



DANDENONG CENTRAL APARTMENT HOTEL



Welcome to Dandenong Central Apartment Hotel.

On behalf of the management and staff at Dandenong Central Apartment Hotel we extend to you a very warm welcome, and wish you a pleasant stay in the beautiful city of Melbourne.

Our friendly team are committed to providing our guests a comfortable, relaxing experience and endeavour to exceed your expectations through every interaction. We take a certain pride in being part of your holiday experience and we hope you entrust us with this special responsibility. There are some magnificent services available at Dandenong Central that will add to your journey with us through this magical landscape.

We would like to take this opportunity to both welcome and thank you for choosing to stay at Dandenong Central. We are available at any time so please feel free to call me directly or alternatively make contact via the Front Desk.

Sincerely,
Hotel Management and Staff





Dandenong Central Apartment Hotel

ADDRESS

157-163 Lonsdale Street,
Dandenong VIC 3175

EMAIL

reservations@dandenongcentral.com.au

WEBSITE

www.dandenongcentral.com.au

RECEPTION LOCATION

Reception is located on the ground floor

RECEPTION CONTACT

Available during reception hours and up to 8pm

[03 9485 3310](tel:0394853310)

RECEPTION OPENING HOURS

Monday to Saturday

9am – 5pm

Sundays & Public Holidays

9am – 1pm

AFTER HOURS CONTACT

Emergencies only, after 8pm and before 7am

[0437 346 335](tel:0437346335)



AIR CONDITIONING

Use air-conditioning remote control to adjust individual room temperature and functions. For any assistance with the air-conditioning & remote please see reception. Please keep the temperature above 20c as the compressor will freeze up with the humidity.

BATHROOM AMENITIES

Your bathroom is stocked with amenities for your convenience. These items will be replenished with your next service.

Your bathroom includes a hair dryer.

If you need any additional bathroom items, please contact reception and they will be provided at no charge.

COTS AND HIGH CHAIRS

Cots and high chairs are available for your convenience. Please contact reception during office hours to arrange this. **Charges apply, see Schedule of Fees.**

LAUNDRY AND IRONING FACILITIES

Laundry facilities are available in our guest laundry room, please see reception for more details. Ironing facilities are available in each room. Please remember to switch off the iron after use.

MAIL

Mail may be left at reception for collection and posting. Alternatively, there is a post office located in Dandenong Plaza (Shop 118/23-55 McCrae St).

PETS

Assistance animals are permitted into accommodation areas and on the premises, though we do ask that you please inform reception of the presence of a service dog. It is the policy of this property that all other pets are NOT permitted in accommodation.

TEA AND COFFEE

Your apartment is stocked with coffee, tea bags, sugar, and long life milk. These items will be replenished with your next service.

Any additional stocks you may require can be obtained from reception.

WI-FI

Free Wi-Fi has been installed in each room. To connect to our secured network, login details will be provided in your welcome letter.

TELEVISION

The television receives all Free-to-air stations.

SERVICING

Daily Service/Check includes, check for rubbish, pull up bedding, replace towels if on the floor and general check of the room.

Servicing is not available on Saturday and Sunday.

A full service is done weekly for longer stays. That includes: change sheets, clean bathroom, clean kitchen if applicable – check of the oven, vacuum, mop floors, replace towels, bathmat, hand towel & face washer, replace tea towel and cloth and top up all guest amenities.

PARKING

Limited parking is available for \$20 per day. Please contact reception for more details.

Management takes no responsibility for any damage or loss to and within vehicles. Please see reception for more details.

NO SMOKING

Our property is NON SMOKING. Please refrain from smoking in your room, on the balconies and anywhere within the property. **Evidence of smoking will incur a fee, see Schedule of Fees.**



NOISE

We ask that you respect other guests by limiting the amount of noise made after 9:00PM, any disturbances that require management involvement may have a charge imposed. Whilst we encourage guests to enjoy themselves, we advise there is a strict No Party Policy. Failure to comply will incur a fee, see Schedule of Fees.

KEYCARDS

KEYCARDS to the apartment must be returned to reception or placed in the key box on departure. A **replacement fee** shall be charged to the guest account should they not be returned or damaged beyond use. See Schedule of Fees for details.

