



# SOUTH YARRA CENTRAL APARTMENT HOTEL



Welcome to South Yarra Central Apartment Hotel.

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

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 South Yarra 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 South Yarra 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





South Yarra Central Apartment Hotel

**ADDRESS**

651 Chapel Street, Melbourne VIC 3141

**EMAIL**

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

**WEBSITE**

[www.southyarracentral.com.au](http://www.southyarracentral.com.au)

**RECEPTION LOCATION**

Reception is located on the ground floor

**RECEPTION CONTACT**

Available during reception hours and up to 8pm

[03 9485 3320](tel:0394853320)

**RECEPTION OPENING HOURS**

Monday to Saturday

9am – 6pm

Sundays & Public Holidays

9am – 1pm

**AFTER HOURS CONTACT**

Emergencies only, after 8pm and before 7am

[0477 935 079](tel:0477935079)



### 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. For your comfort and the highest efficiency of the reverse cycle unit, recommended temperatures settings for Summer is 25 degrees and Winter is 18 degrees.

### 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 office hours to arrange this. **Charges apply, see Schedule of Fees.**

### LAUNDRY AND IRONING FACILITIES

Each apartment has a laundry room with laundry and ironing facilities available inside.

Please remember to switch off the iron after use.

### MAIL

Mail may be left at reception for collection and posting. Alternatively, there is a post office located two minutes from our hotel on Chapel St.

Address: 650 Chapel St, South Yarra VIC 3141

### 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.

### 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.

### TELEVISION

The television receives all Free-to-air stations and has streaming services available.

### 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, replace tea towel and cloth and top up all guest amenities.

### PARKING

Limited parking is available priced at \$30 per day. 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                                                                               |



### BREAKFAST

Breakfast and snack packs are available at the reception kiosk for a modest charge.



**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 Melbourne Airport, approximately 29km away or 30-40 minutes from the hotel by car.

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

**CAR RENTALS****Budget Truck Rental**

Call: 1300 362 848

Address: 650 Chapel Street Ground Floor, South Yarra

**Avis Car & Truck Rental**

Call: (02) 9353 9000

Address: 650 Chapel Street Ground Floor, South Yarra

**Hertz Car Rental**

Call: (03) 9821 5455

Address: 408 Punt Rd, South Yarra

**SIXT Car & Truck Rental**

Call: (03) 9826 3693

Address: 423-425 Malvern Rd, South Yarra

**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**

Trams in Melbourne CBD are free.

For information on timetables and routes visit:  
[www.ptv.vic.gov.au/journey](http://www.ptv.vic.gov.au/journey)

**EMERGENCIES**

Dial '0' for external calls, then:

|                              |                |
|------------------------------|----------------|
| Emergency                    | 000            |
| Prahran Police Station       | (03) 9520 5200 |
| Crime Stoppers               | 1800 333 000   |
| St Vincent's Public Hospital | (03) 9231 2211 |
| Road Condition Reports       | 13 11 70       |

**DOCTORS AND HOSPITALS****The Alfred**

Call: (03) 9076 2000

Address: 55 Commercial Rd, Melbourne VIC 3004

**The Avenue Hospital**

Call: (03) 9529 7377

Address: 40 The Avenue, Windsor

**South Yarra Clinic and Medicentre Como**

Call: (03) 9824 1166

Address: 668 Chapel St, South Yarra

**CHEMISTS****Priceline Pharmacy**

Call: (03) 9826 6118

Address: 670 Chapel St, South Yarra

**Chemist Warehouse**

Call: (03) 9113 4433

Address: 233/233A & 235 Toorak Rd, South Yarra

**South Yarra Pharmacy**

Call: (03) 9820 4101

Address: 81-83 Toorak Rd, South Yarra



## SHOPPING

### 670 Chapel

Located on trendy Chapel Street, the centre features a selection of major retailers, specialty stores, fresh food and eateries including Big W, Woolworths, Priceline Pharmacy, Grill'd, Shuji Sushi & Liquid HQ.

Address: 670 Chapel St, South Yarra

### The Como Centre

Melbourne's Como Centre is a vibrant lifestyle destination in South Yarra. This upscale complex offers a curated mix of retailers, from high-end fashion boutiques like Camilla and Sass & Bide to popular homeware stores like Country Road. Whether you're looking to refresh your wardrobe, update your home décor, or grab a bite at a trendy cafe, The Como Centre caters to diverse needs with a touch of sophistication.

Address: Toorak Rd &, Chapel St, South Yarra

## NIGHTLIFE

### Katuk

Situated in the heart of the Chapel St night life precinct in South Yarra, boasting a décor that many other bars would blush at, Katuk will leave you feeling completely at rest and ready to either party or laze about with friends.

Address: 517a Chapel St, South Yarra

### Leonards House Of Love

Love is in the air at Leonards House of Love! Just off Chapel St, this Melbourne bar offers delicious bites, live music, and a warm atmosphere. Expect friendly faces, fireplace vibes, and a place to feel right at home.

Address: 3 Wilson St, South Yarra

### Two Wrongs

Dive into a galactic adventure at Two Wrongs on Chapel St. This vibrant bar blends Japanese cuisine with creative cocktails, transporting you to an underwater Tokyo dreamscape. Expect playful decor, friendly bartenders, and a lively atmosphere.

