



ROCKHAMPTON RIVERSIDE CENTRAL HOTEL



Welcome to Rockhampton Riverside Central Hotel.

On behalf of the management and staff at Rockhampton Riverside Central Hotel we extend to you a very warm welcome, and wish you a pleasant stay in the beautiful city of Rockhampton.

Our friendly team are committed to providing our guests a comfortable, relaxing experience and endeavour to exceed your expectations through every interaction. We take a certain pride in being part of your holiday experience and we hope you entrust us with this special responsibility. There are some magnificent services available at Rockhampton Riverside Central that will add to your journey with us through this magical landscape.

I would like to take this opportunity to both welcome and thank you for choosing to stay at Rockhampton Riverside Central. We are available at any time so please feel free to call me directly or alternatively make contact via the Front Desk.

Sincerely,
Hotel Management and Staff





HOTEL INFORMATION



Rockhampton Riverside Central Hotel

ADDRESS

31 Bolsolver Street,
Rockhampton City QLD 4700

EMAIL

[reservations@
rockhamptonriversidecentral.com.au](mailto:reservations@rockhamptonriversidecentral.com.au)

WEBSITE

www.rockhamptonriversidecentral.com.au

POOL OPENING HOURS

Open 7 Days
8am – 7pm

RECEPTION LOCATION

Reception is located on the ground floor

RECEPTION CONTACT

Available during reception hours
and up to 8pm

[\(07\) 4922 0802](tel:(07)49220802)

RECEPTION OPENING HOURS

Monday to Friday
8am – 7pm

Saturday & Sunday
9am – 4pm

AFTER HOURS CONTACT

Emergencies only, after 8pm and before 7am

[0427 996 613](tel:0427996613)



AIR CONDITIONING

Use air-conditioning remote control to adjust individual room temperature and functions. For any assistance with the air-conditioning & remote please see reception. Please keep the temperature above 20c as the compressor will freeze up with the humidity.

BATHROOM AMENITIES

Your bathroom is stocked with amenities for your convenience. These items will be replenished with your next service.

Your bathroom includes a hair dryer.

If you need any additional bathroom items, please contact reception and they will be provided at no charge.

COTS AND HIGH CHAIRS

Cots and high chairs are available for your convenience. Please contact reception during open hours to arrange this. Charges apply.

LAUNDRY & IRONING FACILITIES

Ironing facilities are available in each room.

Laundry room is currently out of order, we are working to fix this issue ASAP.

MAIL

Mail may be left at reception for collection and posting. Alternatively, there is a post office located 5 minutes away from the hotel.

Address: 150 East St, Rockhampton QLD 4700

PETS

Assistance animals are permitted into accommodation areas and on the premises, though we do ask that you please inform reception of the presence of a service dog. It is the policy of this property that all other pets are NOT permitted in accommodation.

TEA AND COFFEE

Your apartment is stocked with coffee, tea bags, sugar, and long life milk. These items will be replenished with your next service.

Any additional stocks you may require can be obtained from reception.

WI-FI

Free Wi-Fi has been installed in each room. To connect to our secured network, login details will be provided in your welcome letter.

TELEVISION

The television receives all Free-to-air stations.

SERVICING

A full service is offered for longer stays upon request. That includes: change sheets, clean bathroom, clean kitchen if applicable – check of the oven, vacuum, mop floors, replace towels, bathmat, hand towel & face washer, replace tea towel and cloth and top up all guest amenities.

Servicing is not available on Saturday and Sunday.

PARKING

Free onsite parking is subject to availability. Parking at your own risk.

NO SMOKING

Our property is NON SMOKING. Please refrain from smoking in your room, on the balconies and anywhere within the property. Evidence of smoking will incur a \$500 fee payable by the guest.



NOISE

We ask that you respect other guests by limiting the amount of noise made after 9:00PM, any disturbances that require management involvement may have a charge imposed. Whilst we encourage guests to enjoy themselves we advise there is a strict **NO PARTY Policy**, Late night call outs will incur a **\$100.00 fee**.