DAMAGE & LOSS

The person(s) registering as the guest(s) shall be liable for any loss or damage to the appliances, furniture, keycards, fixtures and all fittings in the Apartment. Fair wear and tear excluded.

THEFT

Central Apartment Group shall not be responsible for, or liable to compensate for the loss, theft or damage of personal property on, or brought into the apartment or in the immediate vicinity of the Apartments.

LIABILITY OF PAYMENT

Where guests sign for and on behalf of a business or company, and in the event that the business or company is unable to or refuses to pay any amount due, the Guest(s) shall be liable to pay on demand any amount owing by the business or company under the agreement.

REFUNDS

Full refund of deposits shall only be paid if the Terms and Conditions detailed in the Reservation Confirmation Letter are fully satisfied.

TERM OF STAY CHANGES

Should the term of accommodation be reduced, the registered guest hereby agrees to be liable for the appropriate tariff under the current Schedule of Rates. Refunds may be applied to an early departure (Under Management's Discretion).

NUMBER OF GUESTS

The number of guests in the apartment at any one time shall not exceed the number of guests declared on the Guest Registration Form. Should at any time the number of guests in the apartment exceed the number of guests detailed, Central Apartment Group reserves the right to terminate the reservation immediately, without refund.

FIRE ALARMS

Central Apartment Group has the right to charge for any Fire False alarm if set off by a guest where the Fire Brigade is called out. The Normal fine is \$1,500.00 that will be charged if required. However a minimum of \$400.00 plus GST will be charged to your Credit card after the Fire Brigade call out.

ROOM DEPARTURE

Guests are responsible for the state of the room upon departure. If rooms are found to be in an excessively bad state, the guest acknowledges that Central Apartment Group has the right to charge a cleaning fee to the credit card supplied when making the booking.



SCHEDULE OF FEES



ITEM	FEE/INFORMATION
Cancellation Fees	Full night if within 48 hours of arrival
Car Parking	Prices vary for each property
Credit Card Fees	Mastercard/Visa 1.5% AMEX 3%
Fire Brigade Callout	Based on fee issued by governing state authorities, minimum \$1500.
Guest Extra Cleaning	\$50/hour per person + Loss of room income
Guest Key Replacement	Minimum \$100 + additional cost if lock replacement is required
Guest Damage Repairs and Maintenance	\$50/hour per person (or tradesman cost) + Loss of room income + Cost of materials
No Party Policy	Call out fee minimum of \$100 + Loss of any bond
Smoking	\$500 + Loss of room income
Room Upgrade	Difference between room type tariffs, minus %10
Late Check out 12pm	\$75
Late Check out 2pm onwards	Cost of additional night
Cot hire	\$30
High Chair Hire	\$30
Rollaway	\$40
Extra Linen Change	\$50



AIRLINES

Qantas

For reservations call 13 13 13

Virgin Australia

For reservations call 13 67 89

Jetstar

For reservations call 13 15 38

The closest airport is Melbourne Airport, approximately 66km away or 55 minutes from the hotel by car.

CAR RENTALS

Avis Car & Truck Rental

Call: (03) 9794 6855

Address: 1 Hammond Rd, Dandenong

SIXT Car & Truck Rental Dandenong

Call: (03) 7023 1925

Address: 17-19 Plunkett Rd, Dandenong VIC 3175

Epic - Rent A Car

Call: 0411305220

Address: Unit 37/11 Bryants Rd, Dandenong

Europcar

Call: (03) 9794 8100

Address: 28-30 Lonsdale St, Dandenong

TAXIS

For a taxi, dial 0387590231, or alternatively ask reception to call one for you. Uber is also available in the area.

PUBLIC TRANSPORT

Trams in Melbourne CBD are free.

