

## Welcome to the Airport Motel & Convention Centre

Dear Guest,

Welcome to the Airport Motel & Convention Centre - a hotel, conference, and function venue, located only a short distance from the Tullamarine Airport and an easy drive from Melbourne's cosmopolitan business district.

In January 2008, the property became a franchise member of Best Western Australasia, and as such, we can offer you, our guest, quality service and facilities, along with special benefits offered by Best Western Australasia.

Guest services available at Airport Motel & Convention Centre are: complimentary airport shuttle bus service, complimentary wireless internet, complimentary "Foxtel" channels, outdoor swimming pool with heated spa, convenient long-term carpark and our newly refurbished "reflections" licensed restaurant & lounge Bar - featuring modern Australia Cuisine.

The Airport Motel & Convention Centre is ideally located in a quiet area only a few minutes' walk to a shopping village with patisserie Coffee shop, Chemist, supermarket, Florist, Hair salons, Milk Bar and service station.

The Broadmeadow's train station and Broadmeadow's shopping centre is only a few minutes' drive from us.

Exciting wineries are located along the beautiful tourist drive to Sunbury and the D.F.O. (direct factory outlet) shopping Centre at Essendon is only 10 minutes away.

The management and staff at Airport Motel & Convention Centre are at your service to ensure your stay is an enjoyable and comfortable experience.



# Fire & Safety Procedures

## First Aid

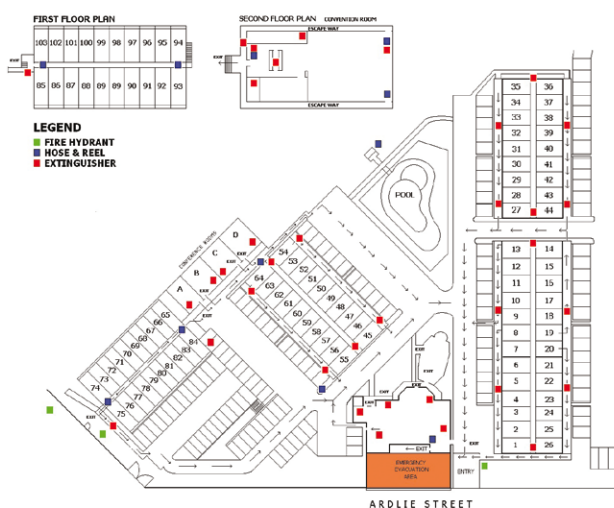
Approved First Aid kits are in reception and housekeeping and the convention centre. Please contact Reception dial “9” should you require assistance or direction to medical services.

## Fire Evacuation Procedures

In event of a fire in your suite please contact reception immediately.

Familiarize yourself with emergency exits and surroundings, on hearing the Evacuation Siren or being verbally directed to evacuate, you are to:

- Pick up your key and go to the door
- Feel the door. If it is hot, do not open it (the fire is directly outside). If not, exit via your nearest fire exit.
- Evacuate to an Emergency Assembly Area located on the map. Report immediately to the fire warden at the assemble area. Remain at the assembly area until released by the fire warden.
- If the fire blocks your escape, find another fire exit or return to your suite. Stuff door cracks with wet sheets or towels.
- Do not panic: wait in your suite for help.
- Do not jump the balcony.
- Hang something white out of the window.



## Emergency Evacuation Plan

Upon being notified that evacuation is required. you are to:

- Switch off all equipment and appliances
- Evacuate to your nearest emergency assembly area located at:
  - Pool
  - Front car park
- Report to warden at the assembly area
- Remain at the assembly area until released by the area warden.

## Restaurant & Bar

### Reflections Restaurant & Bar

Reflections Restaurant & Bar Our Signature Reflections Restaurant offers a relaxing atmosphere with alfresco dining for a truly cosmopolitan experience.

Reflections features a wide range of seafood, succulent steak and the very best produce prepared to highlight their natural flavors. The restaurant is located next to reception lobby and offers alfresco



and indoor dining overlooking the garden and swimming pool area. Open for breakfast and dinner as well as for coffee, drinks and bar during the day and evening.

