



# WELCOME TO NESUTO THE ENTRANCE

*Here's all you need to know...*

**nesuto**  
THE ENTRANCE

# YOUR ROOM

## INTERNET ACCESS

Wireless internet is available with complimentary access available once you have logged into the Guest WiFi network. Please contact Reception for the access code.

Additional plans are available to purchase at an extra cost providing a higher data allowance and faster speed.

## MICROWAVE OVEN

A microwave oven is available for your use in the kitchen. The microwave should not be operated while empty. No tin foil or metallic objects should be placed in the microwave.

## AIR CONDITIONING

Each apartment has reverse cycle air conditioning. Please turn off A/C when leaving the room. We recommend closing your balcony/courtyard sliding door and all non-essential rooms (laundry/ bathroom) to gain optimum cooling or heating effect.

## DISHWASHER

Kindly rinse dishes before putting into the dishwasher. Please use the dishwasher tablet provided. Please DO NOT use dishwashing liquid in the dishwasher.

## WASHING MACHINE AND DRYER

Your apartment feature a washing machine and dryer in your bathroom.

Extra washing powder can be obtained at Reception. Please do not dry laundry on the balcony or courtyard terrace. Please only use the dryer in your apartment. CAUTION: Please do not dry any towels or clothing containing oils or any flammable product like heat creams in the dryer as this is a fire hazard.

## IRON & IRONING BOARDS

Both are located in the wardrobe of your master bedroom.

## KEYS

Your room keys are required to access the lifts and carpark therefore please ensure you take these with you before leaving your apartment.

Please be aware the front doors lock each night. Use your room key for after- hours access. A charge will apply for each key not returned on checkout. This will be billed to your account or credit card.

## ELECTRICAL SUPPLY

The electricity supply is 240 volts.

## TELEVISION

The televisions are programmed to receive all free to air digital TV channels.

## DRINKING WATER

The tap water in Australia is safe for drinking.

## TELEPHONE

Please dial '0' to obtain an outside line then dial your desired number. For international calls, dial '0' then 0011, the country code, area code (without any zeros) then the local number. Call charges apply.

## FRONT DESK/RECEPTION

Open 7 days per week

Monday to Thursday	8.00am – 5.00pm
Friday & Saturday	8.00am – 6.00pm
Sunday	8.00am – 4.00pm

For any assistance, please see reception located on the ground floor or feel free to contact us by dialing '9' from your room. For an emergency after hours please call 8837 8000 for assistance.

## MAINTENANCE

Please advise reception if any maintenance issues arise during your stay, we will endeavor to resolve these issues as soon as possible.

## COOKING

All our rooms feature kitchenettes. To operate the cook top please ensure the switch located on the wall behind the stove top is turned on. When cooking, please use the exhaust fan located above the stove cook top. Please pull out to operate, and ensure the fan is switched on. Without enough ventilation, the fire alarm may be triggered, and a fire brigade call out fee may apply.



## SERVICES

### HOUSEKEEPING

Our Housekeeping department will be happy to assist with extra blankets, pillows, cots, face washers (flannels). Please dial '9'.

On check in, long stay guests will receive notification of the days your service will occur. Additional service if required can be provided. However, a fee may be applicable.

### PARKING

Secure undercover parking is available on the 3rd level of the building and is limited to one car park bay per apartment to the registered hotel guest only.

Guests may park only in bays marked with a Nesuto Parking sign in the red zone only. Do not park in bays marked Private Parking. Additional parking is available in the public car parking areas in the lower levels.

Use of the carpark is at your own risk. We accept no liability for lost or stolen items from vehicles or any damage to any vehicles.

### AMBULANCE

For any medical emergency please phone 000. Please then call '9' to notify us that an ambulance is on the way.

### HOSPITAL

Wyong Public Hospital  
Pacific Highway, Hamlyn Terrace  
Phone 4394 8000  
Emergency Department - Open 24 hours

### DOCTOR

Lakeside Shopping Centre Medical Centre  
Shop 16-17, 78-94 The Entrance Road  
Phone 4333 1222  
Open Mon – Fri, 8am – 6pm.  
Sat- Sun, 10am – 2pm.

### AFTER HOURS DOCTOR

Doctor on Call. Phone 1300 225 547

### CHEMIST

The Entrance Chemsave Pharmacy  
191 The Entrance Rd, The Entrance  
Phone: 4332 2662  
Open Mon - Fri 8.30am - 5.30pm,  
Sat 8.30am - 3pm and Sun 9am - 1pm

### SUPERMARKET

Coles Supermarket  
The Entrance Road & Denning St  
Open 7 Days a week 7am to 10pm

### RUBBISH ROOM

On each floor we have a rubbish room where you may leave any excess rubbish or recycling. This is located next to the lifts.

