



MACKAY



# HOTEL COMPENDIUM



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[www.ibismackay.com.au](http://www.ibismackay.com.au)



Mackay Airport, Christensen Circuit, Mackay, QLD 4740



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# WELCOME MESSAGE

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**Adriette Meyer**

General Manager

We are delighted to welcome you to Ibis Mackay. Whether you are travelling for business or pleasure we strive to provide you with a room that is clean and comfortable, friendly attentive service, fantastic catering options and all at a value conscious price.

Ensure to make the most of your stay by enjoying our facilities such as the bar, restaurant and pool. Join our free loyalty program ALL (page 6) to get rewarded every time you stay with or dine in any Accor hotel.

Thank you for choosing to stay at Ibis Mackay and we look forward to welcoming you back.







# GENERAL INFORMATION

Ibis Mackay offers complimentary car parking, complimentary WIFI, a fully equipped gymnasium and swimming pool. We are conveniently located beside the airport terminal, but with 'ibis sweet beds' in every room, double glazing and core filled block walls our guests are guaranteed a good night's rest. We're also proud to present TurBARlence, which offers gastro pub food and craft beverage offerings either inside our stylish restaurant or enjoy our large outdoor beer garden.

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Take the stress out of flying with our conveniently located airport hotel. Flight information screens are present in the hotel, only a short 4-minute walk and you will be at your gate. Layover and business travellers can relax during their journey while holiday travellers can explore this Queensland city on a budget.

Enjoy the lush tropical surrounds of Queensland's Mackay and discover the diverse flora and fauna. Mackay and surrounds are known for its aquatic and tropical nature spots such as Harbour Beach, Bluewater Lagoon and Eungella National Park.



# YOUR SAFETY

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## Fire/Safety Exits

All guest rooms and public areas are equipped with alarms. If the fire alarm should sound, listen to the public address system for further instructions. If you have a physical condition which might impair your ability to detect an alarm or to evacuate via the stairwell, please notify reception. An emergency exit map is located on your room door.



## Emergency/First Aid

In the event of an emergency situation, if you require a doctor or first aid please dial "9" on your room phone for assistance.

## Room Telephone

### **Reception - 9**

There is a receptionist available 24 hours a day.

**Outside Line** - 0 then enter the phone number you wish to contact.

**In-House Calls** to other rooms incur no charge.

# ALL ACCOR FREE MEMBERSHIP

## Join Accor Live Limitless for Free

When you join the ALL Loyalty Program, you instantly become a classic member. Membership is complimentary.

- The best prices guaranteed for your stays
- Earn points for everything you do and use your points whenever you want
- Experiences tailored to your passions

Included in your complimentary membership is the ability link your Qantas Frequent Flyer account to enjoy even more benefits.

**Scan the QR code to join**



If you need any assistance please contact our friendly reception staff to help you.



# IN ROOM SERVICES

## Wi-Fi

Complimentary Wi-Fi access is available in all hotel rooms & common areas. To access the internet, connect your device to the 'Ibis Public Wireless' network. When you first attempt to connect to a website, you should be brought to a login page. There is a box called 'In House' you can log in using your Surname and Room Number. If you are still unable to connect, please do not hesitate to contact reception by dialing '9'.

## Mini Bar/Room Service

Please refer to pages 13-17.

## Television

Watch free to air channels or content from your phone/personal device. Foxtel will soon be available in all rooms.

## Housekeeping

Our housekeeping team will service your room every day after 9am during your stay. If you do not require a service, please put your Do Not Disturb sign on the outside door handle of the main door.

## Air Conditioning

During summer all air-conditioners are set to cool mode 23 degrees. During winter all air-conditioners are set to fan mode and turned off as there is no heating option available.

## Laundry

This a next day service only available Monday to Thursday by a local laundry company. Laundry needs to be handed to reception by 8am, laundry will be returned the next day by 11am. Please see page 18 for a price list.

## Wake-Up Call

Need to catch an early flight? Not a problem, we can setup an early wake up call to your room phone. Please speak with reception to set this up.

## Luggage Storage

We can store your luggage for you when you check out. Ask our reception team for assistance.

## Printing / Photocopying

Email us what you need printed to [h9266-re@accor.com](mailto:h9266-re@accor.com) - charges may apply.





# SWIMMING POOL & FITNESS CENTRE

Our swimming pool is located on the ground floor, the entry gate is on the right side of the terrace.

**Pool** hours are **5am** to **9pm**.

Our **24hr gym** is located on the ground floor near the lifts, use your room key for access.

Our pool table is located on the terrace.



# TRANSPORT

## Parking

Free on-site parking is available for all in-house guests. Use your room key to enter and exit the carpark. On your day of departure, let reception know that you are checking out, hold onto your room key, then once you have opened the boom gate drop your key into the dropbox beside the room key swipe panel.

## Taxi

If you require a taxi, please contact our friendly reception team so we can organize it for you.

