



# Welcome

to ULTIQA Beach Haven on Broadbeach

ULTIQA  
BEACH HAVEN ON BROADBEACH

# WELCOME

Dear Guest,

We are delighted you have chosen ULTIQA Beach Haven on Broadbeach for your stay on the Gold Coast.

Let the hassle of daily life melt away as you sit back and relax at ULTIQA Beach Haven on Broadbeach. Set in a picturesque setting, the resort provides comfortable and spacious accommodation with the beautiful ocean at your doorstep.

Cosmopolitan Broadbeach lies below you with access to hotels and gaming rooms, post office, medical centres, chemist, Woolworths supermarket, newsagency, as well as award-winning restaurants, cafés and shopping. It is also a short distance from the casino and Pacific Fair Shopping Centre.

ULTIQA Beach Haven on Broadbeach is accessible to all the Gold Coast theme parks such as Sea World, Movie World, Wet 'N' Wild, Dreamworld and White Water World. The resort is also close to a number of championship golf courses, all within easy driving distance such as the famous Royal Pines Golf course.

Our proximity is close to many other Gold Coast tourist attractions and approximately a 30-45 minute drive from Mount Tamborine, the hinterland and its attractions. With G:Link (Light Rail) it is also an easy trip to Surfers Paradise and beyond to Helensvale.

You could not ask for more from your Gold Coast holiday accommodation. Please feel free to peruse the contents of this compendium as there is an array of helpful information about the resort, the surrounding areas and attractions.

Should you have any further questions, please do not hesitate to contact reception by dialling "9".

Again, welcome and we wish you a very pleasant stay.  
ULTIQA Beach Haven on Broadbeach

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# RESORT INFORMATION

## ARRIVAL / DEPARTURE TIME

Check In: 2:00pm | Check out: 10:00am

If you have late travel connections, you are welcome to store your luggage at reception and use the facilities of the resort. Please discuss with reception late check-out options (fees may apply). If you plan on leaving before 9:00am, please settle your account before 5:00pm the day before your departure.

## BANKING FACILITIES

There are a number of banking facilities within the vicinity of the resort, including those located at Pacific Fair Shopping Centre.

## BODY CORPORATE BYLAWS

ULTIOA Beach Haven on Broadbeach Resort apartments are individually owned and managed under a Body Corporate Structure. By-Laws are set and established for the comfort and enjoyment of both residents and guests and must be adhered to at all times. Typical By-Laws that may affect yours stay are:

- No Pets are permitted.
- Noise levels are maintained so as to not disturb other residents or guests. Noise is to be kept to a minimum between 10:00pm and 7:00am. Guests are requested to take conversations inside after 10:00pm.
- ULTIOA Beach Haven on Broadbeach has a "No Party" Policy – this policy is enforced by both management and security.
- Smoking is not permitted within the apartments and common areas.
- Refuse is not to be placed on balconies or in stairwells or lifts.
- No towels or other items to be hung over balconies.

If you wish to obtain a copy of the Body Corporate By-Laws, please contact reception during office hours.

## BREAKAGES

We understand that accidents do happen. Please inform reception so we can rectify the problem as soon as possible.

# RESORT INFORMATION

## BUS TRANSPORTATION

Public bus service is provided by Surfside Bus Lines. There are bus stops close to the main entrance. Visit [www.surfside.com.au](http://www.surfside.com.au) for bus timetables and special services.

## CAR HIRE

Should you wish to hire a vehicle, reception can assist with arrangements.

## CAR PARKING

Complimentary and secure undercover parking is available to all in-house guests, with one car space allocation per apartment. The car park is located beneath the building. Visitor parking is available at the front of the building.

## CREDIT CARDS

All major credit cards are welcome, including American Express, MasterCard and Visa. A credit card surcharge applies.

## FIRE ALARMS

Due to the sensitivity of our smoke detectors, please turn on the range hood extraction fan while cooking. It is also advisable to leave laundry doors open while using the dryer. Guests are also requested not to burn incense or other like substances because smoke from these items will activate detectors.

