



RNR Adelaide Service Directory

Air conditioning / heater: A control panel is located on the wall upstairs in the hallway.

Press the **on/off** button to operate

Using the FAN button select **high, med or low**

Using the MODE setting select **cool, heat or fan**

Adjust temperature by pressing the **up and down arrows**

Use both or either bedroom (**upstairs**) living (**downstairs**) switches; however the system works most efficiently when only one floor is selected.

Do not operate below 21degrees. As we are environmentally conscious, please turn off air-conditioning/heating if you are out all day.

Adapters: Power boards, double adapters and international converters are available upon request from reception.

Appliances: Please consider the environment and turn off lights and appliances when not in room.

ATM: The closest ATM is located next to the IGA Convenience store on Gilbert Street; please see reception for directions or next door at the Kings Head Hotel.

Babysitting: RNR on Sturt uses the services of a reputable baby sifting company to provide childcare for your convenience.

Cancellations: A minimum of 72 hours' notice must be given for all cancellations or alterations to your booking. A full day's rate will be charged for late cancellations of less than 72 hours. (3 days rates are charged if booking is for 3 or more days)

Car rental: Please contact reception for details regarding hire car operators within the local area.

Car parking: One remote lock up garage is available with each unit (\$10 per day), if additional parking is required parking is available at your own cost at Auto Park Mill Street Car Park. Street parking is also available but please be aware of time limits, parking fees, permit zones and fines.

Cinemas: For session times, please phone the cinema's direct:

Mercury Cinema, 13 Morphet Street ph. 8410 0979

Palace Nova Cinema, 251 Rundle Street ph. 8232 3434

Check out: Standard check out time is 10 am. Later departure may be arranged (subject to availability) by contacting reception and may incur an additional charge. Luggage can be stored at reception for your convenience at no cost. If you are checking out before 8am, please settle any outstanding bills the night before and leave your room keys in the office mail box located on side wall on John Street.

Currency exchange: Travelex
45 Grenfell St, Adelaide
ph: 1800 637 642

American Express Foreign Exchange Services
Shop 32, City Centre Rundle Mall, Adelaide
Ph: 1300 139 060

Chemist: Centre Pharmacy: John Russell
19 Central Market Arc, Adelaide
Ph.: (08) 8231 6450
Opening times: Mon-Thurs 8.30am – 5.30pm
Fri 8.30am – 9pm
Sat 8.30am – 2.30pm
Sun Closed

Cleaning: Apartments are to be left in an orderly manner. If you require cleaning products please contact reception. Rooms left in a mess will be charged an additional cleaning fee.

Credit: All major credit cards are welcome. Personal cheques are not accepted without prior arrangement. Our reception staff will be pleased to answer any questions.

Damages: Any damage sustained to your apartment during your stay must be reported to reception and paid for upon departure. Any damages not considered fair wear and tear caused by the guest or their visitors will be charged back to the guest.

Dry Cleaning: Dry cleaning price list can be found in your compendium. Please drop into reception before 8.30 am for same day service returned by 6 pm Monday to Friday.

Doctor: If you require a doctor please phone Franklin Street General Practice or seek further assistance from reception.

Franklin Street General Practice
43 Carrington Street, Adelaide
ph. 84100774

Dentist: If you require a dentist please call 8272 8111 for the branch of the Australian Dental Association and they will advise of the nearest appropriate practitioner.

Drinking water: Adelaide water (though not well liked) is safe for drinking. There are water bottles available for sale at Reception for \$2 per bottle

Electric Current: The electric current is 240V AC 50 cycles/second. Internal adapters (not current adapters) available at reception upon request.

Emergency: Dial "000" for attendance by emergency services.

Engineering: If you find anything not in perfect working order, please contact reception.

Extending: If you wish to extend your stay, please see reception to check availability as soon as possible.

First Aid: First Aid Officer is available upon request during business hours.

