— BRISBANE · AUSTRALIA —

PBT Suites

PRIVATE APARTMENT · BRISBANE CITY

Guest House Manual

Sample · Brisbane City · Australia

PBTSuites

BRISBANE · AUSTRALIA

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Everything you need to know

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FAST ANSWERS — The lockbox code, your car-park bay and the Wi-Fi password are all on the **At a glance** page (04). If anything at all isn't right, message us on Airbnb — we're nearby and we reply quickly.

A NOTE FROM YOUR HOSTS

Welcome, we're so glad you're here.

Thank you for choosing to stay with us. We've put this little book together so you can settle in quickly and feel right at home — from the Wi-Fi password to the best coffee around the corner.

Your apartment is a lovely place to land. You're high enough to watch the river and the Story Bridge go about their business, and on a clear morning the view reaches all the way out toward Moreton Island — yet Howard Smith Wharves is an eight-minute walk down the hill.

If anything is not how you'd like it — a missing towel, a noisy neighbour, a question about the pool — just message us on Airbnb. We genuinely want your stay to be a 5-star one.

For now: take a breath, put the kettle on, and enjoy this little corner of Brisbane.

With warmth,

Your hosts

PBT SUITES · BRISBANE

PBTSuites

BRISBANE · AUSTRALIA

— QUICK REFERENCE —

At a glance

THE ADDRESS

Brisbane City

QLD 4000
Private apartment in the heart of the city

GETTING IN

Lockbox

Inside the street-level convenience store — on the back-left wall. Look for the PBT Suites mark. Code shared on check-in.

WI-FI

PBT Suites

Password
••••••••

NEED HELP?

Message us on Airbnb

Your hosts respond fastest via the Airbnb app.

— SECTION 01 —

Getting in

You're already in and settled — so the lockbox can wait until check-out. For coming and going each day, the two things to keep with you are your **building access code** and your **keys**.

COMING & GOING

Building access

Key your **building access code** into the lift foyer pad to call the lift, then ride up to your floor. Turn left out of the lift — your apartment is around the corner.

YOUR KEYS

The apartment door

The **metal key** opens the apartment door. Please carry one set with you whenever you head out, and never leave them inside the apartment.

Two more things worth knowing

PARKING

Your free space is **your designated bay**. To leave, drive over the **yellow trigger** and the door opens automatically.

RUBBISH

The chute is in the hallway **just past the lifts** — small tied-up bags only. Large items and recyclables go to the bins at the **carpark entrance**.



NO SMOKING



QUIET AFTER 10PM



RUBBISH CHUTE

This apartment is privately hosted — for anything to do with keys, message us on Airbnb.

— SECTION 02 —

Your apartment

A split-level apartment

The apartment is a two-bedroom, two-bathroom split-level home, with a private balcony looking out over the river toward Moreton Island.

CLIMATE

Air conditioning throughout. Please switch it off when you go out for the day.

KITCHEN

Oven, cooktop, microwave, dishwasher and full-size fridge — plus a Nespresso machine, air fryer and rice cooker. In the kitchen drawers **closest to the microwave**, there are user manuals for most appliances in the apartment.

LIVING & BALCONY

Open-plan living, kitchen and dining with a Smart TV, fast Wi-Fi and a dining table. The private balcony is at its best early in the morning.

BEDROOMS & BATHROOMS

Master bedroom with a king bed and its own ensuite; second bedroom with a queen. A second bathroom with a walk-in shower. Hair dryer, toiletries and fresh linen provided.

A few things worth knowing

- Split-level layout with internal stairs between the two levels — take them slowly, especially after dark.
- Two bedrooms sleeping four: a king and a queen.

A NOTE — the entrance door locks with the button on the back of the door; please check it's pushed in when you head out. Anything missing or not working? Tell us on Airbnb and we'll fix it the same day.

— SECTION 03 —

Wi-Fi & coffee

NETWORK

PBT Suites

PASSWORD

●●●●●●●●

If the Wi-Fi signal feels slow, simply switch the router off and back on — wait 30 seconds for it to fully reboot.

