



NEWCASTLE CENTRAL PLAZA APARTMENT HOTEL



Welcome to Newcastle Central Plaza Apartment Hotel.

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

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 Newcastle Central Plaza that will add to your journey with us through this magical landscape.

We would like to take this opportunity to both welcome and thank you for choosing to stay at Newcastle Central Plaza. 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



Newcastle Central Plaza

ADDRESS

741 Hunter Street,
Newcastle NSW 2302

EMAIL

reservations@newcastlecentralplaza.com.au

WEBSITE

www.newcastlecentralplaza.com.au

POOL AND GYM OPENING HOURS

7 Days
7am – 8pm

RECEPTION LOCATION

Reception is located on the ground floor

RECEPTION CONTACT

Available during reception hours and up to 8pm

[\(02\) 4978 7500](tel:(02)49787500)

RECEPTION OPENING HOURS

Monday to Friday
8.30am – 5pm

Saturday & Sunday
9am – 2.30pm

AFTER HOURS CONTACT

Emergencies only, after 8pm and before 7am

[0404 816 438](tel:0404816438)



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, see Schedule of Fees.**

LAUNDRY AND IRONING FACILITIES

Each apartment has a laundry room with laundry and ironing facilities available inside.

Please remember to switch off the iron after use.

MAIL

Mail may be left at reception for collection and posting. Alternatively, there is a post office located 350 metres away from the hotel.

Address: Marketown Shopping Centre, 136 Parry St, Newcastle West

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

Daily Service/Check includes, check for rubbish, pull up bedding, replace towels if on the floor and general check of the room.

Servicing is not available on Saturday and Sunday.

A full service is done weekly for longer stays. 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.



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 fee, see Schedule of Fees.**

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**. Failure to comply will incur a fee, see **Schedule of Fees**.

KEYCARDS

KEYCARDS to the apartment must be returned to reception or placed in the key box situated before the secure gate on departure. A **replacement fee** shall be charged to the guest account should they not be returned or damaged beyond use. **See Schedule of Fees for details.**

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.

PARKING

Free on site parking is available, subject to availability. Use of our parking facilities is at the risk of each guest. Management takes no responsibility for any damage or loss to and within vehicles. Please see reception for more details.

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 **\$1,500.00** 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 reception for a modest charge. Please contact reception to order.

RESTAURANT

Our on-site restaurant is currently closed. We apologise for any inconvenience and look forward to welcoming you back for a refreshed dining experience soon.



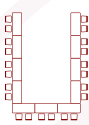


Newcastle Central Plaza offers the perfect solution for your next corporate event. Our dedicated conference space boasts a modern and spacious setting, comfortably accommodating up to 50 delegates for meetings, presentations, or any business gathering. Stay connected and make your event a breeze with our high-speed Wi-Fi, smart TV, and audio-visual equipment complete with a projector. We take the stress out of planning with a variety of catering packages to suit any budget and dietary needs.

The 'Day Delegate Package' is the perfect option for a one-day event, with catering, parking, conference room hire and audio visual equipment all included. Enjoy tea and coffee in the morning and afternoon, as well as a lunch spread with various options. Our team of professionals are there to take care of your every need, so please don't hesitate to contact us for any further information. We also offer the 'Stay Delegate Package' which includes accommodation for your delegates.

For more information, please visit
cagconferences.com.au

MEETING ROOM CONFIGURATIONS AND CAPACITIES

					
RECEPTION	THEATRE	U-SHAPE	BOARDROOM	CLASSROOM	BANQUET
70	50	30	20	24	30

Meeting Room
78m²



**AIRLINES****Qantas**

For reservations call 13 13 13

Virgin Australia

For reservations call 13 67 89

Jetstar

For reservations call 13 15 38

The closest airport is the Newcastle Airport, approximately 25km away or 30 minutes from the hotel by car.

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

CAR RENTALS**Hertz**

Call: (02) 4967 5223

Address: 11B/50 Clyde St, Hamilton North

Budget Car & Truck Rental Newcastle

Call: 1300 362 848

Address: 50 Clyde St, Hamilton North

East Coast Car Rentals - Newcastle

Call: 1800 028 881

Address: 849 Hunter St, Newcastle West

ARA Car Rental

Call: (02) 4967 7079

Address: 22 Hanbury St, Mayfield

TAXIS

For a taxi, dial 13 22 27, or alternatively ask reception to call one for you. Uber is also available in the area.

