

A modern, multi-story hotel building with a curved facade and large glass windows. In the foreground, there is a swimming pool with a metal staircase leading into the water. The pool is surrounded by lounge chairs and tropical plants. The sky is blue with some clouds.

RYDGES

GOLD COAST AIRPORT

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HOTEL COMPENDIUM

YOUR HOME AWAY FROM HOME

A modern hotel room with a large bed, teal pillows, and a view of a beach and ocean. The room features a wooden headboard, a white bedsheet, and a teal runner. A chair with a teal cushion is visible near a window on the left. The background shows a bright, sunny beach scene with turquoise water and white sand.

WELCOME TO RYDGES
GOLD COAST AIRPORT;
THE FIRST AND ONLY
AIRPORT HOTEL ON
AUSTRALIA'S
INFAMOUS GOLD
COAST!

YOUR HOME AWAY FROM HOME

WELCOME

Rydges is proud to be a part of the Event (EVT) family whose members include some of the most luxurious hotels and resorts across Australia and NZ, including QT and Atura as well as world famous EVENT cinemas.

We are equally proud to be partnered with Gold Coast Airport (GCA) as part of Queensland Airports Limited (QAL). As the gateway to Australia's premier tourist destination, Gold Coast and popular northern NSW, Gold Coast Airport is the sixth busiest airport in Australia. Gold Coast Airport, uniquely located on the Queensland and New South Wales border, is the second largest airport for both states. As the largest airport in the QAL group, Gold Coast Airport welcomes almost 6.5 million passengers each year. Gold Coast Airport was privatised by the Federal Government in May 1998, with almost \$300 million invested by QAL in infrastructure improvements since then.

The Gold Coast is one of Australia's fastest growing cities, and the largest non-capital city with a population of over 600,000. Tourism is a driving force of Gold Coast's economy. In the year ending December 2019, the Gold Coast welcomed 12.5M visitors from all over the globe. All of whom enrich the Gold Coast with their diverse culture and whom we welcome wholeheartedly at Rydges.

The destination's major draw cards include world-class theme parks, famous surf beaches, World Heritage Listed rainforests, an action packed events calendar and unlimited shopping and nightlife. The Gold Coast stretches along the most southern 57 kilometres of Queensland's coastline with the airport's footprint straddling the New South Wales border providing easy access for visitors seeking holidays around the world famous GC and iconic Byron Bay.

Given we are in an airport precinct, we are on Federal land and governed by Federal legislation. We also operate and manage our property under Federal Environmental management programs and treat our environment with the utmost respect, appreciation and compliance professionally, but also, ethically. A holistic mindset shared by the whole team here at Rydges Gold Coast Airport. Our systems with operations and management ensure items from our general waste, recycling (plastic/glass/cardboard), water in both usages with recycled and reticulation, waste management given our environment and precinct, energy consumption and saving is stringently monitored, managed and reported accordingly at the highest level.

We are very proud of our brand, relationships, product and our team with the guest experience we all deliver with passion, belief and pride. Given recent market conditions both nationally and internationally as we all get used to a new build hotel, new operation and new "normal" we ask for some flexibility and appreciation, within reason, surrounding our product and operation. This being said, we also request your feedback on the positives and potential short comings that we may not be aware of to assist us in righting any wrongs or positively acknowledging our team and product.

Welcome to Rydges GCA, enjoy your stay with us and we look forward to welcoming you back over and over again here or at any of our other quality hotels in the EVT portfolio.

Kind Regards,
Rydges Gold Coast Hotel Team

YOUR STAY

CONTACT DETAILS

Rydges Gold Coast Airport
Lot 5 Terminal Drive, Bilinga QLD 4225 P: 07 5619 8198
F: 07 5619 8199
reservations_rydgesgoldcoastairport@evt.com
www.rydges.com/rydges-gold-coast-airport

HOTEL DIRECTORY

Reception 24-Hours Dial 950
Runway Bar & Restaurant Dial 923

ACCOUNT SETTLEMENT

The preferred method of payment is by credit card. Should you have any questions regarding payment of your account please contact Reception.

ADAPTORS

Multiple types of adaptors including international are available from Reception. Kindly note local voltage is 240 volts.

AIR CONDITIONING

Your room is fully air conditioned with a climate control panel located on the wall to adjust the temperature and fan. To operate your air conditioning, please ensure you've placed a room key in the slot by the door.

Please note, the AC works most effectively at 23 degrees Celsius. Increasing the fan speed with lowering temperature significantly can affect the unit's performance and operation.

BABYSITTING

Babysitters provide services directly to your room and are available by logging onto www.babysittersnow.com.au

BAGGAGE STORAGE

Same day baggage storage is available after check out. Please contact Reception for assistance.

BANK/ATM's

Most major banks have branches and ATMs, only a 7-10-minute drive to Griffith Street in Coolangatta. ATM's along with Foreign Currency are also available in the Airport Terminal.