NESPRESSO COFFEE

A **Nespresso** machine is provided, with enough pods for two people to have one coffee each day of your stay.

Pods are only available from Nespresso — **online** at **nespresso.com/au/en**, or from a **boutique**. Tea, sugar and milk are also supplied.

Nespresso — nearest boutique

INDOOROOPILLY

Nespresso Boutique
Kiosk 208, Level 2, 322 Moggill Rd,
Indooroopilly Shopping Centre
Tel. **1800 623 033**

OPENING HOURS

Monday–Wednesday: 9:00 am – 5:30 pm
Thursday: 9:00 am – 9:00 pm
Friday: 9:00 am – 5:30 pm
Saturday: 9:00 am – 5:00 pm
Sunday: 10:00 am – 4:00 pm

Opening hours may change for public holidays and special events.

BEST SEAT IN THE HOUSE — the balcony faces out across the river, and on a clear morning the view runs all the way to Moreton Island. It is at its best early, with a Nespresso in hand and the city still quiet below you.

— SECTION 04 —

Make it a stay, not a stop

The building has a generous set of shared spaces up on Level one that you're welcome to use during your stay. Treat them the way you'd want your own living room treated.



HEATED POOL

Heated pool on Level one — warm enough for an early swim most of the year.



SPA

Spa alongside the pool on Level one. A good way to end a long travel day.



TENNIS COURT

A full-size tennis court on Level one — a genuinely rare thing this close to the CBD.



GYM

Gym on Level one with the basics for a workout while you're here.



STEAM ROOM

Steam room on Level one, next to the gym — worth it after a day on your feet.



OUTDOOR BBQS

BBQs with outdoor seating on Level one — a lovely spot for an easy dinner in.

NOTE — These spaces are shared with residents, so please leave them as you found them. If a gate or door is locked or something's out of order, message us on Airbnb and we'll sort it out.

— SECTION 05 —

House rules

A few house rules keep things comfortable for everyone who lives here. They are the same rules every guest agrees to — please take a moment to read them.

No smoking, anywhere

No smoking, vaping, or e-cigarettes in the apartment, on the balcony, or anywhere in the building. Please step well off the property if you need to smoke — a **$250** extra-cleaning fee applies.

No parties or events

Parties, gatherings and events are not permitted. Commercial photography and filming aren't allowed either.

Quiet hours

Please keep noise to a minimum between **10pm and 7am**, out of respect for the neighbours. Sound carries easily between apartments, so take particular care indoors and on the balcony.

Registered guests only

Only the guests on your booking may stay overnight — **four guests at most**. Day visitors are welcome; please be considerate coming and going. We love animals, but pets aren't permitted.

Lock the entrance door

Check the entrance door is locked whenever you leave and when you're inside — push the button on the back of the door in. Never leave the keys inside the apartment.

— A NOTE ON FINES —

$250

Evidence of a party or smoking · lost keys or access devices
Late check-out incurs an $80 fee

— SECTION 06 —

Handy locations

Groceries, coffee, pharmacies and transport — all within a short walk. Times are measured from the front door.

01	**Foodworks** 485 Queen Street · groceries, milk & snacks	4 MIN WALK
02	**Pallet Cafe** 485 Queen Street · coffee right downstairs	4 MIN WALK
03	**Adelaide Street bus stop 32** Adelaide Street · the closest bus stop	4 MIN WALK
04	**Woolworths Metro** 365 Turbot Street · full supermarket	7 MIN WALK
05	**Priceline Pharmacy** 365 Turbot Street · pharmacy & toiletries	7 MIN WALK
06	**Small Coffee Co** 365 Turbot Street · coffee & breakfast	7 MIN WALK
07	**Howard Smith Wharves** 5 Boundary Street · restaurants, bars & the ferry wharf	8 MIN WALK
08	**The Hideout Specialty Coffee** 340 Adelaide Street · specialty coffee	9 MIN WALK
09	**Queen Street Mall** Queen Street · major shops, chemists & department stores	22 MIN WALK

— SECTION 07 —

Eat like a local

A handful of places we genuinely love, all within walking distance of the apartment. Take this list as a starting point — wander and explore.