PUBLIC TRANSPORT

Buses run consistently throughout the entire city of Newcastle. For information on timetables and routes visit: www.newcastlebuses.info

EMERGENCIES

Dial '0' for external calls, then:

Emergency	000
Newcastle Police Station	(02) 4929 0999
Crime Stoppers	1800 333 000
Newcastle Public Hospital	(02) 4921 1211
Road Condition Reports	132 701

DOCTORS AND HOSPITALS**Calvary Mater Newcastle**

Call: (02) 4921 1211

Address: 20 Edith St, Waratah

Newcastle Private Hospital

Call: (02) 4941 8400

Address: 14 Lookout Rd, New Lambton Heights

John Hunter Newcastle

Call: (02) 4921 3000

Address: Lookout Rd, New Lambton Heights

Zion Medical Centre Newcastle

Call: (02) 4015 7400

Address: 802 Hunter St, Newcastle West

CHEMISTS**Doc's MegaSave Chemist**

Call: (02) 4926 3300

Address: Shop G09, Marketown Shopping Centre 23 Steel St, Newcastle West

Darby Street Day Night Chemist

Call: (02) 4929 2509

Address: 145 Darby St, Cooks Hill

Chemist Warehouse Newcastle

Call: (02) 4927 8966

Address: Hunter Street Outlets 136/140 Hunter St, Newcastle

SHOPPING

Charlestown Square

Charlestown Square, the largest shopping and entertainment destination in Newcastle, boasts over 250 stores and offers a vibrant mix of fashion, food, and fun. From major brands to unique local retailers, it's guaranteed to impress.

Address: 30 Pearson Street, Charlestown

Westfield Kotara Shopping Centre

Westfield Kotara in Newcastle is your one-stop shop for all things retail, offering a vast array of fashion, homewares, fresh food, and entertainment options under one roof. Whether you're seeking the latest trends or everyday essentials, Westfield Kotara caters to all your shopping needs.

Address: Northcott Dr & Park Ave, Kotara

NIGHTLIFE

The Beach Hotel

Overlooking Newcastle's most famous surf break, The Beach Hotel is a landmark when it comes to beachside drinking, dining, events and entertainment. Enjoy great live music, fine dining and everything in between while taking in one of the best ocean views in the world.

Address: 99 Frederick St, Merewether

King Street

King Street in Newcastle isn't just a nightclub, it's a multi-level live music hub. Catch renowned DJs and themed dance nights across the band room, warehouse, street level and club level. No matter your vibe, King Street offers an electrifying experience in the heart of Newcastle.

Address: 15 Steel St, Newcastle West

The Dockyard

Waterfront dining meets modern Australian cuisine at The Dockyard in Newcastle. This lively pub offers delicious food, from burgers and steaks to fresh seafood and vegetarian options. Settle in with a frosty drink and soak up the sunshine on their light-filled deck, enjoying stunning views of Newcastle Harbour.

Address: 13/1 Honeysuckle Drive, Newcastle

CINEMA

Event Cinemas Kotara

This modern cinema complex in Westfield Kotara offers a variety of screens, including VMax for an immersive experience and Gold Class for a luxurious in-cinema dining option.

Address: 13/1 Honeysuckle Drive, Newcastle

BANKING

Greater Bank Hamilton

Call: 13 13 86

Address: 103 Tudor St, Hamilton

Commonwealth Bank

Call: (02) 4915 9214

Address: Shop 11/22 Wolfe St, Newcastle

NAB

Call: 13 22 65

Address: 35A/23 Steel St, Newcastle West

Great Southern Bank

Call: (02) 4908 8400

Address: Marketown Shopping Centre, Shop G1/23 Steel St, Newcastle West

HAIR AND BEAUTY

WAK The Salon

Call: 04 8000 2673

Address: 521 Hunter St, Newcastle

Enigma Hair + Body

Call: (02) 4962 1044

Address: 1/335 Wharf Rd, Newcastle

GYM AND FITNESS

Anytime Fitness

Call: (02) 4961 3833

Address: 896 Hunter St, Newcastle West

Plus Fitness 24/7 Marketown

Call: (02) 4929 1067

Address: 23 Steel St, Newcastle West

Alternatively, the hotel has a fully equipped gym free for guests to use from 7am to 8pm.