Housekeeping: Servicing is daily or as negotiated when booking, with the exception of Sundays and Public Holidays. If at any time you require any additional items please dial "9" for reception. Fresh towels will be provided daily if you leave them on the floor of your bathroom. If you do not wish your towels to be replaced, please hang them up on the rail provided. Thank you for helping RNR on Sturt to conserve our precious environment. Please ensure rooms are free from clutter during service times. Housekeeping will not move clutter.

Internet: It is available. Extra costs apply.

Iron and Ironing Board: An iron and ironing board is located in your apartment.

Keys: Please remember to take your keys with you whenever you leave your apartment. Lost keys and or remotes will incur a \$100.00 fee for every replacement.

Luggage: Your luggage can be stored at reception free of charge.

Movies: There is a selection of movies at reception available for hire at \$5.00 per night.

Noise: Please respect other guests and keep the noise level down after 10.30pm. No loud music will be tolerated at any time during the day or night. Noisy guests will be asked to leave without a refund.

Pets: Guests are reminded that pets other than guide dogs for the vision and hearing impaired are not permitted in the apartments at any time.

Pillows and blankets: Extra blanket can be found in your wardrobe. A variety of pillows can be provided and extra blankets can be ordered at Reception.

Post office: The post office is located in Halifax Street diagonally opposite the Kings Head Hotel.

Privacy: Your privacy is very important to us. If you do not want to be disturbed, simply place the 'Do not disturb' sign outside your door or place the chain lock on the door. If you do not wish to take phone calls, simply take the telephone off the hook and the call will go to message bank.

Public Transport: A free Adelaide city bus is available for you to hop on and off at your leisure. Information about timetables and pick up points is available at reception. There is a tram stop on the corner of Sturt and King William Street, the tram is free within the city square. Taxi's to the airport and train terminal can be booked for you at reception. Please dial '9'.

Reception: The Reception office located at RNR on Sturt is attended during the following hours (SUBJECT TO CHANGE);

Monday to Friday 8 am – 8 pm

Saturday 8 am – 8 pm

Sunday & public holidays 8 am – 6 pm

To contact reception from your room dial '9'. After these hours the night manager is available for emergencies only by dialling: **0423256033**

(There is a \$50 call out fee that applies for guest issues e.g. lost key, loud noise.)

Restaurants: Charge back facilities are available at selected restaurants. Please refer to the list in the compendium.

Room Service: Daily soft services include:

Removal of rubbish

Changing towels if placed in the bath

Replenish Amenities

Beds will be made if clear of any possessions

A weekly service also includes:

Linen change

Bathrooms

Vacuuming

Security: Guests are asked to please ensure that all windows are closed, doors locked and garage doors down when their apartment is unoccupied. The Management accepts no responsibility for any loss or damage to guests' property.

Smoking: is not permitted in any of RNR on Sturt's apartments. Ashtrays have been provided in courtyards and balconies for this purpose. Should this condition be breached, a \$250.00 cleaning fine will be imposed.

Swimming Pools:

Adelaide City Swim: 235 Flinders St Adelaide Ph: (08) 8232 0309

Adelaide Aquatic Centre: Jeffcott Rd North Adelaide Ph: (08)8344 4411

Taxi: Please phone reception on '9' to book a taxi.

Telephone: Local call charges are \$0.80 including GST. Please note all phone calls other than local numbers carry additional levies depending on destination, time of day and length of call. Codes to other countries can be found in the back of the telephone directory located in your television cabinet.

For an outside line dial '0' For reception dial '9'

Tours: There are several tour operators offering quality services in and around the Adelaide area. For further information please pick up a brochure and talk to your receptionist who can offer advices and book tours on your behalf. Many operators will pick up and drop off to RNR on Sturt.

Website: RNR Serviced Apartments Adelaide for rates/information.

On behalf of management and staff we hope you have a pleasant stay and if we can offer assistance in any way please do not hesitate to contact us.