For information on timetables and routes visit:
www.ptv.vic.gov.au/journey

EMERGENCIES

Dial '0' for external calls, then:

Emergency	000
Dandenong Police Station	(03) 9767 7444
Crime Stoppers	1800 333 000
Dandenong Hospital	(03) 9554 1000
Road Condition Reports	13 11 70

DOCTORS AND HOSPITALS

Corymbia Day Hospital

Call: (03) 8769 8555

Address: 92-94 David St, Dandenong

South Eastern Private Hospital

Call: (03) 9549 6555

Address: Cnr Princes Hwy &, Heatherton Rd

Modern Medical Dandenong

Call: (03) 9794 7866

Address: 176 Lonsdale St, Dandenong

Dandenong Superclinic

Call: (03) 9791 5344

Address: 56-58 Stud Rd, Dandenong

CHEMISTS

Langton Pharmacy

Call: (03) 9791 5663

Address: 37 Langhorne St, Dandenong

Chemist Warehouse

Call: (03) 9792 0522

Address: 265 Lonsdale St, Dandenong

HealthSave Pharmacy Dandenong

Call: (03) 9708 5857

Address: 56-58 Stud Rd, Dandenong

SHOPPING

Dandenong Plaza

Dandenong Square has been a vibrant retail destination for Central Dandenong since 1989. With over 160 stores including Kmart, Coles, Woolworths, Aldi and TK Maxx, we're here to give our community the diverse choices they want in great value food, dining, fashion, home, entertainment and lifestyle.

Address: McCrae Street, Walker St, Dandenong VIC

Parkmore Shopping Centre

The Centre is focused on offering customers convenience and with major stores such as Big W, Best & Less, Coles, Kmart, and Woolworths along with approximately 120 specialty stores, you will have no issues finding exactly what you are looking for at the Parkmore Shopping Centre.

Address: 317 Cheltenham Rd, Keysborough

NIGHTLIFE

BoJaK Brewing

Bojak brewing boasts 14 taps constantly pouring their core, seasonal, and limited-edition brews. Pair your pint with delicious pizzas or other pub fare, and enjoy weekly specials like "WING IT" Thursdays. Family-friendly with a relaxed vibe, Bojak's the perfect spot for a casual get-together.

Address: 5 Bennet St, Dandenong

Dandenong Pavilion

With a separate bar area, two function rooms, plenty of on-site parking, disabled facilities, and a menu with constantly changing 'Specials', Dandenong Pavilion offers guests the ultimate dining experience

Address: 55-61 Princes Highway, Dandenong

Machan Nights

This Sri Lankan restaurant offers a warm atmosphere and a menu brimming with authentic dishes. Expect authentic curries, fresh seafood, and signature hot butter cuttlefish alongside vegetarian options. Perfect for a casual lunch or celebratory dinner, Machan Nights is your taste of Sri Lanka.

Address: 40 Cleeland St, Dandenong

CINEMAS

Reading Cinemas

Six-screen cinema complex at Dandenong Plaza featuring wall to wall screens and luxury seating.

Address: 49-55 Walker St, cnr McCrae St, Dandenong

BANKING

NAB

Call: 13 22 65

Address: Plaza Shopping Centre, Shop 356-357/1 McCrae St, Dandenong VIC 3175

Commonwealth Bank

Call: (03) 9791 1600

Address: Walker St, Dandenong

ANZ

Call: 13 13 14

Address: Dandenong Plaza, Level 3, shop 69/49-55 McCrae St, Dandenong

Westpac

Call: (03) 8710 7755

Address: Street, Shop 123/125 McCrae St, Dandenong

HAIR AND BEAUTY

M Hair N Beauty Studio

Call: (03) 8764 5726

Address: 105 Foster St, Dandenong

Rituz Hair And Beauty

Call: 0422 893 734

Address: 130 Walker St, Dandenong

GYM AND FITNESS

747Fitness

Call: 0401 758 503

Address: 34 Hutton St, Dandenong

FLORIST

Heart To Heart Florists

Call: (03) 9540 3657

Address: 513 Princes Hwy, Noble Park VIC 3174



DANDENONG RANGES NATIONAL PARK

The Dandenong Ranges National Park is a beautiful escape located on the outskirts of Melbourne, Victoria. The park is home to towering Mountain Ash forests, the tallest flowering trees in the world. These giants create a lush and verdant canopy, filtering sunlight and creating a peaceful atmosphere.

In addition to hiking and wildlife spotting, there are a number of other activities to enjoy in the Dandenong Ranges National Park. You can visit charming villages like Olinda and Sassafras, explore the Sherbrooke Forest with its towering trees and ferns, or take a scenic ride on the Puffing Billy steam train.