BUS SERVICES

The Gold Coast Airport bus stop is located outside of the terminal. Please contact Reception for directions.

CAR RENTAL

A wealth of car rental services is provided at the Gold Coast Airport. The car rental desks are located in the terminal and we are here to assist with communication, introduction and directions.

YOUR STAY

CARPARKING

ONSITE CAR PARKING

Rydges Gold Coast Airport is equipped with an undercover basement car-park accessible for all in-house guests. Your room key card will allow you access through the boom gate. However; this car parking is subject to availability and parking is not guaranteed. The cost of parking is \$25.00 per night.

OFFSITE CAR PARKING

When Hotel parking reaches capacity, we direct guests to alternative off-site car-parking (Budget Covered) a short 5-minute walk from the hotel. Please contact Reception for directions and further information. Users of the car park do so at their own risk and hotel management cannot accept liability for any accidents, loss or damage.



CHEMIST

The nearest Chemist is located in the Gold Coast Airport Terminal or at Kirra Village Shopping Centre. Please refer to their websites for the most up-to-date information or contact Reception for directions & opening hours.

CONFERENCE FACILITIES

Rydges Gold Coast Airport boasts a diverse range of meeting and event spaces that have been purposefully planned to suit any requirements. We can host corporate meetings and seminars, exhibition style events and theatre-style conferences, as well as private dinners & functions for those special occasions with capacity of 250 attendees. The Kirra Room is located on the rooftop, adjacent to The Salty Fox, which has uninterrupted ocean views that only add to this premium event space.

Contact our team to plan your next event on functions_rydgesgoldcoastairport@evt.com or by contacting Reception.

CREDIT CARD

We accept the following credit cards: American Express, Visa and MasterCard. Please note: credit card transaction fees apply. Visa/MasterCard: 1.08% AMEX: 1.929%

CREDIT LIMIT

The house credit limit is \$250.00. Please note once this amount is reached, we will charge the nominated card on your booking. If you have any queries regarding charges, please come and see the Reception Team.

CHECK-OUT TIME

The hotel check-out time is 11.00am. If your departure schedule does not coincide with our check out time, please contact Reception and every effort will be made to accommodate you. Extended check out time may be subject to a late checkout fee. If you wish to extend your stay, please contact Reception as early as possible to avoid inconvenience.

YOUR STAY

GYMNASIUM / FITNESS CENTRE

Located on Level 7 with outstanding views over the hinterland and GCA tarmac for aviation activity while you work out. The hotel's gymnasium provides a comprehensive range of the latest cardio equipment and fixed weight machines. The Gymnasium is open from 5:00am - 10:00pm for your convenience. You can gain access via your guest room key.

HAIR/BEAUTY SALON

The internet would be your most reliable and up-to-date source of information regarding hair/beauty salons. However, our Reception team is able to assist where necessary.

HOUSEKEEPING

Additional supplies such as towels, pillows, blankets, bathroom or coffee/tea amenities are available on request. Please contact Reception. If you require any cutlery or plates, please visit one of the food and beverage outlets.

INTERNET ACCESS - FREE WI-FI

Complimentary Wi-Fi can be accessed in all rooms and Public Areas via Rydges-Guest. The password is **Gold2024**. If you have any difficulties or queries, please contact Reception.

IRONS AND IRONING BOARDS

You will find an iron and iron board located in your wardrobe.

LOST PROPERTY

Our Housekeeping Department will offer assistance in tracing lost property items. Please contact Reception for assistance.

MAIL

Postage and a mail drop are available at Reception. Alternatively, an Australia Post Shop is located at 2 Griffith Street, Coolangatta.

MAINTENANCE

If there is anything that is not operational or requires repairs, please contact Reception and we will endeavour to rectify the situation immediately.

MANAGER ON DUTY

There is a Manager on Duty 24 hours a day. Should you require the assistance of a Manager during your stay, please do not hesitate in contacting Reception.

NOTICE ABOUT LOSS OF GUEST'S PROPERTY

Traveller Accommodation Providers (Liability) Act 2001 The *Traveller Accommodation Providers (Liability) Act 2001* changes the common law about innkeeper's liability. Under the Act, an accommodation provider may be liable to make good any loss of a guest's property in certain circumstances even though the loss is not caused by the fault of the accommodation provider, or the provider's agent. The strict liability of the accommodation provider under the Act—Applies only to a guest of the accommodation provider on a day when an accommodation unit is provided for the use of the guest Is limited to \$250 for each accommodation unit provided for the use of the guest on the day, unless the guest's property was placed in safe custody facilities. Does not cover motor vehicles and things owned by the guest left in or on motor vehicles. Note: Words appearing in italics and bold have a special meaning under the *Traveller Accommodation Providers (Liability) Act 2001*.

YOUR STAY

DOCTOR

A medical centre is located at SCU Health Clinic Gold Coast, Southern Cross Drive, Bilinga. Phone (07) 5589 3252 Opening Hours: Monday – Friday 8am – 5pm.

