotts Bistro**  
102 Alexandra Parade  
Alex Headland (800M North)  
5479 5115

**Hathi Indian Restaurant**  
15/140 Alexandra Parade  
Alex Headland (500M North)  
5443 5411

**Juan Fifty Mexican**  
Shop 3 150 Alexandra Parade  
Alex Headland (400M North)  
5452 7656

**Milk & Beans Coffee House**  
22/156-158 Alexandra Parade  
Alex Headland (350M North)  
5443 5054

**Niko Niko Japanese**  
Shop 5/180 Alexandra Parade  
Alex Headland (120M North)  
5378 2303

**Suncoast Fish N Grill**  
180 Alexandra Parade  
Alex Headland (160M North)  
5451 1992

**24/7 Pizza**  
Shop 22/180 Alexandra Parade  
Alex Headland (120M North)  
5443 6880

## SHOPPING & GROCERIES

### Alex Pantry

98-110 Alexandra Parade  
Alex Heads (850M North)  
5451 1643

### Chemist Warehouse

64-70 Aerodrome Rd  
Maroochydore (1.7km North)  
5479 4428

### Alex Friendly Grocer

7/180 Alexandra Parade  
Alex Headland (100M North)  
5338 8514

### Coles

Mooloolaba Central, Venning St  
Mooloolaba (1.6km South)  
5478 3933

### BWS Alexandra Headland

98-110 Alexandra Parade  
Alex Headland (900M North)  
5443 1530

### Sunshine Plaza

154-164 Horton Parade  
Maroochydore (3.3km North)  
Recommend to drive or catch transport