In the event of a fire alarm during your stay, please evacuate the building using the fire stairs. Do not use the lifts. Fire evacuation procedures are shown on the back of the entry door to your apartment.

## FIRST AID

For first aid please contact reception by dialling "9" during office hours.

## FOR HIRE

Beach towels, cots, rollaway beds, and high chairs can be hired at reception for the length of your stay. Charges may apply.



# RESORT INFORMATION

## HOUSEKEEPING

Please be advised that all apartments are fully self-contained, they are not serviced daily and will only be cleaned/serviced on departure. However, if your stay is 8 days or longer you will receive a linen service mid-way through your stay. Please inform reception on check-in, as to which day you wish to have this service. Should you require any extra services, charges will apply and 24 hour notice is required, please contact reception to arrange. On departure, if your apartment is left in an unsatisfactory condition that requires extra cleaning an additional charge will apply. You are expected to remove rubbish, wash and dry dishes, cutlery and cooking utensils and return them to appropriate drawers or cupboards.

## IRON & IRONING BOARD

An iron and ironing board are located in the laundry of your apartment.

## KEYS

You will require your room key for access throughout the building and car park.

## LAUNDRY

A dryer and washing machine are located within your apartment.

## LIGHT RAIL

The light rail is located along the Gold Coast Hwy and runs every 7.5mins to 15mins taking you as far south as Pacific Fair and north as far as Helensvale. Visit [www.ridetheg.com.au](http://www.ridetheg.com.au) or you can ask at reception for further information.

## LOCKOUT FEE

If you have locked yourself out and it is after office hours, there may be a charge to open your apartment. If you lose your keys, the full replacement cost will be charged to your account.

## LUGGAGE

We will be pleased to arrange for short-term storage of your luggage if necessary.

# RESORT INFORMATION

## MAIL

If you are expecting mail, please inform reception. Any incoming mail that is received for a guest will be held at reception.

## MAINTENANCE

If you should find anything in your apartment that is not in working order, please contact reception during office hours.

## MEDICAL SERVICES

In case of emergency, dial 000. The nearest hospital is:

Gold Coast University Hospital

1 Hospital Blvd, Southport QLD 4215

Telephone: 1300 744 284

## NOISE & BEHAVIOUR

Be considerate of other guests and residents. Noise is to be kept to a minimum between 10:00pm and 7:00am. Management has the right to ask guests to leave without refund if behaviour is deemed inappropriate or noise levels unacceptable. Please contact reception for your copy of our "House Rules" policy document. Beach Haven has a "No Party" policy for all resort guests and visitors. To report any noise or behaviour issues after hours please dial "9" from your in-room phone.

## PETS

Body Corporate regulations for this building do not allow pets in the building (vacation rental units) unless a certified care animal (e.g., Seeing Eye Dog).

## PHOTOCOPYING

A photocopier is available at reception. Charges may apply.

## POOL TOWELS

Pool towels are available at reception and guests can hire for a small fee of \$10.00 for the duration of your stay. These are left in the apartments before check-out.

# RESORT INFORMATION

## RESORT FACILITIES

The resort has two outdoor pools with spas, one is located at the front (east) of the building and is heated all year round to 26 degrees. Our second outdoor pool and spa are located at the back of the building (west) and are not heated. The resort also features an heated indoor pool, spa and steam room (which is currently under renovation until 31 January 2024 and is closed for guests), a BBQ entertainment area and two tennis courts. The BBQ and tennis courts can be reserved via a booking sheet located at reception.

Opening Hours:

- BBQ Areas: 8:00am - 9:00pm
- Gymnasium: 6:00am - 9:00pm
- Pools: 7:00am - 9:00pm
- Tennis Court: 8:00am - 9:00pm

## RUBBISH DISPOSAL

Please dispose off any rubbish you have throughout your stay. All garbage must be wrapped and sealed. The rubbish bins are located at the entrance of the basement garage. The yellow-topped bin is for recyclable materials only. General waste goes in the black-topped bin.

