



Dear Guest,

Welcome to Seasons 5 Resort & Spa

At Seasons 5, we strive to achieve high standards and always aim to exceed your expectations. Whether you're a family on holidays, a couple on a romantic getaway, or travelling for business, our staff are here to offer you a warm and friendly welcome, and will ensure your stay is an enjoyable one.

Seasons 5 Resort is part of the Choice Hotels Group Asia Pacific, and branded as a "Quality" property. Our aim is to provide you with clean and comfortable accommodation at great rates.

Our guest rooms are fresh and modern, with everything you would expect from a 4-star Resort. Our full service and superior amenities include an Exceptional Restaurant, Indoor Swimming pool and Gym, Luxurious Day Spa and Function Rooms, Specialising in Business Meetings, Private Functions and Events.

Guest satisfaction is vital to us. If at any time during your stay we do not meet your expectations, please speak to our onsite manager who will endeavour to address your concerns promptly.

To ensure that we continue to deliver an outstanding service, we encourage all guests to provide honest, constructive feedback regarding our product and services.

Should you require any further assistance please do not hesitate to contact reception on **Ext: 9** or **8376 5300**.

Kindest Regards,

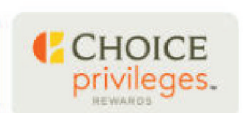
A handwritten signature in black ink, appearing to read "Siva Raja", is located below the "Kindest Regards," text.

Siva Raja

General Manager – Seasons 5 Resort & Spa

Quality Suites Seasons 5 Resort & Spa
454 Point Cook Rd, Point Cook, Vic 3030

reception@seasons5.com | www.seasons5.com.au | Ph: (03) 8376 5300





ABOUT US

Constructed in 2014, Seasons 5 Resort & Spa is conveniently located, offering accommodation that is close to Melbourne Airport and Melbourne CBD. From the onsite restaurant, function facilities and spa to the expansive grounds with our private lake and gazebo. It's here that you are able to really immerse yourself in the picturesque environment that is Seasons 5 Resort & Spa.

ACCOMMODATION

Seasons 5 luxury accommodation is warm, inviting and elegantly designed with 10 foot high ceilings. All studios, 1 and 2 bedroom suites at Seasons 5 Resort & Spa offer you the ideal place to relax.

WEDDINGS & EVENTS

Set on 10 acres, this beautiful and natural backdrop is home to our very own lake and gazebo, olive grove, 3 ballrooms and wedding ceremony lakeview room, overlooking extensive and picturesque grounds. This is the ideal setting for your wedding and other joyous occasions.

SEASONS 5 RESORT DAY SPA

Seasons 5 Spa Retreat boasts luxurious packages tailored to pampering and indulging you. Whether you're seeking a beauty treatment, luxurious facial or in need of a relaxing massage to put you in a state of bliss, our onsite day spa provides numerous packages and treatments that activate all the senses and are personalised to suit your needs. Please contact our friendly reception staff to make an appointment today.

CINNAMON BAY RESTAURANT

Seasons 5 very own restaurant, Cinnamon Bay, offers a fine dining experience both for guests of the Resort and our cherished local community daily for breakfast and dinner. With over 15 years of experience, our innovative chef focuses on modern Australian cuisine with an Asian twist that's sure to please the fussiest eater.

CONFERENCE FACILITIES

Seasons 5 offers the ideal corporate venue near Melbourne, boasting 3 avenue rooms with a 400-person capacity. The multiple room configurations allow you to conduct your seminars and conferences with ease. The appointed meeting room for up to 40 people provides a more intimate setting for a private conference or business meeting. Seasons 5 offers a wonderful range of unique and delicious packages to suit the needs of every conference.



QUICK REFERENCE

RECEPTION OPENING HOURS

Monday - Saturday 8am - 9pm

Sunday 8am - 6pm

For Reception, dial Ext: 9 from your in-room phone. Alternatively, call us on **8376 5300**. Should you require emergency assistance outside of these hours dial **Ext: 9** or call **0413 448 868** to be connected to our onsite night manager.

