

jasper.
HOTEL



Hotel Contact Information

Jasper Hotel

Address

489 Elizabeth Street
Melbourne, VIC, 3000
Australia

Website

jasperhotel.com.au

Telephone

+61 3 8327 2777

Fax

+61 3 9329 1469

Dial 9 from your room at any time to be connected to our guest service team

Reservations

Email

stay@jasperhotel.com.au

Toll Free

1800 468 359

Conference & Events

Email

conference@jasperhotel.com.au

In-house Extension

727

Jasper Kitchen & Bar

Email

café@jasperhotel.com.au

In-house Extension

748

Hotel Layout

Ground Floor

Hotel Lobby & Reception
Jasper Kitchen Restaurant
Jasper Bar
Function Hall
Restrooms
Luggage Storage

Level One

Function Rooms 1—9
Boardroom
Administration Offices
Restrooms

Level Two

Zen Courtyard access
Fitness room
Computer station and library

Level Two — Level Eight

Guest Rooms 201—812



Guest Services

Reception hours

We're available 24/7

Located on the Ground Level, the hotel's reception offers guest services 24 hours, 7 days a week.

Connecting to the Wi-Fi

Wi-Fi access is complimentary for all Jasper Hotel guests

1. Go to your device's Wi-Fi settings
2. Select Jasper Guest
3. Enter the password found on your keycard wallet

Can't find your password?

Call reception at any time

Television

We offer full free to air TV services. Simply scroll through your channel choices.

Printing

Simply email stay@jasperhotel.com.au with any documents you need printed, and we will take care of it for you. Please note that applicable charges for this service will be added to your account.

Wake Up Calls

Dial extension 9, and our Guest Services will arrange your personal wake up call.

Sending mail

The nearest Australia Post Office is located five minutes walk away, at 58 Franklin Street. For small to medium mail, a local stamp costs \$1.00 for domestic delivery and \$2.10 for international delivery.

Alternatively, you may leave your mail with reception to post for you.

Tours and Events

For booking tours or events in Melbourne, our dedicated guest services team is readily available to help with all your reservation and concierge requirements. Whether you're looking to explore tourist destinations or attend local events, we're here to assist you.

Laundry

Hotel Laundry

You will find your laundry bag and clothing item docket in your wardrobe. Ensure all items and the completed docket are placed in the bag and brought to reception before 9am for same day collection Monday to Saturday. Items are available for collection by 6pm the same day.

Public Laundromats

Polaris Cyber Wash Laundromat is located at 328 Victoria St, near the Queen Victoria Markets. Please see reception for directions.

Guest Services

Fitness Centres

Jasper Hotel Fitness Centre

Gym facilities are available within the hotel premises on level 2.

However, if you prefer, we offer complimentary access to the historic Melbourne City Baths. Please inquire at the reception to obtain your access pass, learn about the operating hours, fitness class schedules, and directions.

Melbourne City Baths

You can enjoy a lap pool, spa, sauna, fully equipped gymnasium, and a variety of group fitness classes. They also provide towels, lockers, and spacious change rooms for your convenience. The baths are a short 5-minute walk away, conveniently situated at 420 Swanston Street.

Parking

Guest parking is not available on the premises of Jasper Hotel. However, we have established a partnership with the Queen Victoria Market Undercover Car Park, conveniently located at 456 Queen Street.

Address

456 Queen Street, Queen Victoria Market Undercover Car Park

Entry

No ticket is necessary as the car park utilises license plate recognition.

Jasper Hotel guests are authorised to use the Munro underground car park, on levels B3 and B4.

Exit

Simply scan the parking voucher provided by the hotel upon departure.

Exclusive Vouchers

Guests can obtain parking vouchers from the reception desk, entitling them to a preferred discount on parking rates.

Security Information

Please be aware that the QVM Car Park is a public facility and does not offer a security service. For parking-related inquiries, kindly contact QVM Car Park directly. Jasper Hotel assumes no responsibility or liability for car park operations, and parking is conducted at the driver's/owner's own risk. We advise ensuring your vehicle is securely locked, and valuable items are not left inside.

For further details about parking options and rates, feel free to consult our guest services at the reception.

Food and Beverage

Local Restaurants

We're here to help

Melbourne is renowned for its diverse food and beverage offerings. If you need any recommendations or wish to make reservations, don't hesitate to approach our guest services team.

If you prefer a satisfying dining experience on-site, our Jasper Kitchen is ready to cater to your culinary desires.

In-Room Dining

Delightful dining at your doorstep

Should you prefer the convenience of dining in the comfort of your room, we offer an in-room dining service with our full Jasper Kitchen menu available.

Please note that in-room dining incurs a nominal \$4.00 service fee in addition to the menu prices.

Jasper Kitchen

Breakfast

7—11am, Monday to Friday

Brunch

11am—1pm, Monday to Friday

Weekend Brunch

7am—1pm, Saturday and Sunday

Coffee and Bar

All day, every day for hotel guests

Jasper Bar

Unwind with Happy Hour

Join us daily from 4—6pm and enjoy discounted house beverages and a delicious snack menu.