## SAFETY & SECURITY

Please keep your front door locked at all times. If you are leaving the apartment, it is suggested you close the doors and windows, as the Gold Coast can have strong wind gusts and afternoon storms. Please do not leave items on the balcony, as they may be blown away in strong winds. It is also recommended to lock balcony doors at night as a security measure. Please do not leave valuables or cash in your apartment. The management cannot accept responsibility for guests' personal effects left on the premises.

## SMOKING

All common areas and apartments (including the balconies) are 100% non-smoking. If smoking does occur additional fees will apply.

## TAXIS



# RESORT INFORMATION

## TELEPHONE

Dial '0' for an outside line; Dial "9" for reception; Dial '0011' for international. Please note that calls are charged at resort rates.

## TELEVISION

Complimentary Foxtel Business iQ is available. Enjoy a variety of entertainment channels from over 80 movie channels and 50 sports channels to Foxtel On Demand.

## TOUR INFORMATION

We have a variety of theme park and show tickets, many of which we provide at discounted rates. Please enquire and book at reception.

## TRANSPORT

Wherever you are going, whatever transport you need, we can arrange it for you at reception. Limousine and corporate cars, airtrain connect, shuttles, transfers, buses and taxis. Please contact reception for assistance.

## TOWELS

Bath Towels are provided for your stay at check-in and can be exchanged free of charge at Reception during your stay.

## VISITORS

Guests are responsible for their visitors at all times, while they are on the premises. Please ensure you have informed your guests of your room number should they wish to visit outside reception hours.

## WAKE UP CALLS

Wake-up calls are provided through our after-hours service and can be arranged at reception.