CHECK OUT TIME

If you require an early check out, prior to reception opening, please leave your keys in the room for housekeeping to collect. All payments must be settled the evening before your departure. If you require a late check out, please speak to reception no later than the night before departure. If you are checking out later than **10:00am**, a fee of **\$35** per hour applies.

WI-FI

There is complimentary Wi-Fi available to all guests. To access please log in as follows:

USER NAME :

seasons5guest

PASSWORD :

seasons5

BREAKFAST

Breakfast is available daily at Cinnamon Bay Restaurant, which can be accessed from reception or from the restaurants front doors located near the main car park.

Breakfast opening hours are:

MONDAY - FRIDAY:

7:30AM - 10:30AM

SATURDAY - SUNDAY:

08:00AM - 12:00PM

Please refer to our a-la-carte breakfast menu* located at the back of this compendium.

Room service is also available at an additional charge of **\$5.00**

*Breakfast menu and operating hours are subject to change.

DINNER

Cinnamon Bay Restaurant provides a tantalising a-la-carte dining experience. A copy of our dinner menu can be found at the back of this compendium. Bookings are recommended if you wish to dine on Friday and Saturday evenings. Please call us on **8376 5300** or Reception Ext. **9** to make your reservation.

Room service is also available at an additional charge of **\$5.00**.

OPENING TIMES:

Monday to Sunday - 6.00pm - 9.00pm*

*Opening and closing times may vary; the restaurant may close for private functions. Guests will be notified of this and room service will be provided free of charge.

*Guests are advised to pay for their meals in the restaurant.



DAY SPA

Seasons 5 Resort Day Spa boasts luxurious packages tailored to pampering and indulging you. Whether you're seeking a beauty treatment, luxurious facial or in need of a relaxing massage to put you in a state of bliss, our onsite day spa provides numerous packages and treatments that activate all the senses, personalised to suits your needs so please make an appointment today.

Bookings are essential and can be arranged with reception.

EMERGENCY EXITS

Please refer to the evacuation information on the back of the main door in your room. In the event of an emergency, please leave your room as quickly and calmly as possible and meet at the evacuation meeting site, located at the main entrance car park, until further information is provided.

RECREATION

The indoor heated swimming pool and fitness centre is located near reception. For your comfort we offer a shower room and change area inside the complex. These facilities are available to our in-house guests only. These areas will be open for guest access during reception hours. Pool towels are available from reception for an additional cost of **\$2** per towel.

LAUNDRY

Our laundry is located near reception and is open between **8.00am** and **9.00pm** daily. The washing machine and dryer require **3 x \$1** coins. Each cycle takes approximately 45 minutes. If you require **\$1** coins, please see reception. Washing detergent is also available from reception at a cost of **\$2** per packet

EXTENDING YOUR STAY (ADDITIONAL DAYS)

If you wish to extend your stay, you will need to advise reception as soon as possible. Payment will need to be made at reception before **10:00am** in order to extend your stay.

PAYMENT

We accept the following credit cards: Visa, MasterCard and American Express*.

Guests who would like to pay for their accommodation in cash are required to provide a **\$300** cash bond. Alternatively, guests may choose to use their credit card as a guarantee (bond). In this instance, a mandatory pre-authorisation of **\$300** is made to your card.

The **\$300** bond will be reimbursed to you upon the approval of the condition of the room on check out.

**A 1.8 % surcharge applies to American Express credit cards.*

POWER

In order to operate the electricity in your room, please insert your room key into the power slot located next to your front door. If you have any problems with your power, please call reception and we will organise to have this addressed promptly.

FOXTEL

We provide premium Foxtel channels in your room, including movies, sports, Nickelodeon and Discovery. If you are having any issues with your television, please contact reception and we will endeavour to address the issue promptly.

PHONE

The in-room phone can only be used internally (i.e. to call other rooms or reception). Guests cannot make external calls using these phones. Please note that all usage is recorded and penalties will apply for misuse.

If you need to make an external call and do not have a mobile phone available, you are welcome to use our phone at reception. A \$1 per minute fee applies.

IN-ROOM SAFE

Compact safes are provided for guest use. Instructions on how to use the safe are located on the safe. If you encounter any issues regarding your safe, please contact reception.