Meetings and Events

Jasper Hotel boasts renowned first-class meeting and event facilities, accommodating groups of all sizes.

Explore our spaces on Level One and the ground floor or discuss a personal tour with our team.



Health and Safety Measures

At Jasper Hotel, we prioritise the wellbeing and safety of our guests. To ensure a clean and sanitised environment, all guest rooms undergo meticulous cleaning and sanitisation before your arrival.

Our dedicated staff members have received comprehensive training on health and safety protocols, guaranteeing a secure and welcoming atmosphere for all our valued guests. Rest assured, we are committed to providing you with the utmost care and comfort during your stay.



Essential Information

After-Hours Access

For enhanced security, access to the hotel after 9pm is only possible using your guest room key or the intercom system situated at the building entry doors.

Guest Services

The hotel Reception is managed 24 hours

Telephone Calls

Dial '0' for an outside line, wait for the dial tone, and then proceed to dial the desired telephone number.

Please note, timed charges do apply.

Taxis and Airport Transfers

We can offer multiple taxi options. Our guest services team will gladly arrange them for you.



After Your Stay

Baggage Storage

Conveniently situated at the reception, our secure 24-hour baggage storage service is at your disposal. Rest assured, we provide complimentary luggage storage for our valued guests.

Check-out

The standard check-out time for accommodation is 11 am on the departure day. If you require an extended check-out time or need to modify your reservation departure date, kindly approach our guest services team. Please note that additional charges may apply for such requests.

Credit Card Surcharges

Payments by credit card will incur a transaction fee reflecting bank charges incurred by the Jasper Hotel. Current fees are: 1.5% for Visa/MasterCard and 1.98% Amex/Diners/JCB cards.

Fees are subject to change prior to reprint of hotel compendium, our guest services team will notify you at time of check-in.



Our Policies

We are committed to providing a safe and peaceful place for the well-being of our guests, visitors, and employees.

No Noise

For the comfort and convenience of all guests, this hotel has “Quiet Time” between the hours of 10pm and 7am. Other guests can be easily disturbed due to excessive vocal noise, music, TV, door slamming. We ask our guests to be respectful of your neighbours and to not congregate in halls or public areas where the noise will disturb others.

No Parties

If neighbouring guests are disturbed due to excessive noise emanating from your room, Jasper Management will issue an initial and only ‘no party policy’ warning. A continued reoccurrence of excessive noise will result in immediate eviction from premises.

No Smoking

Under Victorian Health Orders our building must remain non-smoking in all internal areas. A \$250 room recovery fee will be charged for smoking in guest rooms.

If this issue continues after the recovery fee, guests may be evicted from the hotel without refund.

Overnight Guest Limit

Under Victorian Building Code the number of overnight guests in the room are limited.

Max 2 persons

Deluxe King/Twin, Premium Courtyard, Elizabeth Balcony

Max 4 persons

Deluxe Family, Family Suite, Two Bed Open Plan Suite

Visitors

Non-registered guests (visitors) must vacate the property by 11pm

Jasper Hotel reserves the right to:

Evict guests immediately from the premises, with any room rate and deposit forfeited in case of non-compliance.

Request all room guests and visitors to be registered with legal photo identification.

Charge the credit card supplied for any costs incurred due to damages.

Notify the Police Department in case of lack of cooperation from guests/visitors or any concerning illegal activities.

Transport

Public Transport

Trams

Jasper Hotel is conveniently located within the CBD free tram zone. The nearest tram stop is located opposite the Queen Victoria Markets at the intersection of Elizabeth & Therry Street. Trams 19, 57 and 59 run along this route taking you to the heart of the CBD and Flinders Street train station. Tickets are not required for use within CBD free tram zone, refer to map on the following page.

Trains

The nearest train station is Melbourne Central Station, located at the intersection of Elizabeth and La Trobe Street.