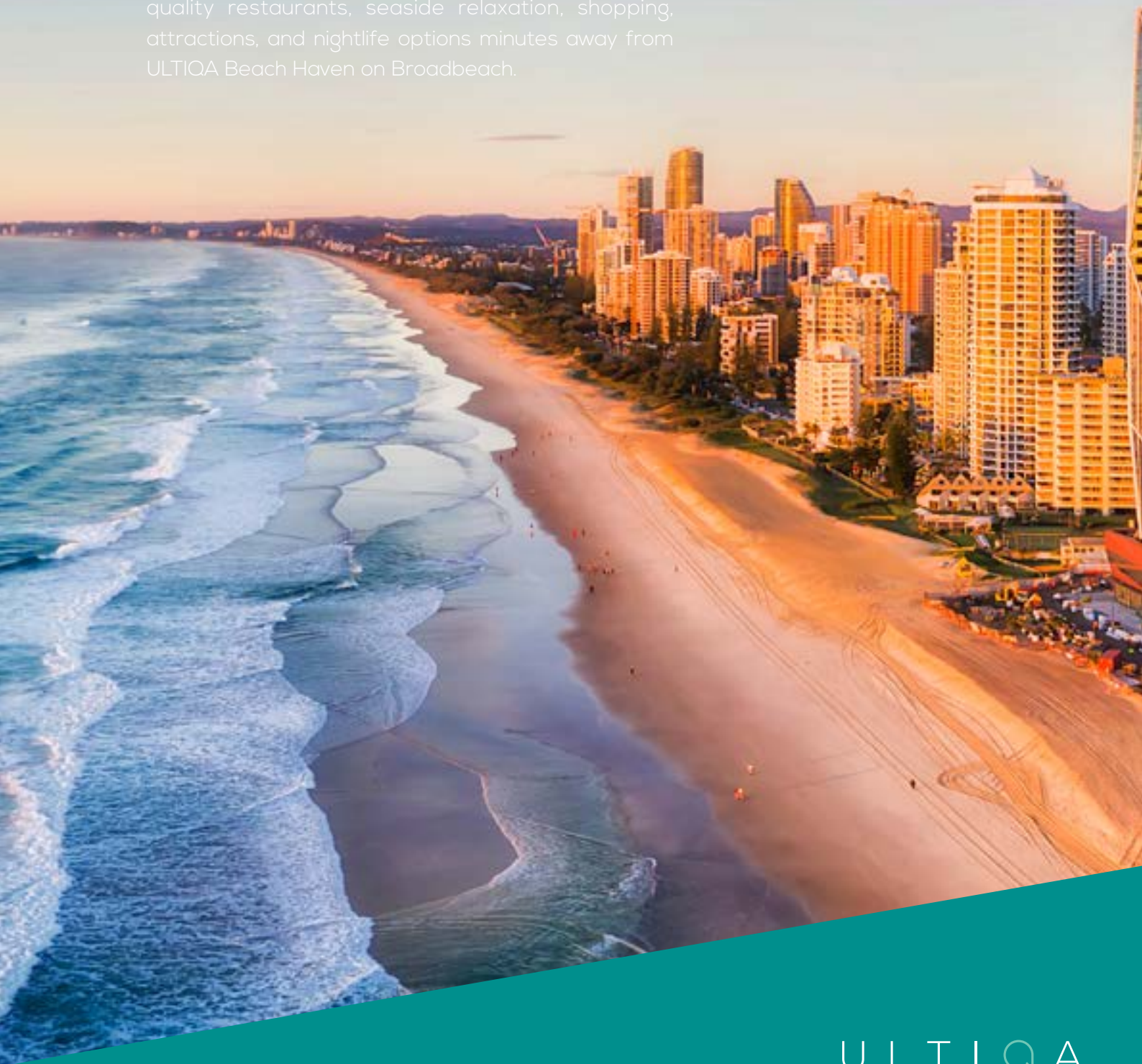
## WIFI

Complimentary WIFI is provided. Follow the directions located on the door of your apartment.

# The Iconic Gold Coast

Australia's sixth-largest city is located on the East Coast of Australia, home to world-renowned beaches and hinterland beauty.

Broadbeach is one of the most popular destinations to visit on the Gold Coast, with the perfect blend of quality restaurants, seaside relaxation, shopping, attractions, and nightlife options minutes away from ULTIQA Beach Haven on Broadbeach.



# GENERAL INFORMATION

## AIRLINE ENQUIRIES

Coolangatta Airport is a 30-minute drive from the resort. Brisbane Airport is a 1½ hour drive from the resort. Please note these times are indicative and traffic dependent.

- Qantas - 13 13 13
- Jetstar - 13 15 38
- Virgin Australia - 13 67 89
- Air New Zealand - 13 24 76

## AREA MAPS

Tourist guide books and maps of the surrounding area are available at reception.

## BEACHES

There are several beautiful beaches located close to the resort:

- Kurrawa Beach - approx. 300m
- Surfers Paradise Beach - approx. 3km
- Mermaid Beach - approx. 2.2km
- Nobby Beach - approx. 3.8km
- Burleigh Beach - approx. 6km

## CURRUMBIN WILDLIFE SANCTUARY

Currumbin Wildlife Sanctuary is a heritage-listed zoological garden and an iconic Gold Coast tourist destination where you can immerse yourself in the 27 hectares of lush eucalyptus and rainforest, wandering through open animal enclosures, feeding Kangaroos and cuddling koalas along the way.

## DRACULA'S CABARET SHOW AND DINNER

Experience an unforgettable evening that will leave you breathless at Dracula's Cabaret. Enter via the Ghost Train ride into the Theatre of the Vampire, where weird waiters and talented performers sink their teeth into a night of comedy, rock, circus, puppetry and amazing stage.

# GENERAL INFORMATION

## DREAMWORLD

Create memories at Dreamworld and White Water World. Dreamworld is Australia's biggest theme park with a huge variety of rides and attractions, food and beverages, retail outlets and daily entertainment shows all in one place.

