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## Towers of Chevron Renaissance | Arrival Guide

23 Ferney Avenue, Surfers Paradise, Qld 4217

We are delighted that you have chosen to stay at the Towers of Chevron Renaissance during your visit to the Gold Coast, and from the entire team at Gold Coast Holiday Rentals we extend to you a warm welcome and trust that your stay will be an enjoyable one.

For your convenience, we have prepared this brief arrival guide to assist you with access to your chosen apartment using the enclosed key and FOB set. You will find a complete guide waiting for you at the apartment. This guide can also be downloaded from our website. Please take a moment to familiarise yourself with its contents.

The Chevron Renaissance is one of the Gold Coast's finest and most popular resorts and provides the perfect setting for an amazing and unforgettable holiday.

Restaurants, bars and shops are all on your doorstep, and the ambience of Cavill Avenue is just a short stroll away. This has made the Chevron Renaissance one of the most popular Gold Coast holiday destinations with families and couples from Australia and overseas alike.

Everywhere you look there is an engaging sense of calm, space, elegance and intimacy. The Chevron Renaissance embraces the casual charm of life by the ocean, breathtaking vistas over golden beaches and rolling surf, and the atmosphere of the Surfers Paradise chic style and sophistication.

From all of us, have a wonderful stay.

Tony Boulden (0418 658 694)

Your Unit is No. \_\_\_\_\_ on the \_\_\_\_\_ floor of the \_\_\_\_\_ Tower.

Your allocated parking space is No. \_\_\_\_\_ on Level \_\_\_\_\_.

Bookings	1 300 978 384
Keys, housekeeping and check-in arrangements	0409 446 614 (Andrew)
Repairs and general maintenance	0430 341 795 (Barry)
Agent and all other enquiries	0418 658 694 (Tony)

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### Apartment keys and FOB

The enclosed round FOB key accesses entry to the resort complex, pool area, car park and lifts. To operate the system, pass the oval FOB key in front of the sensor panel at these locations. The silver key unlocks the front door to the apartment.

A second key and FOB set will be in the apartment upon your arrival.

*Any lost apartment key and FOB key sets will incur a fee of \$150 each. In the event that you lose one during your stay, please contact 0409 446 614 as soon as possible. Details of a valid credit card representing a "Bond" will be taken upon arrival.*

### Car parking

Your FOB key will give you access into and out of the car park in the basement of the building. Please note that the FOB key is required to operate the lift to your apartment.

- **Your allocated parking bay is \_\_\_\_\_ . Please use only this bay. Limited visitor parking is situated throughout the resort.**

In the event that an unauthorised vehicle has occupied the reserved car space for this apartment please park in any unreserved car space and contact us on 0409 446 614 with the vehicle details (make, model and registration #) and we will arrange for the offending vehicle to be towed away as soon as possible.

Further information on car parking, including a map, is available in the Guest Compendium which can be downloaded from the website.

## Check-in and check-out times

Check-in time is after 2.00 pm and checkout time is no later than 10.00 am. On departure, the property should be left in a similar state to its condition on arrival.

- **At the end of your stay, upon departure please leave both key and FOB sets in the apartment.**

## Conditions of occupancy

Please take time to read through the terms and conditions of occupancy, which you will find in the “Information for Guests” package at the unit. There is also a copy online at <http://www.gchr.com.au/terms-conditions/>

Should there be any variation between the edition in your unit and that posted on the website, the website version is regarded as the most recent and therefore authoritative version. These terms and conditions are written in plain English and are easy to understand and are similar to those applied in most commercial holiday lettings.

## Directions for arrival

Please see location map below.

### Travelling NORTH from Gold Coast Airport

The resort complex is 22 km north of the Gold Coast Airport and the journey time is approx. 30 mins.

From the airport head north along the Gold Coast Highway (Route 2) for approx. 20 km and follow the signs to Surfers Paradise. This road eventually becomes Remembrance Boulevard and then Ferny Avenue. Look for the sign to Chevron Island, which will be on your left. However, you should turn RIGHT into the resort at the traffic lights immediately past the entrance into the resort and before the Chevron Island turnoff. Do not drive into the car park near the bottle shop. Rather travel to the resort entry and head for the guest car park.

If you pass Elkhorn Avenue you have already travelled too far along Ferny Avenue and will need to make a U-Turn at the first available opportunity.

### Travelling SOUTH from Brisbane Airport.

The resort complex is approx. 88 km south of Brisbane Airport and requires a journey time of around 1 hour and 20 mins along the Pacific Motorway.

Follow the motorway as far as Helensvale and take the Helensvale exit onto the Gold Coast Highway (look for the two theme parks *Movie World* and *Wet n'Wild* which will you will see on your right prior to exiting left). Follow the Gold Coast Highway (Brisbane Road) for approx. 8.5km to Biggera Waters, and then at the T-junction the highway continues with a sharp-right hand turn towards Southport where the road crosses the Nerang River twice and becomes Ferny Avenue. After you pass Elkhorn Avenue, you will find the resort on the LEFT side about 50 metres beyond the traffic lights.

## Management

Please note that your holiday apartment is managed independently from the resident on-site manager and staff. Guests are welcome to avail themselves of the information and services available from the main reception to book tours etc.

We wish you a pleasant journey and an enjoyable stay on the Gold Coast.