Coffee & breakfast

Pallet Cafe	485 Queen St · 4 min
Cook & Co.	Ann St · 4 min
La Vue	City Reach Boardwalk · 4 min
Small Coffee Co	365 Turbot St · 7 min
The Hideout	340 Adelaide St · 9 min

Lunch & easy bites

Taro's Ramen	480 Queen St · 4 min
Miso Hungry	363 Adelaide St · 5 min
Alto	7 Boundary St · 5 min
Betty's Burgers	5 Boundary St · 7 min
Oyama	Gotha St · 11 min · japanese

Down at the wharves

Bar Pacino	175 Eagle St · 6 min · italian
Stanley	Howard Smith Wharves · 6 min · cantonese
Felons Brewing Co	Howard Smith Wharves · 7 min · brewery
Alchemy	175 Eagle St · 8 min · riverside
Mr Percival's	Howard Smith Wharves · 12 min · overwater bar

HEADS UP — Walk times are measured from the front door. Howard Smith Wharves gets busy from Thursday to Sunday, so booking ahead is a very good idea.

— SECTION 08 —

Getting around

The apartment sits on the edge of the CBD, a short stroll from the river and Howard Smith Wharves. Walk times below are measured from the front door.

ON FOOT

Howard Smith Wharves — **8 min**
Eagle Street Pier — **10 min**
Central Station — **12 min**
City Botanic Gardens — **14 min**
Story Bridge — **15 min**
Queen Street Mall — **22 min**

BY BUS, TRAIN & FERRY

Bus — Adelaide St stop 32 (4 min) and Queen St stop 33 (5 min). The council's free **City Loop** and **Spring Hill Loop** buses need no go card.

Train — Central Station, 12 min on foot: trains across South-East Queensland, plus the Airtrain to the airport.

Ferry — Howard Smith Wharves (10 min) and Eagle Street Pier (10 min). Flat **50c** fare — tap on and tap off.

A short list of musts

- Howard Smith Wharves — 8 min on foot. The old wharf sheds turned into riverside bars and restaurants, right under the Story Bridge.
- Story Bridge — 15 min. Walk across it at dusk, or book a climb if you're feeling brave.
- South Bank Parklands & Streets Beach — 26 min on foot, or a short ferry ride down the river.
- New Farm Park — 26 min on foot, or hop the cross-river ferry from the wharves.

GOOD TO KNOW — every trip on Brisbane's buses, trains and ferries is a flat **50c** with a go card or a contactless bank card. Tap on when you board and tap off when you leave, or you will be charged a higher default fare.

— SECTION 09 —

Check-out & stay in touch

Standard check-out is **10:00 am**; check-in is from **3:00 pm**. Following the small list below keeps things quick and easy for the next guest.

BEFORE YOU LEAVE

1. Leave used sheets and towels together in the bathroom.
2. Empty the bins into the chute just past the lifts.
3. Load the last dishes into the dishwasher, or wash and dry them.
4. Switch off the air conditioning, the lights and the TV.
5. Check the balcony door is shut and lock the entrance door behind you.
6. Leave one set of keys in the apartment, and return the other set to the lockbox in the convenience store — then scramble the digits.
7. Send us a quick message on Airbnb to let us know you're on your way.

A FEW NOTES ON CHECKOUT

- Late check-out is sometimes possible — message us the day before.
- **$80** fee applies for unarranged late check-outs.
- **$250** charge applies for lost keys or access devices.
- **$50** charge applies for lost or damaged linen.
- No luggage storage on site — please plan around 10:00 am.

— DURING YOUR STAY —

Message us on Airbnb

Your hosts · fastest reply on Airbnb

— IN AN EMERGENCY —

000

Police · Fire · Ambulance
Anything else — message us on Airbnb