THE DRUM THEATRE

Nestled in Melbourne's vibrant inner-city, The Drum Theatre is a heritage-listed gem known for its intimate setting and bold artistic programming. This independent theatre champions contemporary performance, showcasing local and international productions that push boundaries and spark conversation.

Whether you're drawn to cutting-edge dance, innovative theatre, or thought-provoking spoken word, The Drum offers a unique and unforgettable experience. food scene, one delicious bite at a time.

DANDENONG MARKET

Dandenong Market, a 150-year-old Melbourne institution, is more than just a market - it's a "cook's market" paradise. With over 200 stalls sprawling across 8,000 square meters, it's a treasure trove for food enthusiasts. Find honeycomb straight from the beehive, flowers just cut from the farm, and apples bursting with orchard ripeness.

Over 5 million visitors a year flock here for authentic, seasonal produce and hard-to-find ingredients. Bustling with sights, sounds, and enticing aromas, Dandenong Market offers something for every palate. Explore, discover, and savor the taste of Melbourne's vibrant food scene, one delicious bite at a time.



LE MANS ENTERTAINMENT

Le Mans Entertainment is a one-stop shop for fun and excitement in Dandenong. Strap into Melbourne's fastest go-karts, challenge your friends in a thrilling game of laser tag, or lose yourself in immersive virtual reality experiences. Little ones will love the mini golf course, while everyone can enjoy a post-adventure bite at the on-site cafe or sports bar.

Le Mans Entertainment caters to all ages and interests, making it a great place for a birthday party, a work team-building event, or just a casual day out with friends.



NATIONAL GALLERY OF VICTORIA

The National Gallery of Victoria (NGV) is the oldest and most visited gallery in Australia. Situated over two magnificent buildings – NGV International and NGV Australia – the Gallery hosts a wide range of international and local artists, exhibitions, programs and events; from contemporary art to major international historic exhibitions, fashion and design, architecture, sound and dance. Best of all, it's free to enter.



MELBOURNE ZOO

Immerse yourself in the wonders of the animal kingdom at Melbourne Zoo, a beloved Melbourne institution for over 150 years. See majestic lions, playful monkeys, and cute penguins in recreated habitats. Beyond entertainment, the Zoo champions conservation with educational experiences, fostering a connection with wildlife for all ages. The zoo is accessible via Royal Park station on the Upfield railway line, and is also accessible via tram routes 55 and 19.

STATE LIBRARY OF VICTORIA

The State Library of Victoria is the central library of the state of Victoria. It is located in the northern centre of the CBD. The library holds over 2 million books and 16,000 serials, including the diaries of the cities founders, John Batman and John Pascoe Fawkner, and the folios of Captain James Cook. It also houses the original armour of Ned Kelly.



MELBOURNE MUSEUM

Melbourne Museum explores life in Victoria, from the natural environment to our culture and history.

Located in Carlton Gardens, opposite the World Heritage Listed Royal Exhibition Building, the award-winning Melbourne Museum houses a permanent collection in eight galleries, including one just for children. This is one of Australia's biggest and most loved museums.

EUREKA SKY DECK

Every great city has its icon, its point of recognition, the gem in its urban skyline. For Melbourne, it's the Eureka Tower, a 297 metre gold plated skyscraper by the Yarra River in the heart of the Southbank precinct.

High up on the 88th floor, 285 metres above sea level, you'll find Melbourne's greatest point of view, and one of the most stunning observation decks in the world.





Dandenong Central Apartment Hotel is owned and managed by **Central Apartment Group**.

Central Apartment Group specialises in the management and operation of apartment hotels across Australia.

Our philosophy is to create a 'home away from home', allowing you to stretch-out, work and relax in affordable luxury. Our focus is providing quality accommodation and personalised service in superior locations.

For a complete list of our hotels across Australia, please visit our website.

WEBSITE

www.centralapartmentgroup.com.au

EMAIL

info@centralapartmentgroup.com.au

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(07) 3852 3334

HEAD OFFICE

Alison House

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CENTRAL APARTMENT GROUP



With 24 hotels in 13 destinations across Australia, Central Apartment Group has you covered.

To book your next accommodation, visit

cag100.com.au