KEYS

KEYS to the apartment must be returned to reception or placed in the key box on departure. A **replacement fee of \$100** shall be charged to the guest account should they not be returned or damaged beyond use.

DAMAGE & LOSS

The person(s) registering as the guest(s) shall be liable for any loss or damage to the appliances, furniture, keycards, fixtures and all fittings in the Apartment. Fair wear and tear excluded.

THEFT

Central Apartment Group shall not be responsible for, or liable to compensate for the loss, theft or damage of personal property on, or brought into the apartment or in the immediate vicinity of the Apartments.

LIABILITY OF PAYMENT

Where guests sign for and on behalf of a business or company, and in the event that the business or company is unable to or refuses to pay any amount due, the Guest(s) shall be liable to pay on demand any amount owing by the business or company under the agreement.

REFUNDS

Full refund of deposits shall only be paid if the Terms and Conditions detailed in the Reservation Confirmation Letter are fully satisfied.

TERM OF STAY CHANGES

Should the term of accommodation be reduced, the registered guest hereby agrees to be liable for the appropriate tariff under the current Schedule of Rates. Refunds may be applied to an early departure (Under Management's Discretion).

NUMBER OF GUESTS

The number of guests in the apartment at any one time shall not exceed the number of guests declared on the Guest Registration Form. Should at any time the number of guests in the apartment exceed the number of guests detailed, Central Apartment Group reserves the right to terminate the reservation immediately, without refund.

FIRE ALARMS

Central Apartment Group has the right to charge for any Fire False alarm if set off by a guest where the Fire Brigade is called out. The Normal fine is **\$1,400.00** that will be charged if required. However a **minimum of \$400.00 plus gst will be charged to your Credit card** after the Fire Brigade call out.

ROOM DEPARTURE

Guests are responsible for the state of the room upon departure. If rooms are found to be in an excessively bad state, the guest acknowledges that Central Apartment Group has the right to charge a cleaning fee to the credit card supplied when making the booking.



SCHEDULE OF FEES



ITEM	FEE/INFORMATION
Cancellation Fees	Full night if within 48 hours of arrival
Car Parking	Prices vary for each property
Credit Card Fees	Mastercard/Visa 1.5% AMEX 3%
Fire Brigade Callout	Based on fee issued by governing state authorities, minimum \$1500.
Guest Extra Cleaning	\$50/hour per person + Loss of room income
Guest Key Replacement	Minimum \$100 + additional cost if lock replacement is required
Guest Damage Repairs and Maintenance	\$50/hour per person (or tradesman cost) + Loss of room income + Cost of materials
No Party Policy	Call out fee minimum of \$100 + Loss of any bond
Smoking	\$500 + Loss of room income
Room Upgrade	Difference between room type tariffs, minus %10
Late Check out 12pm	\$75
Late Check out 2pm onwards	Cost of additional night
Cot hire	\$30
High Chair Hire	\$30
Rollaway	\$40
Extra Linen Change	\$50



BREAKFAST

Breakfast and snack packs are available at the reception kiosk for a modest charge.

BEVERAGES

Alcoholic and non-alcoholic beverages are available for purchase from reception.



**AIRLINES****Qantas**

For reservations call 13 13 13

Virgin Australia

For reservations call 13 67 89

The closest airport is the Rockhampton Airport, approximately 3km away or 5 minutes from the hotel by car.

Should you need transportation to the airport, please call reception to arrange a taxi. Charges apply.

CAR RENTALS**Network Car and Truck Rentals**

Call: (07) 4922 2990

Address: 48 Fitzroy St, Rockhampton City

Enterprise Rent-A-Car – Rockhampton Airport

Call: (07) 4886 2407

Address: Rockhampton Airport, Canoona Rd, West Rockhampton

Budget Car & Truck Rental

Call: (07) 4922 8064

Address: 65/75 Canoona Rd, West Rockhampton

Avis

Call: (07) 4924 1699

Address: 83 Canoona Rd, West Rockhampton

TAXIS

For a taxi, dial 131 008, or alternatively ask reception to call one for you.

PUBLIC TRANSPORT

Buses run consistently throughout the entire city of Rockhampton.