## GOLF COURSES

Tee off on the best Gold Coast golf courses:

- Emerald Lakes Gold Club, Carrara
- Hope Island Resort, Hope Island
- Lakelands Gold Club, Merrimac
- Palm Meadows Gold Club, Carrara
- Robina Woods Golf Club, Robina
- Royal Pines Golf Resort, Ashmore
- Sanctuary Cove, The Palms Golf Course
- The Glades Golf Club, Robina

## MARKETS

Gold Coast has an array of artisan-inspired marketplaces sprinkled all over the suburbs.

- Burleigh Farmers Market - every Saturday from 7:00am;
- Carrara Markets - Saturday & Sunday from 7:00am - 3:00pm;
- Gold Coast Art & Craft Markets - every 1st and 3rd Sunday of the month (Broadbeach location);
- HOTA Farmers & Artisan Markets - every Sunday morning from 6:00am - 11:30am;
- Surfers Paradise Beachfront Markets - every Wednesday, Friday, Saturday from 4:00pm - 9:00pm

## PACIFIC FAIR SHOPPING CENTRE

Conveniently located in the heart of Broadbeach, Pacific Fair offers a premium destination filled with specialty stores and major retailers such as David Jones and Myer.

# GENERAL INFORMATION

## RESTAURANTS

Broadbeach is one of the Gold Coast's central destinations for all things scrumptious:

- Sofia's Restaurant & Bar (Coastal European)
- Orzo (Italian)
- Hideaway Kitchen & Bar (Asian)
- Moo Moo Restaurant (Steak Restaurant)
- Mamasan Kitchen & Bar (South East Asian)
- Miss Money Penny's (Modern Mediterranean)
- Gemelli Italian (Italian)
- Double Zero (Italian)

## SEA WORLD

Discover a world of fun and adventure at Sea World, jam-packed with exciting rides, shows and marine animals, guaranteed to provide a day full of fun.

## SIGHTSEEING TOURS

Please contact the reception tours, tickets and further information.

## SKYPOINT OBSERVATION DECK Q1

SkyPoint Observation Deck offers panoramic views of the Gold Coast, 230m above sea level and lets you take in the entire city skyline.

## SURFERS PARADISE

Surfers Paradise is known for its high-rise skyline and Surfers Paradise Beach. Surfers Paradise Beach is one of the most famous beach on the Gold Coast with a huge range of restaurants, shops and fast-food chains nearby.

## TAMBORINE MOUNTAIN

Visit Tamborine Mountain, located on your doorstep in the peaceful and picturesque Gold Coast hinterland. Just 30 minutes from the Gold Coast – truly one of Queensland's secret treasures. Find a range of places to eat, taste the local wines and liqueurs, explore wonderful walks, waterfalls and National Parks and the sweeping views.

# GENERAL INFORMATION

## THE OASIS SHOPPING MALL

Located in the heart of Broadbeach, The Oasis includes award-winning restaurants and cafés, over 100 specialty stores and services and has direct access to patrolled beaches.

## THEME PARKS

The Gold Coast area is jam-packed with attractions for tourists and locals alike and the Gold Coast is the theme park capital of the Southern Hemisphere.

- Dreamworld - approx. 31km
- Sea World - approx. 9km
- Warner Bros. Movie World - approx. 25km
- Wet 'N' Wild - approx. 25km

## WARNER BROS. MOVIE WORLD

Become lost in a world of fantasy and fun, meet your favourite Super Heroes and Super-Villains, and experience the exhilaration of world-class adventure rides and attractions at Warner Bros. Movie World.



## CONTACT DETAILS

ULTIQA Beach Haven on Broadbeach  
1 Albert Ave, Broadbeach QLD 4218

Email: [bhaven@bhaven.com.au](mailto:bhaven@bhaven.com.au)  
Telephone: 07 5570 3888

[www.ultiqabeachhaven.com.au](http://www.ultiqabeachhaven.com.au)