



RYDGES TOWNSVILLE SOUTHBANK APARTMENTS COMPENDIUM

REFRESHINGLY LOCAL
RYDGES.COM

YOUR STAY & HOTEL FACILITIES

MANAGER ON DUTY AT HOTEL

At Rydges Townsville Southbank Apartments, your experience is important to us.

Rydges Apartments are located at 19 McIlwraith Street, South Townsville. McIlwraith Street is directly behind Palmer Street. Please note there are no landline phones in the apartment, please call reception on your mobile device at Rydges Townsville on 4726 5265 should you require any assistance.

FREE WI-FI

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

CAR PARKING

Car parking for the apartments is located on the ground floor of the building. Parking is assigned per apartment, please ensure you park in the designated number of your apartment.

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.

KITCHEN & SELF CONTAINED FACILITIES

Please be aware that you are responsible of washing any kitchen utensils (pans, pots, dishes & glassware) on a daily basis including prior to departure (check out). Any items left unwashed and put away will incur a cleaning fee of \$50.00.

OUTDOOR POOL

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

Alternatively, guests are welcome to use the pool located at the hotel. 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.

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

YOUR STAY & HOTEL FACILITIES

OFFSITE GYM

Hotel & Apartment guests can take advantage of our partnership with The Palmer Collective Hotel, conveniently located directly across Palmer Street.

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

APARTMENT AMENITIES & STARTER PACK

On arrival to the apartments, you will receive a welcome pack to get you started (tea, coffee, sugar, milk, shampoo, soap, dishwashing laundry liquid). Towels (4), linen, toilet paper and tissues are included in your rate and all will be replenished by housekeeping during your daily service.

Forgotten something? We can provide a range of essential toiletries and amenities including toothbrushes and sewing kits. Call reception 4726 5265 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. Unfortunately, we do not offer a late checkout in our apartments.

Please note that penalties may be incurred for late checkouts.

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.

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.

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.