Address: 637 Chapel St, South Yarra

## CINEMAS

### Palace Cinema Como

Catch the latest releases or hidden gems at Palace Cinema Como in Melbourne. This stylish cinema boasts plush seating, a bespoke bar serving delicious bites, and a curated selection of local, international, and arthouse films. Whether you're a die-hard cinephile or a casual moviegoer, Palace Como offers a luxurious and entertaining cinematic experience.

Address: Toorak Rd &, Chapel St, South Yarra

## BANKING

### NAB

Call: 13 22 65

Address: 600 Chapel St

### Westpac

Call: (03) 9234 1666

Address: 509 Toorak Rd

### ANZ

Call: 13 13 14

Address: Shops G03, G04/325 Chapel St, Prahran

## HAIR AND BEAUTY

### Wilde Hair and Beauty

Call: (03) 9827 7728

Address: 211 Commercial Rd, South Yarra

## GYM AND FITNESS

### Club Lime South Yarra

Call: (03) 9999 7600

Address: Level 2/670 Chapel St, South Yarra

### BFT South Yarra

Call: 0411 102 676

Address: 84 River St, South Yarra VIC 3141

## FLORIST

### Victoria Whitelaw Beautiful Flowers

Call: (03) 9821 4613

Address: 131 Toorak Rd, South Yarra



### MELBOURNE CRICKET GROUND (MCG)

The Melbourne Cricket Ground (MCG) is arguably Australia's greatest sports stadium, with a rich history and a total capacity of 100,000 people.

The MCG is situated in the world-famous Melbourne Sports Precinct, just a short walk from Melbourne's CBD, which also includes Rod Laver Arena, Hisense Arena and AAMI Park. The ground primarily plays host to Australian Football and Cricket however other events (including Soccer, Rugby Union, Rugby League and live music concerts) are also staged at the venue.



### ROYAL BOTANIC GARDENS

Melbourne's Royal Botanic Gardens are a haven for nature enthusiasts. Explore curated gardens bursting with vibrant blooms, from Australian natives to exotic plants. Stroll through tranquil fern gullies and majestic tree avenues, or admire the impressive ornamental lakes.

The Royal Botanic Gardens offer a delightful escape from the city bustle, perfect for a picnic, a relaxing walk, or learning about diverse plant life.

### SHRINE OF REMEMBRANCE

The Shrine of Remembrance is Victoria's largest and most visited war memorial of National Significance. It is Melbourne's most recognised landmark. It was built in remembrance of those who served and those who died in the Great War of 1914-1918 and armed conflicts and peacekeeping duties since.

The inspiration for the external outline of the building came from one of the seven wonders of the ancient world—the mausoleum at Harlicarnassus to Mausolus, King of Caria in South West Asia Minor.



### MELBOURNE CITY CIRCLE TRAMS

The City Circle Tram is a free and convenient way to see the sights of central Melbourne and the Docklands while experiencing a ride on one of the city's much loved heritage trams.

An audio commentary provides details of city landmarks and major attractions such as the City Museum, Parliament House, Docklands, Federation Square, Melbourne Aquarium and the Princess Theatre.

The City Circle Tram also links with other tram, train and bus routes around Melbourne.



### NATIONAL GALLERY OF VICTORIA

The National Gallery of Victoria (NGV) is the oldest and most visited gallery in Australia. Situated over two magnificent buildings – NGV International and NGV Australia – the Gallery hosts a wide range of international and local artists, exhibitions, programs and events; from contemporary art to major international historic exhibitions, fashion and design, architecture, sound and dance. Best of all, it's free to enter.



### MELBOURNE ZOO

Immerse yourself in the wonders of the animal kingdom at Melbourne Zoo, a beloved Melbourne institution for over 150 years. See majestic lions, playful monkeys, and cute penguins in recreated habitats. Beyond entertainment, the Zoo champions conservation with educational experiences, fostering a connection with wildlife for all ages. The zoo is accessible via Royal Park station on the Upfield railway line, and is also accessible via tram routes 55 and 19.

### STATE LIBRARY OF VICTORIA

The State Library of Victoria is the central library of the state of Victoria. It is located in the northern centre of the CBD. The library holds over 2 million books and 16,000 serials, including the diaries of the cities founders, John Batman and John Pascoe Fawkner, and the folios of Captain James Cook. It also houses the original armour of Ned Kelly.



### MELBOURNE MUSEUM

Melbourne Museum explores life in Victoria, from the natural environment to our culture and history.

Located in Carlton Gardens, opposite the World Heritage Listed Royal Exhibition Building, the award-winning Melbourne Museum houses a permanent collection in eight galleries, including one just for children. This is one of Australia's biggest and most loved museums.

### EUREKA SKY DECK

Every great city has its icon, its point of recognition, the gem in its urban skyline. For Melbourne, it's the Eureka Tower, a 297 metre gold plated skyscraper by the Yarra River in the heart of the Southbank precinct.

High up on the 88th floor, 285 metres above sea level, you'll find Melbourne's greatest point of view, and one of the most stunning observation decks in the world.





**South Yarra 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.

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**WEBSITE**

[www.centralapartmentgroup.com.au](http://www.centralapartmentgroup.com.au)

**EMAIL**

[info@centralapartmentgroup.com.au](mailto: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](http://cag100.com.au)



**CENTRAL**  
APARTMENT GROUP