



# Welcome

to ULTIQA Freshwater Point Resort

ULTIQA  
FRESHWATER POINT RESORT  
BROADBEACH

# WELCOME

Dear Guest,

We are delighted you have chosen ULTIQA Freshwater Point Resort for your stay on the Gold Coast.

Let the hassle of daily life melt away as you sit back and relax at ULTIQA Freshwater Point Resort. Set in a tranquil and picturesque setting, the resort provides comfortable and spacious accommodation which is a stone's throw away from cosmopolitan Broadbeach which boasts some of the finest shopping boutiques, cafés and restaurants.

ULTIQA Freshwater Point Resort is just a short drive away from central Surfers Paradise and the theme parks including Movie World, Seaworld and Wet 'N' Wild. If golf is your thing, then there are many championship golf courses within easy driving distance such as the famous Royal Pines Golf Course.

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 Freshwater Point Resort

# CONTENTS

## RESORT INFORMATION

Air-Conditioning, 4  
Arrival / Departure Time, 4  
Banking Facilities, 4  
Body Corporate Bylaws, 4  
Breakages, 7  
Bus Transportation, 7  
Car Hire, 7  
Car Parking, 7  
Cot & High Chairs, 7  
Credit Cards, 7  
Dry Cleaning, 7  
Fire Alarms, 8  
First Aid, 8  
For Hire, 8  
Hair Dryers, 8  
Housekeeping, 8  
Iron & Ironing Board, 8  
Keys, 8  
Laundry, 8  
Light Rail, 9  
Lock Out Fee, 9  
Luggage, 9  
Mail, 9  
Maintenance, 9  
Medical Services, 9  
Meeting Rooms, 9  
Noise & Behaviour, 10  
Onsite Café, 10  
Pets, 10  
Photocopying, 10  
Pool Towels, 10  
Reception Hours, 10

Resort Facilities, 10  
Retail Liquor, 11  
Rubbish Disposal, 11  
Safety & Security, 11  
Smoking, 11  
Taxis, 11  
Telephone, 12  
Tour Information, 12  
Transport, 12  
Towels, 12  
Visitors, 12  
Wake Up Calls, 12  
WiFi, 12

## GENERAL INFORMATION

Airline Enquiries, 14  
Area Maps, 14  
Beaches, 14  
Currumbin Wildlife Sanctuary, 14  
Dracula's Cabaret Show & Dinner, 14  
Dreamworld, 15  
Golf Courses, 15  
Markets, 15  
Pacific Fair Shopping Centre, 15  
Restaurants, 16  
Sea World, 16  
Sightseeing Tours, 16  
Skypoint Observation Deck Q1, 16  
Surfers Paradise, 16  
Tamborine Mountain, 16  
The Oasis Shopping Mall, 17  
Theme Parks, 17  
Warner Bros. Movie World, 17

# RESORT INFORMATION

## AIR-CONDITIONING

You will find the air-conditioning control panel located on your living room wall. This can be adjusted to suit your requirements. Please switch the air conditioner off when you leave your unit. To get the best results from your air conditioner close windows and doors. We recommend for best performance temperature levels are set between 21°C and 24°C.

## 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 the Pacific Fair Shopping Centre.

## BODY CORPORATE BYLAWS

ULTIQA Freshwater Point 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 your stay are:

**Noise** -All occupiers of lots and their guests have a right to “peaceful enjoyment” that is not to be interfered with by other occupiers. Be considerate and recognise that noise affects other residents;

- Scraping noise from balcony furniture.
- Children running and / or jumping on tiled or wooden floors impact upon neighbours.
- Keeping voice / music / TV volume to a reasonable level at all times.
- Children squealing and screaming within the courtyard / pool areas.

# RESORT INFORMATION

Noise travels very easily within a unit development complex (esp. this complex), all occupiers of lots and guests conversing on balconies should do so only until 10 pm – thereafter we kindly request moving indoors and closing the sliding doors. Music and electrical appliances that can be heard from outside your apartment should not be played / operated between 10 pm and 7am.

**Pets** – Pets are not permitted in any of the common property areas, except for leashed dogs moving from an apartment via foyers (or basement) to the exterior of the building (and vice versa). The only pets allowed on site are those pre-approved in writing by the Body Corporate.

- Occupiers of lots must ensure dogs are well behaved (not howling / barking in owners' absence)
- Occupiers of lots must clean up any droppings / urine of their animal on community property.

**Balconies & Courtyards** – Are to be maintained to a high standard of appearance, regardless of whether they are at the front or rear of the property.

- Clothing / towels are NOT to be hung over balustrades (balustrades are common property).
- No rubbish, bottles, cigarette butts, etc. to be discarded from balconies or courtyards.
- No smoking in any common property courtyard areas.
- No running, cycling, skateboarding in the courtyards (or any common property areas).
- Lot occupiers must ensure that there is no unnecessary water run-off onto balconies below.

**Garage / Parking** – Use only your allocated parking bay in the underground carpark for car / boat / trailer parking – and not as a general storage area..

- Visitors have the use of the outdoor short-term carpark.
- Care should be taken to prevent car park oil leakage; oil spill clean costs will be billed to the owner.
- Non-exclusive bicycle racks have been placed throughout the underground carpark.
- Bicycles that have not been used for more than 3 months will be removed from the property.

