

# GUEST INFORMATION



# We wish you a pleasant stay.

Welcome to Elphin Serviced Apartments, where we are dedicated to providing you with comfortable and convenient accommodation during your travels. Whether you are visiting for business or leisure, our self-contained apartments have been designed to ensure you have a relaxing and rejuvenating stay.

Take advantage of our shared courtyard and BBQ area, the perfect outdoor space to catch up with friends, family, or colleagues. Our prime location in the heart of Launceston means you are just a short drive from all the major attractions, including the CBD, UTAS Stadium, Queen Victoria Museum, and James Boag Brewery.

Northern Tasmania is a treasure trove of natural beauty, rich history, and delicious cuisine. Let us help you discover the memorable experiences the region has to offer by visiting our reception for more information. Our friendly staff will be more than happy to assist you with any inquiries you may have.

At Elphin Serviced Apartments, we are proud to offer genuine hospitality and exceptional service. We look forward to welcoming you and hope that you enjoy your stay with us, as well as everything Launceston has to offer.

Warm regards,  
Elphin Serviced Apartments Team.



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# Guest Information

If you need to get in contact with us please call **(03) 6334 2233** to reach us at reception.

## INTERNET ACCESS

Complimentary Wi-Fi is available for hotel guests.

Login: Ev WiFi Guest

Password: ewwifiguest

## RECEPTION

Reception is open 8 am - 7 pm from Monday - Saturday and 8 am - 6 pm Sundays.

## CHECK-IN

Check-in is from 2.00 pm. If you require an earlier check-in, please call our friendly team to organise.

Early check-in is subject to availability.

## CHECK-OUT

Check-out time is 10 am every day. Need more time to sleep? If you require a late check-out, don't hesitate to get in touch with our friendly team. There will be an additional charge, and it is subject to availability.

## EXPRESS CHECK-OUT

Please drop your key in the key return box at reception.

## LUGGAGE

We have limited luggage storage available. Please speak with our friendly reception staff.

## PARKING

One free parking space is available for our guests, per apartment or motel room. Additional parking spaces are available for \$10.00 per night, per space.

## AFTER HOURS ACCESS

Please ensure you have your key with you at all times. If you cannot access your room after hours, our on-site manager can be reached at (03) 6334 2233 to assist you.

## COMPLIMENTARY COFFEE AND TEA

Coffee and tea are available in your room at no charge.

## TOILETRIES

Complimentary sustainable Ink & Water toiletries are located in the vanity area of your bathroom.

## HOUSEKEEPING

Rooms are serviced daily between the hours of 9 am - 3 pm. Please advise reception if you prefer not to have your room serviced during your stay. Please hang your 'Do not disturb' sign if you do not require a service.

## ADDITIONAL BEDDING

All beds are supplied with an electric blanket. Blankets and additional pillows are located in the wardrobe.

## **LAUNDRY**

Washing machines are available in select rooms only.

A same-day wash and fold service is available, and we will deliver it back to your room. A laundry bag and laundry service form are located in your room. For same-day delivery, we do require that you have your laundry and completed form ready for pick up by our housekeeping team by 9.00 am. This service incurs a \$25.00 service fee.

## **IN-ROOM APPLIANCES**

For your convenience, all rooms include a flat-screen TV, electric kettle, toaster, hairdryer, iron and mini fridge.

## **NOISE**

Please be respectful of other guests and keep noise to a minimum after 9 pm.

## **MAINTENANCE**

Please get in touch with reception if there is anything in your room that is not operational, and we will endeavour to rectify the situation immediately.

## **DAMAGES**

Damages will be assessed and charged to the credit card we have on file. All guests are liable for any damage caused during their stay.

## **SMOKING**

All our rooms are strictly smoking and vaping-free zones. A fine of \$300.00 will apply for any smoking or vaping in rooms. If you wish to smoke or vape, please only do so outside in the designated areas.

## **SMOKE DETECTORS**

All rooms have thermal heat/smoke detectors. We ask you to ventilate the room, open the doors and have the fan turned on when cooking.

Should you activate the fire alarm within your apartment and fire services are called out, a fee of \$500.00 will be charged to your room account.

## **PETS**

Certified assistance animals are welcome. However, no pets are permitted on site.

## **FIRST AID**

A first aid kit is located at reception. Please let us know if we can be of assistance.

## **EMERGENCY EVACUATION PLAN**

**Call 000 for Fire, Police or Ambulance and await instruction from the operator.**

Call reception on (03) 6334 2233 to alert the onsite manager. Assembly points are located on the Emergency Evacuation Plan found on the rear of your entrance door.