







info for a terrific stay

## welcome...

We're thrilled to have you stay with us and our Pacific Partners are here to ensure that you have a terrific time in Brisbane. Please take a moment to read our digital guide to help you make the most of your stay.

-  Reception hours: 24 hours
-  Swimming pool hours: 7am - 5pm
-  Gym hours: 24 hours
-  Wi-Fi: 'Pacific' network . . .code from Reception
-  Dial 5 to talk to the team at Reception
-  Check-in 2pm / Check-out 11am
-  Buffet Breakfast 6.30am - 10am (11am Sat/Sun)
-  All Day Menu Mon - Sat 11am - 8.30pm

### Useful Numbers . . .

-  **Reception** - Dial 5
-  **Restaurant** - Dial 9
-  **Guest rooms** - Dial 1 + room #
-  **Outside line** - Dial 0 for an outside line, then dial your number. Charges may apply.
-  **Ambulance / Fire / Police** - 000
-  **Taxi service** - Dial 5 to order via Reception

# OSTERIA ROMA

## SPRING HILL

### **BUFFET BREAKFAST**

**6.30am - 10am (11am on weekends)**

The perfect morning motivation. . . A delicious buffet breakfast enjoyed out in our alfresco dining area! Serving up bacon, eggs, fresh fruit, pastries and so much more.

- \$29 per person
- \$14.50 (children 12 & under)



### **GRAB N' GO**

Beat the morning rush with our breakfast option. Grab a fresh pastry and a barista coffee for \$9.5!



# OSTERIA ROMA

## SPRING HILL



### ALL DAY MENU & BEVERAGES

Mon - Sat 11am - 8.30pm

Executive chef Stephan Guzzante entwines his knowledge from across Europe and Queensland throughout our All Day Menu.

From wherever your food journey has taken you, we invite you to experience Osteria Roma Spring Hill for a relaxed and flavoursome encounter with Italian cuisine.

[@osteriaromaspringhill](#)



SUNCORP  
STATION  
26 min walk



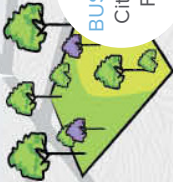
ROMA ST  
STATION  
12 min walk



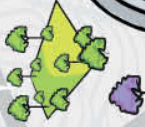
BUS STOP  
City loop  
FREE



ROMA ST  
GARDENS



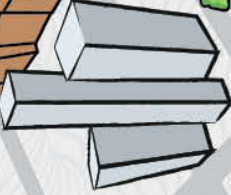
QUEEN  
GARDENS  
2 min walk



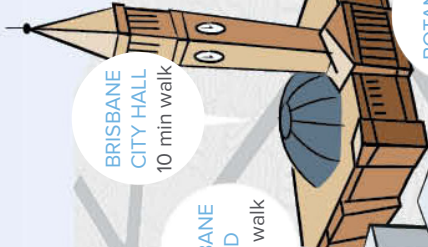
QUEEN  
ST MALL  
5 min walk



BRISBANE  
CBD  
10 min walk



BRISBANE  
CITY HALL  
10 min walk



BOTANIC  
GARDENS  
21 min walk



STREETS  
BEACH  
25 min walk



QUEENSLAND  
MUSEUM  
20 min walk



GALLERY OF  
MODERN ART  
18 min walk







## roma street parklands

Considered to be among the best contemporary display gardens in Australia, the parklands are also a tranquil place to relax and enjoy seasonal events. The pathways provide a sensory experience for all ages and are a must-do when visiting Brisbane. Lucky for us, the Parklands are our neighbours and are a breeze to access from the Pacific. . . exit the hotel, turn right and you are there!

# explore brisbane

## **Brisbane Powerhouse**

119 Lamington St, New Farm, 4005

## **Kangaroo Point & Story Bridge**

22 min stroll from the Pacific

## **Lone Pine Koala Sanctuary**

708 Jesmond Rd, Fig Tree Pocket, 4069

## **Mayfield Chocolates**

155 Wickham Terrace - the same street as us!

## **Mirimar Cruises**

Cultural Centre Pontoon Southbank Boardwalk,  
South Brisbane, 4101

## **Museum of Brisbane**

City Hall, 64 Adelaide St, Brisbane City, 4000

## **Parkland Explorer - terrific for kids!**

Roma St Parklands

## **Queen St Mall**

Pedestrian only shopping precinct just minutes  
from the Pacific.

## **Roma St Station**

12 minute walk, directly across from the Pacific.

*terrific*  
location



# explore brisbane

## **Sir Thoman Brisbane Planetarium**

Mount Coot-Tha Rd, 4066

## **Spring Hill Loop**

Monday - Friday loop bus to the city, departing from right outside the Pacific - terrific!

## **Streets Beach**

Stanley St Plaza, South Brisbane, 4101

## **Suncorp Stadium**

40 Castlemaine St, Milton, 4064

## **The Cultural Precinct**

Brisbane's heritage listed precinct in Southbank:

**State Library of Queensland**

**Queensland Museum**

**Queensland Art Gallery & Gallery of Modern Art**

**Queensland Performing Arts Centre (QPAC)**

## **The Wheel of Brisbane**

Russell St, South Brisbane, 4101

## **The Gabba**

Vulture St, Woolloongabba, 4102

*terrific*  
location



# leisure options

## swimming pool & sun deck

Our swimming pool and sun deck are open from 7am until 5pm daily.

Guests are also welcome to order from Osteria Roma Spring Hill's new poolside food and drink menu, using the MR YUM QR tiles provided. Please note that BYO alcohol is prohibited around the pool.

## gym

Our 24-hour gym is located on the ground floor, past the lifts.