For information on timetables and routes, visit: www.translink.com.au

EMERGENCIES

Dial '0' for external calls, then:

Emergency	000
Rockhampton Police Link	131 444
Crime Stoppers	1800 333 000
Rockhampton Hospital	(07) 4920 6211
Road Condition Reports	13 19 40

DOCTORS AND HOSPITALS**Rockhampton Hospital**

Call: (07) 4920 6211

Address: 2 Canning St, Rockhampton City

Mater Private Hospital Rockhampton

Call: (07) 4931 3313

Address: Ward St, Rockhampton City

Hilcrest Rockhampton Private Hospital

Call: (07) 4932 1321

Address: 4 Talford St, Rockhampton City

City Heart Medical

Call: (07) 4922 4126

Address: 2/23 Denham St, Rockhampton City

CHEMISTS**AFS Pharmacy**

Call: (07) 4927 6343

Address: 2/23 Denham St, Rockhampton City

Chemist Warehouse

Call: (07) 4922 5567

Address: 55 East St, Rockhampton City

TerryWhite Chemmart Rockhampton Central

Call: (07) 4922 3222

Address: Bolsover &, Shop 16, City Centre Plaza, Cnr, Fitzroy St, Rockhampton City

SHOPPING

Stockland Rockhampton Shopping Centre

Anchored by major retailers like Big W, Coles, Kmart, and Woolworths, Stockland offers over 150 specialty stores to explore. Stockland boasts a diverse range, from fashion and beauty to homewares and electronics. Plus, with a six-screen cinema, a swim school, and a delicious array of dining options, it's a one-stop shop for entertainment, shopping, and a convenient bite to eat.

Address: 120-331 Yaamba Rd, Norman Gardens

City Centre Plaza

A modern shopping hub which is merely a 10 minute walk away from the hotel. It contains a variety of stores and hosts to a range of events throughout the year. Some stores include Prouds, EB Games and Just Jeans.

Address: Corner of Bolsover St, Rockhampton City

NIGHTLIFE

Ribs and Rumps

Craving ribs that fall off the bone and perfectly grilled steaks? Ribs & Rumps Rockhampton serves up a mouthwatering selection of flame-grilled steaks and slow-cooked ribs. Their menu also features classic pub fare making it a great spot for a casual meal with friends or family.

Address: 5 East St, Rockhampton City

O'Dowd's Irish Pub

Bringing Irish culture to Rockhampton consisting of old wooden varnish to feel away from Australia. O'Dowd's provide excellent food and beverages with their friendly team that offer the best service with a smile.

Address: 100 William St, Rockhampton City

CINEMAS

BCC Cinemas

Rockhampton's main venue hosting cinemas worldwide. Great to bring the family along or yourself to relax and enjoy the world of cinema.

Address: Stockland Rockhampton Shopping Centre

BANKING

Bank of Queensland

Call: (07) 4924 1780

Address: 2/222 Bolsover St, Rockhampton City

Rabobank Rockhampton

Call: (07) 4923 6800

Address: 74 Victoria Parade, Rockhampton City

Queensland Country Bank

Call: (07) 4932 5600

Address: 103 Bolsover St, Rockhampton City

Westpac

Call: (07) 4932 9888

Address: Cnr Yamba Rd & New Nth, Bruce Hwy

HAIR AND BEAUTY

Floss' Hair & Beauty Salon

Call: (07) 4921 2130

Address: 3/33 Archer St, West Rockhampton

Statix Hair

Call: (07) 4839 9391

Address: Bolsover St, Rockhampton City

GYM AND FITNESS

Snap Fitness

Call: 0428 227 341

Address: 1 Aquatic Place, Park Ave, Rockhampton City

Rockhampton Fitness Centre

Call: (07) 4927 8880

Address: 205 East St, Rockhampton City

FLORIST

Lilly and Lotus

Call: (07) 4927 5980

Address: 102 William St, Rockhampton City

Rockhampton Florist

Call: (07) 4928 1000

Address: 93a Denham St, Rockhampton City



ARCHER PARK RAIL MUSEUM

Step back in time and explore Rockhampton's rich railway heritage at the Archer Park Rail Museum. This historic train station, built in 1899, now houses a collection of locomotives, carriages, and railway memorabilia.