Myki Ticketing

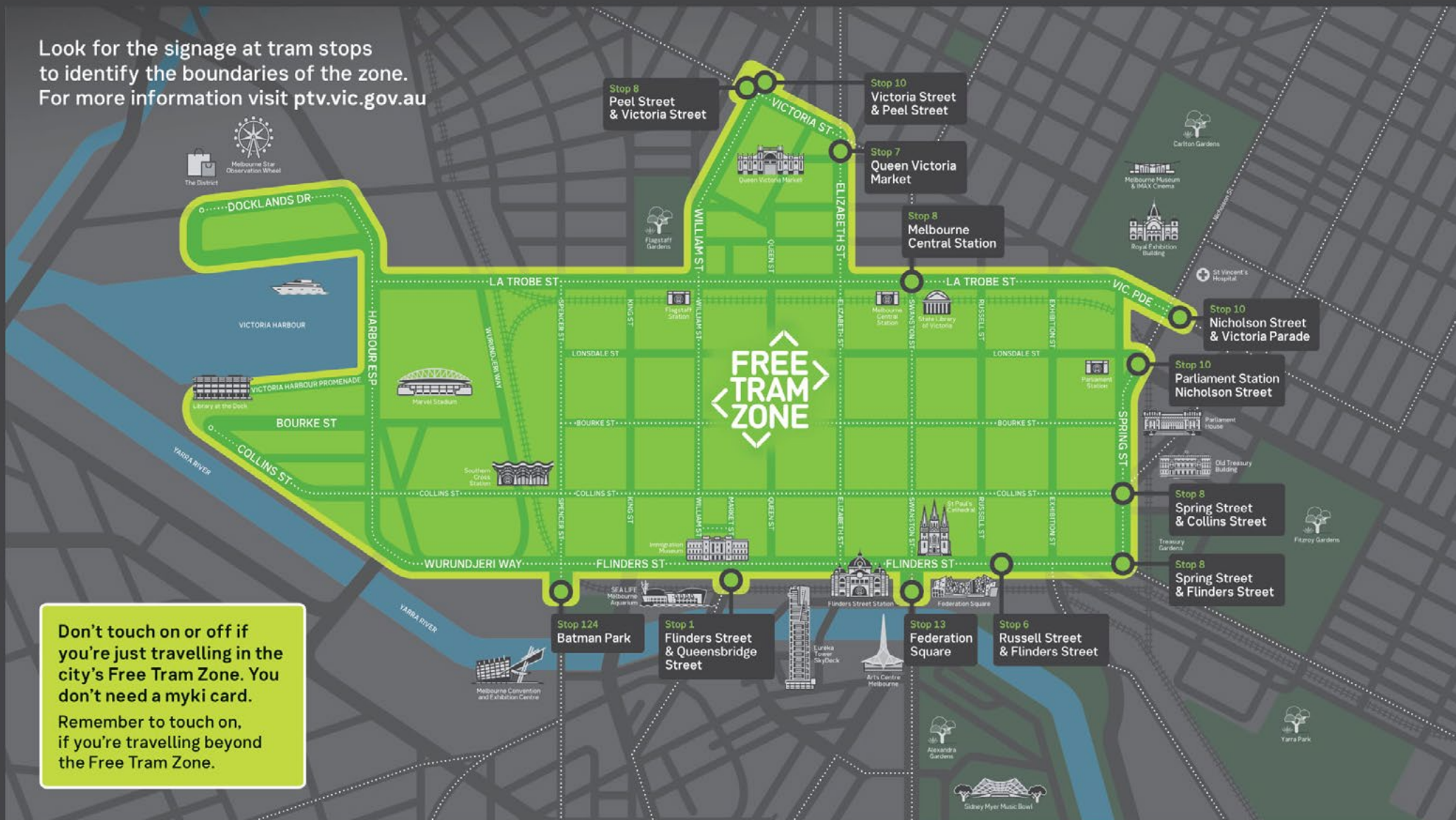
Our transport system operates on a pre-paid 'Myki' card. These can be purchased at any train station and all 7-Eleven convenience stores. Ensure your card has sufficient funds to cover your trip prior to travel.

You'll find the closest 7-Eleven store at the intersection of Elizabeth and Franklin Street, just a short 2-minute walk on the same side of the street as the hotel.



Melbourne's Free Tram Zone

Look for the signage at tram stops to identify the boundaries of the zone.
For more information visit ptv.vic.gov.au



Don't touch on or off if you're just travelling in the city's Free Tram Zone. You don't need a myki card.
Remember to touch on, if you're travelling beyond the Free Tram Zone.

Air Conditioning Control Guide

Deluxe Room: Levels 4—8

Temperature Adjustment

The screen displays the current temperature in the room

To alter the temperature, simply use the + or - buttons accordingly

Fan Speed Adjustment

You can adjust the fan speed between three choices:
low, medium, and high

You have the option to turn the unit off if desired

Premium Room: Levels 2—3

Turn on or off

Press the left button

Temperature Adjustment

Spin the dial to the desired setting

Fan Speed Adjustment

Press the right button to desired setting

Modes



A/C is off



A/C is on



A/C is cooling



A/C is heating



A/C is locked


Hold left button until symbol disappears,
system will then return to normal function.

Please note, the air conditioner will turn off and display “Eco” mode if your door or window is open, to conserve energy. Close all openings for air conditioning use.

Screen Mirroring

Screen mirror your mobile device to the television

Apple Instructions

1. Connect to the Jasper Guest Wi-Fi.
2. Open the app you wish to cast to the screen.
3. Play the video.
4. In the top corner of your device you will see an icon that looks like this: 
5. Tap this to bring up available TVs to cast to.
6. Select your room number TV.
7. Screen casting will commence.

Android Instructions

1. Connect to the Jasper Guest Wi-Fi
2. Open Screen Sharing and select Mobile Device from the Connection Guide, and select Screen Sharing (Smart View).
3. Download the SmartThings app.
4. Once you've installed and launched the app on your device it will prompt you to connect to the same network as the TV.
5. Add your Samsung TV, and allow sharing.
6. In the SmartThings app, add your TV to the list of connected devices.
7. On the TV, you will be asked to allow sharing. Select "Yes" using the TV remote.
8. Select Smart View to share content.
Once your TV is connected to your phone, select the Smart View option on the app to begin mirroring content between the phone and the TV. Simply select the photos, movies or music from your device using the on-screen menu on either the TV or your device.
9. Use your device as a remote.

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