BEDDING

Our 1-bedroom and 2-bedroom apartments are equipped with sofa beds and if required, this additional bedding can be set up. The king bed can also be arranged into two single beds if required.

Additional Bedding – \$35.00 per night for sofa bed

If you require additional bedding for an infant (0 – 3 years), we are happy to provide a portacot. Please note, we have a limited supply and prior notice is necessary to obtain one.

Portacot (infant bedding) - \$15.00 per night.

Please note additional beds are not available in queen studio rooms.

COFFEE/TEA MAKING FACILITIES

There is complimentary coffee, tea and milk located in your room which is replenished daily (except on Sunday). If you require additional coffee, tea, sugar or milk please contact reception.

BLANKETS

There are additional blankets located above your wardrobe (or in the clothes hanging area.) If you require extra blankets, please contact reception and blankets will be delivered at a charge of \$5.

CLIMATE CONTROL

Each room has reverse cycle air conditioning and heating. To operate, please press the 'on' button on the remote and select the temperature you require. To reduce our impact on the environment, please turn off your air conditioning or heating prior to your departure.



KIOSK

A selection of chocolates, chip, nuts, alcoholic and non-alcoholic beverages can be purchased at the front desk for your enjoyment. You can only purchase these snacks or drinks during reception hours. Please refer to the price list for cost per item.

Water Bottle:	\$2	Chip Packet:	\$5
Small Chocolate Bar:	\$3	Nuts:	\$6
Soft Drink Can:	\$4	Bottle of Wine:	\$35
Chocolate Bar:	\$5		

PARKING

Each room has one car space available provided for guest use. If you require additional parking, there is ample parking spaces located in the main car park. It is a requirement for large vehicles, trucks and trailers to be parked in the main carpark. No parking is permitted on any grassed areas. Penalties will apply. For any special parking needs please contact reception.

EARLY CHECK IN

If you require an early check in for a future stay please note that there is a charge of \$35 per hour before check in time which is 2pm. We do offer early check ins provided that a room is available.

KEY CARDS

To ensure your key card works for the entirety of your stay please keep it away from electronics such as your mobile phone or laptop.

On departure all key cards must be left in the room or returned to reception. There is a charge of \$5 for lost or damaged key cards.

LOST AND FOUND POLICY

Items left behind in your room will be collected and stored at reception. We will endeavour to make contact with you immediately to make arrangements for the item to be returned to you*.

Items are kept for **14 days** and after this time they will be disposed of. Perishables will be discarded.

**Postage will be at your expense.*

CONFERENCE FACILITIES

We have conference rooms available to our guests as well as audio visual equipment, secretarial, and catering* services. A room hire fee applies. Please enquire at reception.

- ***Please allow 24hrs notice if you require catering**
- **Subject to availability**



HOUSEKEEPING

Housekeeping service rooms daily Monday to Saturday, between **9am** and **2pm**. If you do not wish to be disturbed or do not require service, please place your 'Do Not Disturb' sign on your front door or contact reception. Please be advised there is no service on Sunday.



BAGGAGE STORAGE

If you are departing later in the day or you wish to leave your baggage with us whilst travelling elsewhere we can provide secure baggage storage. Please contact reception if you require this complimentary service.



BUSINESS SERVICES

Secretarial services, including photocopying and printing, can be provided from reception.

- Photocopying and printing per page (black and white) – 50c per page
- Photocopying and printing per page (colour) – 80c per page



SMOKING FACILITIES AND POLICY

Smoking in rooms is strictly prohibited. We have designated smoking areas around the hotel with ashtrays provided. Please contact reception if you are unsure of the location of these areas. Smoking in rooms will incur a **\$300** penalty.



TOWELS

We are an environmentally conscious hotel and actively seek ways to reduce our environmental footprint. Please help us by placing all towels that require laundering on the floor in the bathroom. If you would like to re-use your towel, please hang your towel on the towel rack.



NOISE

We have a 'No Noise Policy' after **10:00pm**. Please respect the space and comfort of other guests.

Under NO circumstances are parties to be held in any room. A **\$300** penalty will apply if we believe on reasonable grounds that such events have taken place. If any undue noise or unacceptable behaviour occurs, offenders will be evicted without warning by our onsite manager and forfeit any payments made to the hotel.