FLORIST

Blooms on Darby

Call: (02) 4926 1234

Address: 169 Darby St, Cooks Hill



NEWCASTLE MEMORIAL WALK

Newcastle's Memorial Walk is a spectacular coastal walk with a personal connection for thousands of locals. The walk was built to commemorate the 100th anniversary of the ANZAC landing at Gallipoli in 1915 and the commencement of steel making in Newcastle; it acts as a magnificent memorial to the men and women of the Hunter who served their community and their country.

The structure is a 450m long cliff top walkway that links Newcastle's Strzelecki Lookout to Bar Beach.



NEWCASTLE MUSEUM

The Newcastle Museum is a welcoming place of social and cultural interaction, accessible collections and innovative educational programs. The museum is committed to being a place that shows ideas, tells stories, and focuses on interaction. It reflects the past and celebrates innovation. It is fun, accessible, light and full of story.

The museum tells a story of Newcastle and the Hunter, and through the collection presents a narrative of how we've lived and how we live today.

NOBBYS BEACH & LIGHTHOUSE

Nobby's Beach is Newcastle's highest profile beach and a favoured swimming spot for family groups and those learning to surf. It is also gaining popularity among kite surfers whose aerial acrobatics are adding colour and movement to the city seascape.

A walk along nearby Macquarie's Pier features the Harbour Break-wall and the Nobby's Lighthouse. Lifeguard services are provided seven days a week all year round.



BLACKBUTT RESERVE

Escape the urban buzz and immerse yourself in nature at Blackbutt Reserve, a sprawling 182-hectare green haven in Newcastle. This family-friendly destination offers something for everyone.

Hike or bike along diverse walking trails, encountering lush bushland and bubbling creeks. Spot koalas and kangaroos up-close in the free-entry wildlife exhibits. Let the kids loose on the exciting playgrounds, or relax in a tranquil picnic area with BBQ facilities and soak in the serenity.



FORT SCRATCHLEY

Undoubtedly Newcastle's most spectacular vantage point, Fort Scratchley is a unique heritage site that has unrivaled panoramic views over the Pacific Ocean north to Nobby's Lighthouse and south across Newcastle Beach to the Ocean Baths.

Take a stroll around the site to soak in the views or immerse yourself in history and undertake a guided tour of the fort and the amazing underground tunnels.



NEWCASTLE OCEAN BATHS

With its distinctive and architecturally significant Art Deco pavilion, Newcastle Ocean Baths is one of the city's outstanding historic landmarks. The Ocean Baths were constructed and in use before WWI but were not formally opened until the 1920s. The baths' popularity has never waned throughout the decades, and thousands of Novocastrians remember it fondly as the place where they first learned to swim.

INNER CITY WINEMAKERS

Inner City Winemakers is perfectly located within walking distance of Newcastle's CBD and beautiful working harbour. Here locals and visitors alike can sample a unique range of wines at the cellar door and winery. Specialising in wine tastings that include wine appreciation and the art of wine and food matching, Inner City Winemakers is a perfect stop for any wine lover.



PULSE CLIMBING

Pulse climbing is Newcastle's heart of indoor climbing, being the only dedicated indoor rock climbing gym in Newcastle and the Hunter Valley region.

With facilities catering for all levels of climbing ability and a relaxed and welcoming atmosphere, enjoy making the most of the highly experienced staff who are always on hand to give tips on climbing technique and training.

TREETOPS ADVENTURE NEWCASTLE

Challenge yourself amongst the gum trees at Treetops Adventure Newcastle! This high ropes course offers over 90 aerial adventures and ziplines, letting you explore the beauty of the Blue Gum Regional Park from a thrilling new perspective. Suitable for all ages and skill levels, it's a guaranteed adventure for the whole family.





Newcastle Central Plaza Apartment 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

www.centralapartmentgroup.com.au

EMAIL

info@centralapartmentgroup.com.au

HEAD OFFICE PHONE NUMBER

(07) 3852 3334

HEAD OFFICE

Alison House
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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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