In the case of a medical emergency please dial emergency services on 000.

EMERGENCY

In the event of any emergency situation, please dial 000 followed by advising Reception. An Emergency Exit map is located on your room door.

FIRE/SAFETY EXITS

All guest rooms and public areas are equipped with smoke alarms, detectors, sprinkler systems, internal speaker system for audible alerts and fire doors. In the case of an emergency, please make your way to the closest illuminated fire emergency exit and proceed to the nominated evacuation area for roll call and identification.

FIRST AID

If you require medical assistance, please contact Reception. The hotel has fully stocked first aid kits if required.

FLORIST

Coolangatta Florist is located at 6 Griffith Street. Phone (07) 5536 2778.

FOXTEL TELEVISION

The hotel offers free to air TV with 21 complimentary Foxtel Channels. These also appear on your TV screen upon activation.

Please note: No Pay TV (Netflix etc.) is available.

- Fox League
- Fox Footy AFL
- Fox Sports 503
- Fox Sports 505
- Fox Sports 506
- Fox Cricket
- ESPN
- Sky Racing 1
- Discovery Nat
- Geo
- Nickelodeon
- Nick Jr
- Sky News
- CNN
- MTV Classics
- MTV Hits
- Fox Premiere
- Fox Movie Hits
- Fox Family
- Fox Action
- Fox Drama

GRATUITIES

In Australia the giving of gratuities is totally at the discretion of the guest and is usually based on the quality of the service offered.

YOUR STAY

PHONE

Please note, charges apply for calling external numbers.

LOCAL CALL - dial the number required.

NATIONAL CALL - Calling within Australia, dial the STD code then the number required.

INTERNATIONAL CALL - dial the international access code 0011, followed by the country code and then the number required.

AUSTRALIAN STD CODES

- Adelaide: 08
- Brisbane: 07
- Canberra: 02
- Darwin: 08
- Hobart: 03
- Melbourne: 03
- Perth: 08
- Sydney: 02

COUNTRY CODE

- Australia: 61
- United States of America: 1
- New Zealand: 64

For all other extension numbers please contact Reception.

EXTERNAL CALLS

To make an outside call from your room please dial your desired number from your in-room phone. Charges for outside calls do apply.

TELEPHONES

Rydges GCA phone number: +61 (0)7 5619 8198

Fax number: +61 (0)7 5619 8199.

Room to room call - dial the room number. If you are unsure of the room number you require, please contact the hotel operator (950) who will connect you.

PRINTING, PHOTOCOPYING AND FACSIMILE

Prices may apply, please contact Reception for assistance.

PRIVACY / DO NOT DISTURB

A "Do Not Disturb" sign is located on the back of your guest room door. Please place your "Do Not Disturb" sign on the external side of your guest room door to ensure your privacy is upheld.

Note: Your room will not be serviced if this is in place.

SECURITY

In the instance that you observe any suspicious activity around the hotel, please report it to the Manager on Duty.

TOURS

The Hotel has a number of local activities for you to choose from. For any further information, recommendations, or bookings, please contact the Reception.

WAKE-UP CALLS

Please contact Reception to arrange a wake up telephone call.

YOUR STAY

RESTAURANTS

RUNWAY BREAKFAST

Indulge in your choice of Continental or Full Buffet Breakfast (hot and cold) on the ground floor at Runway daily. Located alongside the outdoor, landscaped, resort-style pool; natural light floods the dining room creating a space of tranquillity to begin your day.

RUNWAY ITALIAN

Serving gourmet sweet and savoury wood-fired pizzas! Be sure to stop by throughout your stay for the most indulgent pizza experience guaranteed to delight!

Serving pizza from Tuesday to Saturday from 5:30pm to 9:30pm.

Pizza, Pasta and Mains are available for Dinner in Runway from Tuesday to Saturday from 5:30pm to 9:30pm.

IN ROOM DINING

Available Daily from 11:30am – 9:30pm by placing an order through Reception on extension 950. A service charge of \$10 applies on all orders. A 15% surcharge applies on all Public Holidays and a 10% surcharge applies on Sundays. Menu is available through the QR code or a physical copy is located at the back of the compendium.



SMOKING

Rydges Gold Coast Airport is proud to be a non-smoking hotel in all rooms. If smoking is your preference, please use the designated smoking areas located at the rear end of the Runway restaurant on the ground floor.

Please note, smoking of any substance in rooms will activate the fire alarm. Tampering with the smoke detectors or sprinkler systems will also activate the alarm. Any false alarm due to this or other incorrect operation will incur an emergency call out fee of up to \$2,000. For the comfort of future guests, there will be a cleaning fee of up to \$500 for any guests not following this guideline and still choosing to smoke in a room.

OUTDOOR SWIMMING POOL

Our outdoor swimming pool is located on Ground Level open from 5:00am – 10:00pm daily. Access is via your room key, with pool towels available in your room or at Reception. Please note: our pool is NOT heated.