*Please note, Seasons 5 Resort provides several function spaces for private events. We apologise for any inconvenience this may cause, however, we are conscious of our noise levels and ensure it is not a nuisance to our guests.



PETS

Domestic pets are strictly prohibited. However, under ADA laws service animals (e.g. guide dogs) are more than welcome.

If an animal is not certified or proof is not provided upon request, a **\$300** penalty will apply.

AIRPORT DETAILS

Both Tullamarine and Avalon Airports are located approximately 35km from the hotel. A taxi can be arranged by reception and will cost approximately \$80 AUD. If you are travelling in peak times (between 7:00am – 9:00am or 4:00pm – 6:30pm) you should allow at least 1.5 hours travel time.

SHOPPING

There are several speciality shops, restaurants, pharmacy, post office, real estate agent, hairdressers, newsagency, department stores, bakery, butchers supermarkets located near us. if you require help with direction's , please contact reception.

Sanctuary Lakes Shopping Centre

300 Point Cook Rd, Point Cook

Ph: 13 14 14

Point Cook Shopping Centre

Cnr Main St and Murnong St, Point Cook

Ph: 9395 4722

THINGS TO DO

DISTANCE

DISTANCE

Werribee Open Range Zoo	---	10-15 mins	Royal Botanical Gardens	---	30-35 mins
Werribee South Beach	---	10-15 mins	Queen Victoria Market	---	30-35 mins
Victoria State Rose Garden	---	10-15 mins	Chadstone Mall	---	35-40 mins
Werribee Plaza	---	15-20 mins	Federation Square	---	35-40 mins
Crown Casino	---	25-30 mins	Geelong City	---	45-50 mins
Sea Life of Melbourne	---	25-30 mins	St Kilda Beach	---	45-50 mins
Eureka Tower	---	25-30 mins	Brighton Beach	---	50-55 mins
The Shrine of Remembrance	---	25-30 mins	Puffing Billy Railway	---	1 hour
Melbourne CBD	---	30-35 mins	The Twelve Apostles	---	2.5 hour
Melbourne Cricket Ground	---	30-35 mins	Phillip Island	---	2.5 hour



TRANSPORT AND BUS SERVICES

Taxi Services: **9689 1144** or **13 2227**

Taxi to Station: Taxi to Laverton Station / Approximately **\$20 AUD**



BUS LINE:

The closest bus stop is located at the Point Cook Road / Saltwater Promenade intersection.

For more information, please contact reception or download the PTV app on your smartphone.



TRAIN LINE:

The closest train station is Aircraft station which travels to Melbourne CBD and Geelong

PLEASE NOTE:

You will be required to purchase a Myki Card prior to travel on any Melbourne transport. They are available from the middle platform of Laverton station, service stations or newsagencies. If you would like information regarding transport, please speak to reception.



HEALTH SERVICES: For medical emergencies dial **000**.



DOCTORS:

Boardwalk Health

110 Boardwalk Blvd, Point Cook

Opening Hours: • 8am – 7pm (Mon – Fri)

• 9am – 2pm (Sun)

• 9am – 4pm (Sat)

Ph. (03) 9395 9402

Point Cook Medical Centre

1-11 Dunnings Rd, Point Cook

Opening Hours: • 8am – 8pm (Mon – Fri)

• 8am – 5pm (Sat & Sun)

Ph. (03) 9395 3400



DENTIST:

Sanctuary Lakes Family Dental

7/300 Point Cook Rd, Point Cook VIC 3030

Opening Hours: • 9am – 9pm (Mon – Wed)

• 9am – 9pm (Thurs-Fri)

• 9am – 5pm (Sat-Sun)

Ph. (03) 9395 5232



HOSPITAL:

Werribee Mercy Hospital

300 Princess Hwy, Werribee VIC 3030

Open: • Open: 24 hours/ 7 days a week

Ph. (03) 8754 3000



PHARMACY:

Pharmasave

Shop 27, 300 Point Cook Rd,
Point Cook VIC 3030

Opening Hours: • 9am – 9pm (Mon – Fri)

• 10am – 6pm (Sun)

• 9am – 6pm (Sat)

Ph. (03) 9395 8457