### Restaurant & Bar

#### Opening hours

Breakfast: 6:00am – 9:30am daily

Full buffet breakfast

Room Service Breakfast: 6:45am to 9:00am daily

Place your order at reception before 11:00pm.

The evening before.

Licensed Bar: Opens at 5:00pm daily

Happy hour: 5:00pm to 6:00pm daily

Dinner: A la carte menu 6:00pm to 9:30pm daily

Please make reservations at our reception or dial 9 from your room

Room Service 5:30pm to 9:30pm daily

Dinner: Please dial 293 to place your order.

After Hour Room Snacks: Snacks and bottle waters are available at Reception to purchase

## Guest Services

Our friendly reception staff members are available 24 hours daily to assist with your enquiries.

### Accounts

We accept Visa Card, Master Card, American Express, Diners Club, Best Western Club Card and AUD Cash. We do not accept personal cheques and apologies for any inconvenience

### Air Conditioning

All our rooms are reverse cycle air conditioning with remote control.

### Barbecue Facilities

A coin operated barbecue is located at the swimming pool. \$1.00 coins are required; change and utensils can be obtained from reception.

### Business Services

Guest use computer, fax and copier is available in the reception lobby and foyer of the convention centre.

### Car Parking

Car Parking is available on-site, free of charge for the duration of your stay. For the rooms underneath the convention building, there is a lower level car park below the Convention Centre. For all other rooms, parking is available to the door at either side of each block of rooms. There is an overflow parking available for larger vehicles and small trucks and trailers.

It is very important to provide our receptionist with your vehicle registration number, in case of an emergency where it would be necessary to move your car.

### Car Storage

Secure car storage at a minimal cost of \$10.00 per vehicle per day is also available should you wish to leave your car whilst you travel away on business or pleasure.

### Check out time is: 10:00am

Please return your keys to reception upon departure. A fee may be applied to your account if keys are not returned. Should you wish to extend your stay please call reception, dial 9 before 9:00am to avoid disappointment.

## Church

- Anglican Church: 27 Pascoe Road, Westmeadows, 9309 5061
- Catholic Church: 408 Camp Road, Broadmeadow's, 9309 2575
- Uniting Church: 415 Camp Road, Broadmeadow's, 9302 3836

Contact our helpful reception staff for further assistance or consult with the yellow pages telephone directory located in the cupboard under the television.

## Clock/Radio

All our rooms are equipped with a clock/radio located on the bedside table.

## Conference Facilities

We have 4 board rooms, 4 conference and function rooms available and offers a complete packaging service with specialised attention to all our clients requirements. Cater from 2 to 450 guests.

Full catering and audiovisual equipment can be provided to suit your requirements.

We can tailor make a package to suit your needs. Please contact the Conference Manager by dialing 289 or Reception by dialing 9 for further information.



## Late Check Outs

Due to the nature of our business, we regret that we are unable to offer late check outs beyond 12 noon. After this, a full night accommodation will be charged.

To organise a late check out, please dial 9 for reception.



## Laundry Service

Laundry service is available from reception Monday to Friday. Please ensure your laundry is given to reception before 8:30am for same day service. Guest Laundry is also available opposite of Restaurant. Card only, \$4.50 per wash or dry.

## Express Breakfast

If you would like to order a 'breakfast to go' pack because you are departing prior to normal breakfast hours, please advise reception. These can be delivered to your room the night prior to your departure.

## Facsimile & Photocopying

Fax and Photocopying services are available from Reception and are charged at the following rates

Photocopying:	35 cents per page - Black and White, \$1.00 per page - colour
Incoming Fax:	\$1.00 per page
Local Fax Outgoing:	\$2.00 per page
Interstate Fax:	\$4.00 first page, then \$1.00 per page there after
International Fax:	\$6.00 first page, then \$1.00 per page there after

## Feedback

We value your opinion. Please take a couple of minutes and visit [www.bwfeedback.com](http://www.bwfeedback.com) complete the short survey and earn yourself 250 bonus BW Rewards points in the process!

## Smart TV

Netflix and Youtube are available on your TV

- If you requires particular channel for sports, Please contact Reception we will try to find solution for you.