## FACILITIES

### SWIMMING POOL

Open daily between 8am to 6pm (Winter) and from 8am to 8pm during daylight saving (Summer). Please observe the following rules of use:

- The pool does not have a life guard.
- Children under 15 are not permitted in the pool areas unless supervised by an adult.
- No glass or alcohol is permitted in the pool area.
- Visitors are not allowed, unless when accompanied by a registered houseguest.
- For safety, the pool is locked at night.

### BABY AND CHILDREN FACILITIES

Baby cots can be arranged through our Reception staff via extension '9'. The nearest public playground is located through the public walkway at The Entrance foreshore.

### PETS

We do not allow any pets in our apartments in accordance with Body Corporate laws and Health Regulation.

### WHAT TIME DO I HAVE TO LEAVE BY?

Check out is 10.00am.

If you require a later check out please speak to our Reception staff - additional charges may apply.

### EXTENDING YOUR STAY

If you wish to enquire about extending your stay with us, please contact Reception by calling '9'.

# GENERAL INFORMATION

## FIRE ALARM PROCEDURE

Please take the time familiarise yourself with the evacuation route diagrams located behind your room door. In an event of an emergency, if you are unable to evacuate your room please dial '9'.

### IN THE EVENT OF AN EMERGENCY:

- Please remain calm.
- Inform the Hotel Operator.
- The hotel's emergency plan will be immediately activated.

In the event of a fire, and if evacuation of the Hotel is required, please proceed as follows:

1. Feel edges of the door and the doorknob with the back of your hand. If heat is evident and you are unable to make an alternatively SAFE EXIT from your apartment window, force wet towels or anything else wet under the door. Stay in your apartment, remain close to the floor and notify the Hotel Operator of your location.
2. If heat is not evident, open doors slowly, take your room key only and proceed to the nearest exit.
3. If smoke is encountered, crawl to nearest exit.
4. Do not use the elevators.
5. Assemble at the front of your building.
6. If you have any physical condition that might impair your ability to either detect an alarm on evacuate via the stairway, please notify reception by dialing '9'.
7. Please await instructions by your Fire Warden. Do not enter the building until the "all clear" is given.

## NO PARTY POLICY

We are a family friendly property which includes long term permanent residents.

We have strict "NO PARTY POLICY". The number of guests in your apartment should not exceed the number of guests declared in your reservation and guest registration card. Unregistered guests will be asked to leave immediately.

Keep noise to a minimum at all times and respect your neighbors.

No running in hallways/external walkways and maintain inside voices when walking throughout the building.

Failure to adhere to the no party policy may lead to a request to vacate your apartment without refund.

