



RYDGES TOWNSVILLE HOTEL COMPENDIUM

REFRESHINGLY LOCAL
RYDGES.COM

YOUR STAY & HOTEL FACILITIES

MANAGER ON DUTY (EXT 9)

At Rydges Townsville, your experience is important to us. If you have an enquiry simply dial 9 from the phone in your room and ask to speak to our Duty Manager.

FREE WI-FI

Rydges Townsville provides complimentary WI-FI access for all hotel guests. Select 'Rydges-Guest' network and the password is 'Townsville' (case sensitive).

OUTDOOR POOL

Our outdoor pool is located on the ground floor of the hotel. The pool is accessible to hotel guests from 6am - 10pm.

We provide towels near the hotel exit to the pool and toilets are outside beside pool. The pool is unsupervised, if you have children please make sure you have an adult to supervise at all times. Please note glass is not permitted in the pool area.

Please note any COVID 19 restrictions set by Queensland Government and follow current legislation. Thank you for your co-operation.

Opening Hours: Mon - Sun 6:00am - 10:00pm

OFFSITE GYM

Hotel guests can take advantage of our partnership with The Palmer Collective Hotel, conveniently located directly across Palmer Street. All visitors are required to check in via the app.

The Palmer Collective, 12-14 Palmer Street, Townsville
Opening Hours: Mon - Sun 6:30am - 8:00pm

CAR PARKING

Rydges Townsville offers complementary car parking to in-house guests. Entry to the car park is at the front of hotel entrance, ground level parking or take the ramp into basement level parking. Please note car parking is not a guaranteed service, and therefore, is subject to availability.

Basement car park is closed at night from 10pm - 6am daily, this includes lift operating. Alternatively, there is a metered car park located directly across the road on Palmer Street, fees apply.

HOUSEKEEPING

For any special needs or additional supplies, please contact our front office department who will be happy to assist you. Housekeeping will service your room daily for the duration of stay, please display door signage should you not require service or wish to 'go green' throughout your stay.

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GUEST AMENITIES

Forgotten something? We can provide a range of essential toiletries and amenities including toothbrushes and sewing kits. Call reception (9) to request items.

SMOKING

Rydges Townsville is a strictly NON-smoking hotel. Smoking in room or common areas will incur a penalty up to \$200 and all rooms are fitted with smoke detectors. If you would like to smoke, we have a dedicated area located outside near our pool, towards the rear of the hotel building. Please see reception for further information.

LUGGAGE STORAGE

If you require luggage storage upon check out, we have a cloak room available at reception. Speak with our friendly team on reception to have your luggage stowed safely and securely.

CHECKOUT TIME

Hotel check out is at 10am. If you require a later check out, you can extend to by joining our Priority Guest Rewards program for free! Please note penalties may be incurred for late checkouts, all requests are subject to availability.

AT YOUR SERVICE

RYDGES RESTAURANT

Our Restaurant is open everyday;

Buffet Breakfast: 6:00am - 9:00am Daily

Adult Buffet \$25 per person

Child Buffet \$15 per person (age 5 to 11). Children under 5 eat free with an adult.

ROOM SERVICE

Our room service menu is available everyday;

Breakfast: 6:30am - 9:00am, Daily

Grab N Go Lunch: 10:00am - 1:00pm Daily

Please dial 9 should you wish to order room service. Or use one of our door hangers and place on the outside of your room by 11:00pm the day prior.

Once you have finished your meal, please place the bag or tray outside your room for collection.

EXTERNAL CHARGEBACK FACILITIES

Rydges Townsville offers external chargeback facilities for meals with Palmer's Bar & Kitchen (located at The Palmer Collective Hotel in Palmer Street), The Pub on Palmer, and IMC Steakhouse, all conveniently located on Palmer Street - only a short walk from the hotel. Please see reception on the way out for an authorisation form to chargeback meals to your room.

WAKE UP CALLS

Please phone reception on 9, give your name, room number and the desired time for service.

GUEST LAUNDRY

The guest laundry is located on the ground floor towards the rear of hotel near pool exit. This service is FREE of charge.

Opening Hours: Mon - Sun 6:00am - 10:00pm.

DRY CLEANING

We offer dry cleaning service from Monday through Friday. Please drop dry cleaning in bag with completed form to Reception prior to 9:00am, Mon - Fri for same day collection.