## Hair Dryers

Hair dryers are available in all rooms. They are in the vanity drawer or on the wall near the mirror.

## Housekeeping

All rooms are serviced daily before 2:00pm. If you require any further towels, soap clothes hangers or assistance, please call reception, dial '9'. A "Do Not Disturb" sign is located on the door handle, this can be hung on your entry door to inform our staff of your needs.

## Airport Motel and Convention Centre

### **Internet Wireless Access**

We provide free wireless broadband internet to all our motel guests. If you have trouble to connecting or require technical support please contact Reception any time.

### **Iron and Ironing Board**

A steam iron and ironing board are in your room wardrobe for your convenience.

### **Kettle**

An electric kettle and tea and coffee making facilities are located on the bench with complimentary biscuits.

### **Laundry**

Our on-site Guest Laundry is located opposite of our restaurant Card-operated washing machines and dryers are available and the facility is open until 9:00pm 7 days. Washing powder can be purchased from Reception

### **Luggage Assistance and Storage**

For assistance with your luggage please contact Reception. Luggage storage is also available for in-house guests

### **Mail & Stamps**

Reception would be happy to send out your postal items on your behalf.

### **Messages & Faxes**

Whilst we make every effort to place messages and faxes in your rooms, there may be times when we are unable to get your message to you immediately. If you are expecting messages or faxes please check with reception (dial '9').

### **Newspaper**

Newspapers are available in our restaurant each morning in time for breakfast guests or you can purchase your copy from reception. Normal charge applies.

33 Ardlie Street, Attwood, VIC 3049  
Phone +61 3 9333 2200 Free Phone 1800 337 046  
[www.airportmotelmelbourne.com.au](http://www.airportmotelmelbourne.com.au)

**Wherever Life Takes You, Best Western Is There.®**

Each Best Western® branded hotel is independently owned and operated.

## Outdoor Activities

**Craigieburn Sporting Club** Ph: 9308 2386  
Craigieburn Road West Craigieburn Vic 3064

**Broadmeadows Leisure Centre** Ph: 9309 8500  
Pearcedale Parade

**Gladstone Park Squash Centre** Ph: 9335 2988  
35 Carrick Drive

**Tullamarine Country Club** Ph: 9338 4595  
Operations Road Tullamarine

**Tullamarine Indoor Tennis Club** Ph: 9335 2988  
10 Carrick Drive

**Westmeadows Tennis Club** Ph: 9338 0547  
Mickleham Road

## Pets

No pets are permitted into any rooms or facilities at Best Western Airport Motel & Convention Centre. Should pets be brought into any guest rooms, a fee of \$200.00 will be incurred to cover the cost of cleaning carpets and all soft furnishings.

## Pillows and Blankets

Extra pillows and blankets can be found in the wardrobe in your room.

## Public Transport

The local bus service stops re located in front of this property opposite our driveway entry. This is a regular service which operates to and from the Broadmeadow's Shopping Center. This service connects with the city trains departing from the Broadmeadow's station. Contact Reception for further details.

## Railway Station

Broadmeadow's Train Station is located opposite the Broadmeadow's Shopping Center. Contact reception for further information.

## Room Service

Room service from our Restaurant menu is available between 1700-2130. Please Dial 293 on your phone to place an order. Room service charge \$4.50 applied.



### **Safe Deposit Facilities**

Most of our rooms have a safe located in the wardrobe. Please ask our friendly staff for instructions.

### **Shopping Centres**

Fawkner Street, West Meadows. Approximately 5 minutes walk from the motel.

Mickleham Road, Gladstone Park. Approximately 3 minutes by car.

Broadmeadows, Johnstone Street. Approximately 10 minutes by car.

DFO (Direct Factory Outlet) Bulla Road, Essendon. Approximately 15 minutes by car.

Westfield, Louis Street, Airport West. Approximately 10 minutes by car.

### **Shuttle Bus Service**

We provide courtesy shuttle bus transfers to and from Melbourne Airport (Tullamarine) Daily, on a timetable basis. Please contact reception, dial 9, to reserve your seat, or if you are coming from the airport just phone 9333 2200 to arrange pick up.