Hop aboard the Purrey Steam Tram (Sundays only) for a unique journey, or wander through the exhibits and hear the fascinating stories of Rockhampton's railway past. With interactive displays and a charming tea room, the Archer Park Rail Museum is a fun and educational experience for all ages.



CAPRICORN CAVES

Dive into an underground wonderland at Capricorn Caves, located just outside Rockhampton. Explore a network of limestone caverns adorned with breathtaking natural formations. Choose from guided tours suitable for all ages, marvel at the Cathedral Cave's acoustics, or embark on an adventure tour for a more hands-on experience.

Capricorn Caves offer a unique glimpse into the wonders hidden beneath the surface, perfect for a memorable day trip for the whole family.

MOUNT ARCHER NATIONAL PARK

Escape the city bustle and soak up panoramic views at Mount Archer National Park in Rockhampton. This park boasts stunning scenery with open eucalypt forests and a hidden pocket of rainforest. Hike or bike the trails, take a scenic drive to the summit, or simply relax at Fraser Park and enjoy breathtaking cityscapes. Mount Archer National Park offers a refreshing escape for nature lovers and adventure seekers alike.



KERSHAW GARDENS

This 50-hectare park offers a variety of activities for all ages. Stroll through themed gardens, unwind by the picturesque waterfall, or challenge yourself on the five-level web climbing structure!

Kershaw Gardens even features free camping facilities for self-contained vehicles, making it the perfect spot for a budget-friendly break.



MOUNT ETNA CAVES NATIONAL PARK

Deep beneath the surface of Rockhampton lies a hidden wonder, Mount Etna Caves National Park. This park protects a labyrinth of limestone caves, some boasting impressive decorations and housing a vital population of little bent-wing bats. Explore the park on walking trails, marvel at the natural wonders, and learn about the unique ecosystem that thrives here.



ROCKHAMPTON ZOO

Get up close to Aussie critters and fascinating animals from around the world at Rockhampton Zoo! This family-friendly attraction features over 100 animals across 30 species. Explore the Australian Wetlands zone and marvel at the giant saltwater crocodile, "The Colonel." Meet mischievous meerkats, playful otters, and majestic chimpanzees. Rockhampton Zoo offers a fun and educational day out for visitors of all ages.

ROCKHAMPTON ART GALLERY

This recently expanded museum, now the largest in regional Queensland, showcases a diverse range of Australian art. Explore modern and contemporary works alongside national treasures, including pieces by Sidney Nolan and Arthur Boyd. With exhibitions, educational programs, and a cafe on-site, Rockhampton Art Gallery offers a vibrant cultural experience for all ages.



WALTER REID CULTURAL CENTRE

Rockhampton's Walter Reid Cultural Centre is a hub for creativity. Explore exhibitions by local and regional artists, or dive into workshops covering everything from pottery to photography. This community center also features a theatre and meeting spaces, making it a lively space for artistic exploration and events.

ROCKHAMPTON BOTANIC GARDENS

The Rockhampton Botanic Gardens boast 33 hectares of meticulously landscaped gardens. Wander themed areas showcasing everything from tropical rainforests to arid landscapes. Relax under the shade of 150-year-old fig trees, spot playful otters at the zoo (located within the gardens!), or enjoy a picnic lunch amidst the vibrant flora. This heritage-listed gem is a must-visit for nature lovers and families seeking a relaxing escape.





Rockhampton Riverside Central Hotel is owned and managed by **Central Apartment Group**.

Central Apartment Group specialises in the management and operation of apartment hotels across Australia.

Our philosophy is to create a 'home away from home', allowing you to stretch-out, work and relax in affordable luxury. Our focus is providing quality accommodation and personalised service in superior locations.

For a complete list of our hotels across Australia, please visit our website.

WEBSITE

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HEAD OFFICE

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CENTRAL APARTMENT GROUP



With 24 hotels in 13 destinations across Australia, Central Apartment Group has you covered.

To book your next accommodation, visit

cag100.com.au



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