# RESORT INFORMATION

**Common Areas** -Parking areas, driveways, internal corridors, and courtyards are for the use and enjoyment of all occupiers of lots. Do not leave personal property in stairways, stairwells, lobbies, driveways, or carpark.

**Garbage / Rubbish** - Recyclable yellow wheelie-bins are adjacent to lifts on B1 & B2 - and large waste bins (adjacent to the electricity distributor on driveway) that can be used for waste.

- All cardboard boxes are to be flattened and placed in the recycling or general waste bin.
- Large waste objects should be taken to Council refuse tips at Merrimac & Burleigh.

Access Hours - Courtyards, Swimming pools, Spa, Sauna, Gym open for use 7am to 9pm

Thank you to all residents and guests for your adherence to these by-laws and community standards.



# RESORT INFORMATION

## BREAKAGES

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

## BUS TRANSPORTATION

A public bus service is provided by Surfside Bus Lines, with stops within a short distance from the resort. 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. Guest parking can be identified by the blue dots. The car park is located on Level B1 and Level B2 of the building. Visitor parking is available at the front of the building and is available for 3 hours. After this time, you must move your vehicle from the parking space. Please note that Body Corporate enforces a strict tow-away zone in this area.

## COT / HIGH CHAIR HIRE

Cots and high chairs are available for hire. Please request 24 hours in advance from reception. Charges apply, cots and high chairs are subject to availability.

## CREDIT CARDS

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

## DRY CLEANING

A next-day dry cleaning service is available. Please bring items to reception between 9:00am - 10:00am daily. This service charge will be placed on your room account.

# RESORT INFORMATION

## 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.

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 on extension 9 during office hours.

## FOR HIRE

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

## HAIRDRYERS

Hairdryers are situated on the bathroom wall or in a vanity draw. In a two bedroom apartment, the hairdryer is in the second bathroom.

## HOUSEKEEPING

Please be advised that all apartments are fully self-contained, they are not serviced daily and will only be cleaned/serviced on departure. 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 hours' notice is required, please contact reception to arrange.

## IRON & IRONING BOARD

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

## KEYS

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

## LAUNDRY

A washing machine and dryer are located within your apartment.



# RESORT INFORMATION

## 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.

## 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

## MEETING ROOMS

The meeting rooms located on the ground and mezzanine level are available for corporate functions, boardroom meetings or training sessions. Charges and booking conditions apply. Please email [conferences@ultiga.com.au](mailto:conferences@ultiga.com.au) for bookings and further information.

# RESORT INFORMATION

## NOISE & BEHAVIOUR

Be considerate of other guests and residents. Noise is to be kept to a minimum between 10:00pm and 7:00am. Management have 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. ULTIQA Freshwater Point Resort 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.

## ONSITE CAFÉ

The onsite café is situated on the ground floor and offers a variety of hot, cold, sweet and savoury foods and beverage options. Open Monday to Friday from 7:00am - 6:00pm, 7 days per week.

## 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 apply.

## POOL TOWELS

Pool towels are available at reception for an additional fee. Please return used pool towels to reception.

## RECEPTION HOURS

The reception hours are Monday to Sunday from 9:00am to 6:00pm.

## RESORT FACILITIES

ULTIQA Freshwater Point Resort offers an onsite café, heated outdoor pool, fully equipped gymnasium, sauna and steam room, electric BBQs, fishing jetty, and meeting rooms. Guests are welcome to use all resort facilities. Please be advised that children must be accompanied by a responsible adult in these areas at all times.

- Opening Hours: 7:00am - 9:00pm

# RESORT INFORMATION

## RETAIL LIQUOR

We have partnered with DeBORTOLI to offer our guests a selection of wines and bubbles. Please see our specials in the appendix of this compendium. Our prices are very competitive and if you wish to purchase please speak to our friendly reception team. All stock is available from reception during reception opening hours.

## RUBBISH DISPOSAL

Please dispose of any rubbish you have throughout your stay. All garbage must be wrapped and sealed. The rubbish bins are located on each level near the Lifts please assist by placing larger cardboard boxes e.g. (Pizza Boxes) in basement refuse rooms. It would be appreciated if you would place bottles; glass and recyclable goods in recycling bins located on Basement Levels 1/2 located near the lifts. Please ensure that all seafood and other odorous waste are frozen prior to being placed in refuse bins or garbage chutes.

## 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

Should you require a taxi during your stay, call Gold Coast Cabs on 13 22 27 or use the console on reception.

# 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.

## 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

Towels can be changed on request. A charge will apply.

## 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 fridge in 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 Freshwater Point Resort.

# 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. 1.4km
- Surfers Paradise Beach - approx. 4km
- Mermaid Beach - approx. 2.7km
- Nobby Beach - approx. 3.6km
- 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 WhiteWater 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 Moneypenny'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. 23km
- Wet 'N' Wild - approx. 23.4km

## 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 Freshwater Point Resort  
33 T.E. Peters Drive, Broadbeach QLD 4218

Email: [info@freshwaterpointresort.com.au](mailto:info@freshwaterpointresort.com.au)  
Telephone: 07 5582 1000

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