## NO SMOKING POLICY

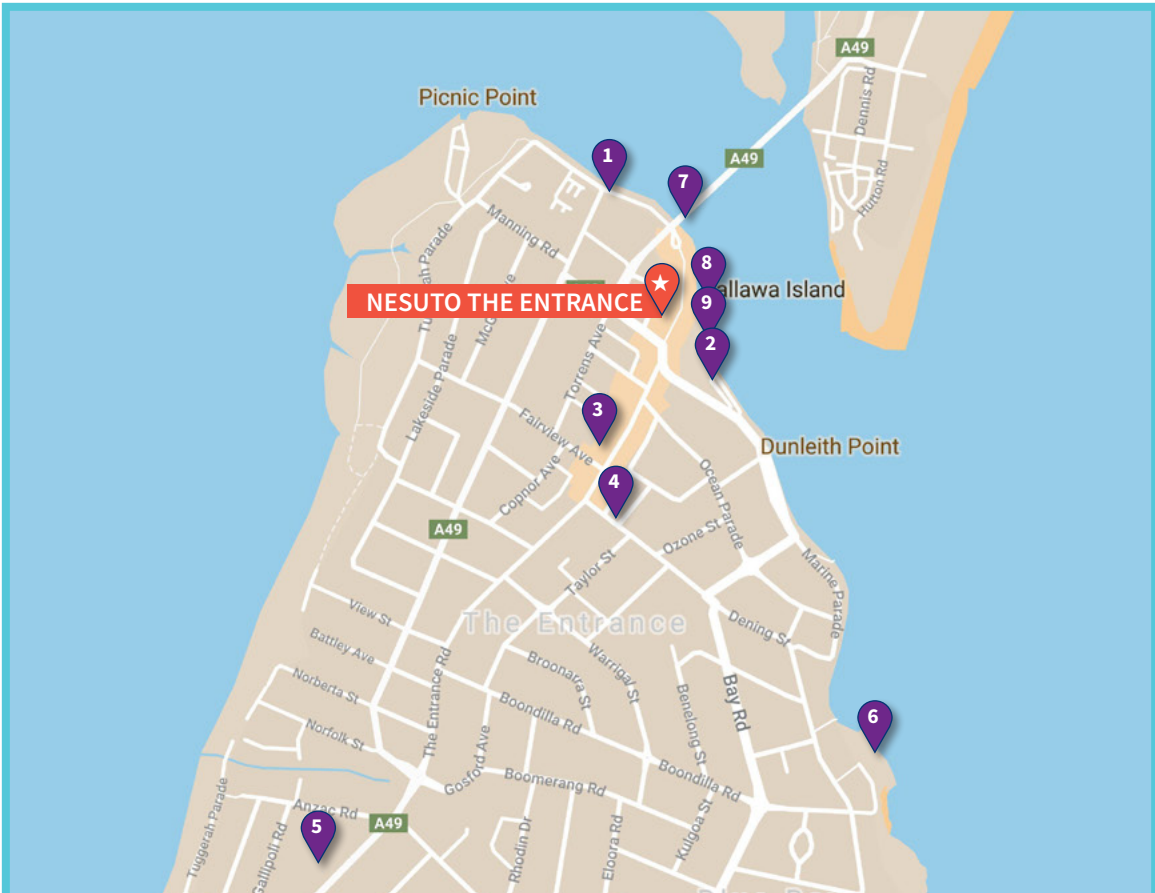
All apartments are strictly non-smoking and non-vaping. Smoke detectors are fitted throughout the building. Should the main fire alarm be activated due to smoking, you will be liable for fees associated with the alarm and fire department attending.

Should smell or evidence of smoking in your apartment be found, a cleaning fee of \$200 will apply.

Tampering, removing or covering of any smoke detector is an offence and will incur an additional fee of up to \$800.

## PORTABLE BBQ POLICY

The use of portable BBQs is not permitted at any time within the apartment, hallways or common areas. Failure to comply will result in additional cleaning costs and any additional costs associated with emergency services; if the smoke alarms are set off as a result using a portable BBQs. A fee of \$1600 will be charged to your account if the NSW Fire Brigade is called out as a result of an alarm activation.



## WHAT'S NEARBY

1. The Entrance Lakehouse
2. Visitors Information Centre
3. The Lakes Hotel
4. Lakeside Plaza
5. Diggers Club

6. The Entrance Ocean Baths
7. The Entrance Boat Shed
8. Pelican Feeding
9. Memorial Park

## THE ENTRANCE ATTRACTIONS

### MEMORIAL PARK

Memorial Park located right on the esplanade of The Entrance offers many facilities for visitors such as picnic tables, electric BBQ's, seating, toilets with disabled access, playgrounds, children's water park, outside showers, shelters, small boat ramp, daily pelican feeding and fishing. Each weekend there are markets along with carnival rides and slides and it's the home of many live entertainment and annual events that occur at The Entrance.

### VERA'S WATER GARDEN

Vera's Water Garden is always a hit with children, who can dangle their feet in the wading pool, run through the water sprays, and climb over the brightly coloured fountains. Vera's Water Garden offers ample seating with shaded areas and free WiFi so parents can just sit back and relax while the children play. Situated right on the foreshore next to Memorial Park.

### THE ENTRANCE BOATHOUSE

The Entrance Boathouse is located under the bridge at The Entrance and offers casual hiring of half cabin motor boats, open motor boats, stand up paddle boards, canoes and kayaks. Open 7 days (weather permitting).

### PELICAN FEEDING

The Pelican Feed takes place on The Entrance waterfront each day and is one of the Central Coast's most popular tourist attractions, entertaining and educating visitors and residents alike about the area's own pelican colony. Occurs daily at 3.30pm.

### TAXI SERVICE

Central Coast Taxi	131 008
Wheelchair access	43 373950

Please ensure you use the taxi that was called for you by confirming your name and room number with the driver.

### TRANSPORTATION

Bus Station is located at Lakeside Plaza.



## CONTACT

Nesuto The Entrance

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The Entrance 2261

NSW Australia

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