### **Smoking**

Smoking is not permitted ONLY in designated smoking guest rooms. Smoking in NON-SMOKING rooms will incur a \$200.00 fee to cover the cost of cleaning carpets and all soft furnishings.

### **Swimming Pool**

Our outdoor salt water pool with heated spa is open from dawn to dusk daily. There is absolutely no diving into the pool permitted. Children must be accompanied by an adult at all times. No glass objects are permitted inside the pool fence.

### **Taxi Service**

Silver Top Taxis                      Ph: 13 1008

Northern Suburban Taxis      Ph: 131 119

UBER also operates throughout Melbourne.

## Telephone

Each guest room has an international direct dial telephone. To obtain an outside line dial 0 and wait for a dial tone. Dialing directory and instructions are as follows:

Emergency	0 + 000
Local Calls	0 + Number
Long Distance - Interstate	0 + Area code + Number
Long Distance - International	0 + 0011 + Country Code + Area code + number

## Room to Room

Rooms 01 - 64	2 + Room No.
Rooms 65 - 99	3 + Room No.
Rooms 100 - 104	4 + Room No.
Motel Reception	9
Motel Telephone	9333 2200
Motel Fax	9333 2696
Convention Manager	9333 2255

## Television

### To turn the television on/off:

Using the remote control, press the on/off button and use the up/down arrows to select channels. Please do not turn the television on/off at the set

## Toiletries

Forgotten anything?  
Complimentary emergency toiletry items are available from reception.

## Tourist Information

Please see the local attraction section in this book.

## Wake up calls

Please contact reception, dial '9' to log your wake-up call.



## Medical Services

### Dentist

Broadmeadow's, Dentalcare, 20 Railway Crescent,	Ph: 9888 6150
Craigieburn, 1st Floor, Craigieburn Shopping Centre	Ph: 9308 2525
Gladstone Park Dental, 27 Gladstone Park Drive	Ph: 9338 2126
Sunbury, 50 Home Street	Ph: 9375 1600

### Doctor

Broadmeadow's, Camp Road Medical Centre	Ph: 9309 9857
Craigieburn, Medical Centre, 23 Craigieburn Road	Ph: 9308 1849
Gladstone Park, Medical Centre, 232 Michleham Road	Ph: 9330 2533
Sunbury, Medical Centre, 16-28 Macedon Road	Ph: 9744 8999

### Hospital

Royal Children's Hospital, Flemington Road	Ph: 9345 5522
Royal Women's Hospital, Grattan St & Flemington Road	Ph: 8345 2000
St. Vincent's Hospital, 41 Victoria Parade, Fitzroy	Ph: 9288 2211
Sunshine Hospital, 176 Furlong Road, St Albans	Ph: 8345 1333

### Optometrists

Broadmeadows, Budget Eyeware, Town Centre	Ph: 9309 1888
Craigieburn, John Buckley, Plaza Shopping Centre	Ph: 9308 2521
Gladstone Park Optical, Shopping Centre	Ph: 9338 2720
Tullamarine, Vision Complete Optical, 2 Theresa Street	Ph: 9335 5775

### Pharmacy

Broadmeadows, My Chemist, Shopping Centre	Ph: 9309 5351
Gladstone Park, Terry White, Shopping Centre	Ph: 9338 1033
Craigieburn Pharmacy, Shopping Centre	Ph: 9308 1121
Sunshine, Terry White Chemists, 83-85 Evans Street	Ph: 9744 2801
Westmeadows Pharmacy, 34 Fawkner Street	Ph: 9338 7987

## Local Attractions

### Rupertswood Mansion

A grand, heritage listed mansion located in Sunbury, steeped in history, and best known as the birthplace of the Ashes. Voted number 19 in the RACV 101 Things to do in Victoria. Ph: 740 5020.

### Sunbury Region Wineries

The Sunbury Wine Region is famous for its many wineries. The region has been producing wines since the 1860's and is well regarded for its award- winning Shiraz. There are many wineries to be discovered in and around Sunbury and some still feature the original blue stone homesteads and wineries. Don't miss the annual wine festival in the last week of August. [www.sunburywines.com.au](http://www.sunburywines.com.au).

