

Guest Information

Internal Phone Numbers

Reception	Dial 9
Room Service	Dial 9
Restaurant	Dial 105

Emergency Procedures

Please report ALL emergencies to Reception – dial 9. Reception staff will notify the applicable emergency departments as necessary.

From your room, you can dial 0 then 000 – please advise Reception of the emergency.

Fire

A detailed fire escape map is located on the rear of your guest room door. If evacuation is necessary, please proceed quickly and calmly to the nearest exit and assemble at front of property, all guests will be accounted for at this point.

Air Conditioning

All air conditioners have the settings fixed for either summer conditions (September – March) or winter (April – August). Guests may wish to alter the settings however we suggest they sample the set temperatures prior to making all changes. If there is a concern, please contact reception.

Airport Details

The nearest airport is Brisbane a 50 minute drive in a taxi costing approx. \$100.

Airline Reservation

Virgin Blue	136789
Qantas	131313

Alarm Clock

An alarm clock is located on the bedside table. If you have any difficulties setting the clock, please contact reception.

Banking

There are major bank branches convenient at the nearby shopping centre.

Barbecue

The BBQ area is available to all guests. BBQ tools are available at reception. The gas bottle inside the light must be switched off after use.

The Heritage Piano Bar & Restaurant

offers casual dining in a relaxed atmosphere, serving innovative, wholesome cuisine. Dinner is available: 6 Days Mon – Sat from 6pm.

Breakfast

Breakfast is available in the restaurant daily between 6.30am – 8.30am. Breakfast orders for room service should be placed at Reception by 9pm.

Blankets

For extra blankets or pillows please contact reception – Dial 9.

Guest Information

Bottled water

Bottled water is available 24 hours for purchase from mini bar.

Business Requirements

A photocopier and fax machine is available at reception. These business services are available during reception hours, 7.00am-9.00pm.

Car Rental

Avis	136 333
Budget	1300 362 848
Hertz	133 039
Thrifty	1300 039 009

Cash policy

It is our policy that your account is kept in credit during your stay with us. You may pre pay your account on check in or pay daily. We ask that you leave a deposit to cover any extras (food and beverage charges, telephone etc.)

Child Minding Facilities

Arrangements can be made through Reception – dial 9. Please ensure that sufficient notice is given to arrange a booking.

Check Out

Check out time is 10.00am on the day of your departure. Should you wish to stay longer, please contact reception and every effort will be made to assist you. Please settle your account the night before if you will be departing early.

Chemist

The nearest chemist is located at the nearby shopping centre and is open from 8.30am to 5pm.

Children's Meals

A special children's menu is available which can be served in the Restaurant or delivered to your room.

Coffee & Tea Facilities

Coffee & Tea making facilities are provided in all rooms. Should you require additional service, including decaffeinated tea or coffee, please contact reception – Dial 9.

Cooking & Food Preparation

Where kitchen facilities are not provided, cooking & food preparation in guest rooms is strictly forbidden by Health Authorities. Please be advised that the Fire Department does charge a call out fee for attending false alarms - we thank you for your co-operation.

Credit Cards

We accept all major credit cards: American Express, Diners Club, Mastercard, Visa, Bankcard & Motor Pass. Personal Cheques cannot be accepted unless prior arrangements have been made.

Dentist

The nearest dentist is located Ipswich Family Dental Practice
16 South St Ipswich ph 3281 1781

Doctor

The nearest doctor is located at Ipswich Medical Centre, Ipswich City Square, 163 Brisbane St ph: 3812 2099.

Guest Information

Dry Cleaning and Laundry

Same day laundry service is available Monday - Friday. Please use the laundry bag provided in your room and hand it to reception by 8.30am. An iron & ironing board are provided in your room. A guest laundry with washing machine and dryer is available for use between 8.00am-8.00pm. \$3 per wash & \$3 per dry. Washing powder is sold at reception – cost \$2. Change for the laundry is also available at reception.

Electric Current.

240 Volts. AC 50 cycles

Facsimile

Facsimile services are available from Reception, during normal during reception hours, 7.00am-9.00pm. Charges apply.

First Aid

A full first aid kit is available at the reception desk.

Floral Service

The nearest florist is at 9 Brisbane St, Ipswich.

Hairdresser

The nearest hairdresser is at the Ipswich City Mall.

Hairdryer

A hairdryer is supplied in your room.

Housekeeping

For complimentary additional pillows, blankets, soaps or coathangers, please contact reception – Dial 9.

Internet Access

A dedicated data port for modem access is located next to the phone. Please ensure that your dialling properties are set to 0, or alternatively 0, for connection problems contact reception. Extension data & power leads that reach to work areas are available for complimentary use from reception during your stay.

Keys

Please remember to leave your room key at the reception desk when you depart the property.

Loss and Damage

Please take note of the Innkeepers Liability Act which is on display at reception.

Lost and Found

Any lost property will be held for three months. We recommend checking your room thoroughly prior to departing.

Luggage

Luggage storage is available at reception during reception hours for house guests.

Luggage Assistance

Should you require assistance with your luggage, please contact reception – Dial 9.

Messages

Messages will be delivered to rooms.

Guest Information

Milk

Fresh milk is available from Reception – Dial 9.

Pets

Assistance animals are permitted into accommodation areas and on the premises. It is the policy of this property that all other pets unfortunately are not permitted in accommodation or on the premises.

Photocopying

Photocopying services are available from Reception, during normal during reception hours, 7.00am – 9.00pm. Charges apply.

Post office

The nearest Post Office is located in Limestone St, Ipswich.

Reception Hours

Reception is open from 7.00am-9.00pm. After hours, please dial 9 if you require after hours service.

Religious Services

Please enquire at reception for this service.

Reservations

Best Western Ipswich Heritage Motor Inn is able to arrange forward reservations on your behalf. You are also welcome to take the complimentary accommodation directory from your room, or phone the Best Western Central Reservations Office on 131 779. For more information and reservations at any Best Western property throughout the world, go to www.bestwestern.com.au

Room Service

Room Service is available 7 days a week from 6.00pm to 7.00pm

Safe deposit facilities

Safe deposit facilities are available at reception during normal hours.

Snacks & beverages

Snacks & beverages are available for purchase from minibar.

Swimming Pool

The swimming pool is open between the hours of 7.00am-8.00pm. Pool towels are available from reception.

Taxi Service

Local taxi service phone number is 131 924.

Telephone dialling instructions

For an outside line dial 0.
To dial another room dial 2 then room no#.
Local calls are charged at 60 cents.

Television

The television stations available are:

Fox Sports	11
Network 2	2
SBS	28
Network 7	7
Network 9	9
Network 10	10
CNN	14

Telephone

Guest Information

To obtain an outside line, dial 0. For international dialling assistance, please refer to phone books available in room or reception.

Toiletries available

A range of complimentary toiletries including razor, shaving cream, toothbrush, toothpaste, comb and sewing kit are available at reception. A range of premium toiletries is also available at a reasonable cost.

Tourist Information

The Reception desk can provide you with information regarding local and regional sightseeing.

Towels

For extra bath towels, face cloths or soap, please contact reception – Dial 9.

Wake Up Calls

Wake up calls can be arranged through Reception. Your bedside alarm clock/radio can also be set to your desired wake up time.

Best Western Ipswich Heritage Motor Inn

**51-55 Warwick Rd
Ipswich QLD 4305**

Ph: 07 3202 3111

Fax: 07 3202 3694

Email: stay@ihmi.com.au

**Best Western® Australia
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For forward bookings:

131 779

www.bestwestern.com.au

**All Best Western®
Australia properties are
independently owned and
operated.**