## run or walk

Take a run or stroll through nearby Roma Street Parkland; just turn right at the front of the Hotel.

## massage

Call Rejuvenators on 1300 302 542 for a therapeutic massage in the comfort of your hotel room – right up until midnight. Please note that 2-hours booking notice is the usual requirement to make, change or cancel a booking.

## in-room dining

Order food from our new in-room dining menu! Simply scan the MR YUM QR Tiles in your room to place an order.

*Terrific*  
experiences





# evacuation procedures

After checking into your room, please familiarise yourself with the location of the emergency exit staircase on your floor. Please check the back of your entry door for a plan showing where these exits are located.

## **Should a room alarm activate**

- If smoke is present in the room, the smoke alarm will activate itself.
- Should your in-room smoke alarm activate, immediately investigate your room for any sign of fire.
- If there is no sign of fire, please dial 5 from your in-room telephone and notify the operator that your room alarm has activated itself for no apparent reason and hotel staff will rectify the situation.
- If there is smoke in the room, immediately leave the room and do not try to extinguish the fire.
- Proceed to reception and notify them of the situation and await their direction to follow.

## **Should a building fire alarm sound**

- An alert tone will activate.
- The source of the alarm will be investigated by hotel staff who will determine the extent of the emergency.
- Emergency services will automatically respond to this type of alarm. Please await instructions by hotel staff via the public address system.
- When the building evacuation alarm sounds, please close the door behind you and proceed to your nearest emergency exit staircase to descend to the final exit door.
- Hotel staff will provide you with directions
- Hotel staff may provide instructions over the public address system during the evacuation.

## where are you?

Pacific Hotel Brisbane  
345 Wickham Terrace  
Spring Hill QLD 4000

## stay in touch

Follow us on our social media channels to discover special offers and keep up to date with useful information during and after your stay.

[@pacifichotelbrisbane](#)

## happy?

Please let us know, as we love to pass good feedback on to our team. Should you experience anything less than terrific, we ask that you let us know at the time. This way we can address and resolve any issues as soon as possible. Dial 5 to speak to Reception.

## housekeeping

If you have booked an eco-rate, your room will not be serviced daily and you will need to call down to Reception if you need any items refreshed.

Please note, the Traveller Accommodation Providers (Liability) Act 2001 applies to Pacific Hotel Brisbane, excluding motor vehicles and to a maximum of \$250.

## no smoking policy

All rooms at Pacific Hotel Brisbane are non-smoking, including the use of e-cigarettes and vaping. Failure to comply with our smoke free policy will incur an extra cleaning and sanitising fee and could also trigger smoke alarms - now that would be less than terrific!

## atms & cash

You'll find ATMs in these convenient locations:

### **Outside The Mill Hotel**

- 239 Wickham Terrace (3 min walk)

### **Various Banks**

- Roma Street Transit Centre

### **Westpac Branch**

- 490 Upper Edward Street

### **Commonwealth Bank**

- Adelaide Street

(opposite King George Square)

### **Foreign Exchange**

- Available along Adelaide Street  
and in Queen Street

## air-conditioning

Press the ON/OFF button located in the bottom right hand corner of the wall control – a red light will come on above the button.

Temperature will be set to 22°C (approx 72°F), should you wish to adjust this temperature, use the up and down arrows. Please note, it is best not to go lower than 20°C or higher than 28°C.

The fan speed can be adjusted by pressing the fan button located on bottom left of the control – a red light will light up on the level you have selected.

## car parking

Undercover parking is subject to availability at a nominal charge.

## check-in & check-out

Check-in time is from 2pm onwards with check-out at 11am. Should you wish to extend your stay, please contact Reception as early as possible. Luggage storage facilities are available.

## dry cleaning

Dry cleaning docketts and bags are located in the top drawer of your luggage rack / storage area. Items collected before 8.30am will be returned to your room same day in the evening. A 25% surcharge applies on weekends and public holidays. A 50% surcharge applies for same day express service. For pick up or delivery of dry cleaning, please contact Reception.

## internet service

Guests can access FREE WiFi throughout the hotel. Reception will provide the access code.

## getting around

A [free city loop bus stop](#) is located at the front of the hotel. This service runs approximately every 10 minutes (peak) and 20 minutes (off peak) provides a link between the City and Spring Hill precinct, including St Andrew's War Memorial Hospital, and other facilities in the area.

## guest laundry

A 24-hour guest laundry with washing machine and dryer is available for your use. Charges apply. Please contact Reception.

## guest visiting

If you're expecting guests, simply let Reception know their name, and we will show them to the lifts when they arrive.

## hairdryer

As a service to our guests, a hairdryer is placed in the vanity drawer for use during your stay. Appliances must be used in a 240V power point.

## help us conserve water

We encourage all guests to help us by reusing towels. Please hang them on the rack for reuse. When you'd like a replacement of fresh towels, please leave them on the bathroom floor.

## luggage

Our Guest Service Team will assist you with the delivery and collection of your luggage. Contact them by dialing 5 for Reception.

## maintenance

To ensure your room is always in excellence condition, our Maintenance Team checks it regularly. If you notice anything requiring attention, please contact Reception.

## room charge facilities

While you're staying at the hotel, you can charge food and beverages from our Restaurant & Bar directly to your room account.

One payment on check out is required. Please note that payment by credit card incurs a fee.

## room upgrade

If you discover you'd prefer more space or different level of room, please contact Reception to discuss this and to view our premium rooms.

## safety deposit box

Your personal safety deposit box is located in your wardrobe. All safes can be programmed with your personal code. Please contact Reception on extension 5 if you require assistance.