### Historic and Nature Walks

Hume has many walking trails featuring historic blue stone architecture, railway viaducts and churches. There are fantastic views and lovely places to enjoy a walk or picnic. Ph: 9744 2291.

### Alister Clark Memorial Rose Garden

Maintained by the Bulla Garden Club, the garden is dedicated to growing, displaying and promoting world-famous roses developed by Alister Clark. Open every day of the year, the garden is located next to the bluestone Old Bulla Shire Office. Ph: 9307 1485.

### Living Legends at Woodlands Historic Park

Living Legends has been established to allow the public a view of retired champion horses. Rub shoulders with equine royalty such as Fields of Omagh, Might and Power, and Better Loosen Up. A great day out for the whole family, bring a picnic and explore historic Woodlands Homestead. Ph: 9744 2291.

### Flemington Racecourse

Spring Racing Carnival. "The Race That Stops a Nation". Ph: 1300 727 572.

## Local Attractions

### **DFO**

Direct Factory Outlets is a one stop shopping plaza where you will find all your favorite brands at discounted prices. Ph 9937 7222.

[www.dfo.com.au/essendon](http://www.dfo.com.au/essendon)

### **Hanging Rock**

Hanging Rock (Mt. Diogenes) is a rare volcanic formation located near the townships of Woodend and Mount Macedon. It is one of the best examples in the world of a volcanic feature known as a mamelon. Ph: 5427 2033.

### **Straws Lane**

Very near the Hanging Rock is a road called Straws Lane. It's a steep hill and cars appear to roll up the hill. If you run, it feels like you're running downhill when you're running up. Ph: 5427 2033.

# Airport Motel & Convention Centre FAQs

## **How do I get to the Airport?**

Use our 24hour courtesy shuttle bus or ask our reception staff of assistance with directions if you drive yourself.

## **Where is the closest public transport?**

There is a bus stop directly in front of the motel that takes you to the Broadmeadow's train station. This train station is 5km away from the motel and from there you will be able to take a direct line to the CBD.

## **Is there a map of the CBD?**

At reception on the brochure rack we have a brochure called In Melbourne and that is where you will be able to find a map of the CBD.

## **Is it possible to have a late check-out?**

Depending on occupancy for the day, late check-outs may be available. Please ask our reception staff for times and rates on the check-out time you require.

## **Can I have my luggage stored for the day?**

If you are attending a conference for the day, check-out time is at 10am but you are welcome to take your luggage with you to the conference centre where one of our staff members will be able to store your luggage for you. Otherwise you are more than welcome to leave your luggage with the Front Office reception desk staff where they will gladly hold onto your luggage until required.

## **Where is the nearest bank?**

The nearest bank is at Gladstone Park Shopping Centre, located on Mickleham Road on the way to the Tullamarine Airport. This complex has both the Commonwealth Bank and the Westpac Bank.

## **Where can I smoke in the motel?**

In a smoking room, balcony or outside of your non-smoking room. Smoking in the room will incur \$200 fine.

## **What time does the restaurant open?**

Breakfast is from 6am till 9:30am seven days a week. Dinner is from 6pm till 9:30pm seven days a week.

## **How much to use internet?**

We have wireless internet that is complimentary for the duration of your stay. Please ask the front office reception staff for a username and password to log on.

## **Where is the nearest pharmacy or chemist?**

Westmeadows Pharmacy is located at 34 Fawkner Street, Westmeadows and is about a 10-minute walk. Please ask reception for directions if required.

## **What time will my laundry be returned?**

For same day laundry return that will be delivered back to you by 7pm, please bring laundry to reception by 8.30am.

## **What are the shopping hours?**

Shopping hours are generally from Saturday to Wednesday from 9:00am to 5:00pm and Thursday to Friday from 9:00am to 9:00pm. DFO is open from 10:00am till 6:00pm seven days a week.

## **Are mobile phone chargers available?**

We have many different mobile phone charges available for in-house guest usage. Please ask reception for assistance.