## Bus

### Monday to Friday

Airport to the City / Canelands -

7.15am, 8.15am, 9.15am, 10.15am, 11.15am, 12.15pm, 2.15pm, 3.15pm, 4.15pm, 5.15pm & 6.15pm

City / Canelands to the Airport -

6.45am, 7.45am, 8.45am, 9.45am, 10.45am, 11.45am, 1.45pm, 2.45pm, 3.00pm, 3.45pm, 4.45pm & 5.45pm

### Saturday

Airport to the City / Canelands - 10.15am, 12.15pm, 3.15pm & 5.15pm

City / Canelands to the Airport - 9.45am, 11.45am, 2.45pm & 4.45pm





MESSAGE FROM

# EXECUTIVE CHEF

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TurBARlence serves contemporary Australian food with a focus on local produce. Come join us for breakfast, lunch or dinner. We want to show off all the wonderful local food and beverage producers we can! The dining room is a bright, open-plan space adjacent to our reception. Our large terrace is beautiful on a sunny day, and luckily in Mackay there are a lot of those. Now we also have an amazing pool area where you can kick back and relax.

You can book your table online at [www.turbarlence.com.au](http://www.turbarlence.com.au) or speak directly with our front of house team today.

Plus, you can earn or use your ALL points whether you're a hotel guest or just coming for lunch!

*Terrance Wekumbara*  
Executive Head Chef





# CONFERENCES & EVENTS FUNCTION SPACES


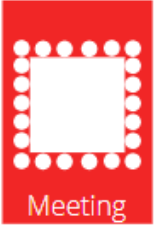
## Corporal Simpson

Half day hire fee: \$150

Full day hire fee: \$250

The Corporal Simpson room is an intimate meeting space which accommodates 2-10 people. This room is located on the 5th floor







This room is located on the 5th floor of the hotel, providing natural light and ocean views. This space is perfect for small meetings, interviews and more.

Room Type & Capacity	
	
Theatre	Meeting
6	6

## Lieutenant Murphy

Half day hire fee: \$250

Full day hire fee: \$450

Room Type & Capacity					
					
Theatre	U-Shape	Meeting	Classroom	Open Square	Cocktail
45	25	25	26	40	60

The Lieutenant Murphy Room is our largest conference space holding up to 60 guests. This is an interactive and luxurious space that provides a perfect back drop for workshops, corporate functions, seminars, working breakfasts, meetings and more. Catering packages are also available.



# CONFERENCES & EVENTS

# OUTDOOR SPACES

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## TERRACE

**Hire fee: \$250**

TurBARlence Terrace is a versatile space designed to accommodate up to 150 people for any occasion. Transform this outdoor setting to suit your event needs. From standing cocktail functions, launch parties and local events, our team will bring your vision to life.

## POOL DECK

**Hire fee: \$250**

The pool area is perfect for BBQ get togethers or birthday parties. This newly designed space can accommodate up to 50 guests. You can even hire our 20ft inflatable screen to watch your favorite sports or movie.





## DRY CLEANING

- 24 hour turnaround
- Drop off before 8am
- Returned 9am-11am

Call reception on 9  
or visit the desk  
downstairs to book.

### Dry Cleaning

Womens Wear	Cost	Press Only	Mens Wear	Cost	Press Only
Shirt/ Top /Blouse From	12.00	8.00	Shirt / T shirt	12.00	8.00
Shorts	10.00	7.00	Shorts	10.00	7.00
¾ shorts/ pants	12.00	8.00	Board shorts	10.00	7.00
Trouser / Pants From	13.00	9.00	Trouser	13.00	9.00
Jacket (short) From	19.00	15.00	Jacket	19.00	15.00
Jacket (Medium) From	22.00	17.00	Coat / Jacket Wool From	26.00	19.00
Jacket (long) From	26.00	19.00	Over Coat (short)	27.50	20.00
Coat / Jacket Wool From	26.00	19.00	Over Coat (Medium)	30.00	22.50
Over Coat (short)	27.50	20.00	Over Coat (Long)	35.00	25.00
Over Coat (Medium)	30.00	22.50	Leather Jacket From	50.00	
Over Coat (Long)	35.00	25.00	Vest	10.00	7.00
Leather Jacket From	50.00		Tie	7.50	4.50
Skirt (Short) From	11.00	8.00	Bow tie	5.50	3.00
Skirt (Knee Length) From	13.00	10.00	Handkerchief	3.50	1.50
Skirt (Long) From	15.00	12.00	2 pce Suit	32.00	20.00
Dress (Short) From	26.00	21.00	3 pce Suit	44.00	27.00
Dress (Mid Length) From	30.00	25.00	Hoodie / Pull over	16.00	12.00
Dress (Long) From	40.00	34.00	Wool Jumper	19.00	15.00
Sequin / beaded / pleated / Balloon Dress From	35.00	28.00	Wool Cardigan	19.00	15.00
Cocktail Drees From	30.00	25.00	Beanie	7.00	
Evening Dress From	40.00	30.00	Scarf From	8.00	5.00
Layered / Sequinned/ Beaded Long Evening Dress From	70.00	50.00	Robe From	19.00	15.00
Formal Dress From	70.00	50.00			
Deb Dress From	120.00	80.00			
Wedding Dress From	160.00	80.00			
Jumpsuit (short)	26.00	21.00			
Jumpsuit (knee Length)	30.00	25.00			
Jumpsuit (Long)	40.00	30.00			
Scarf (small)	8.00	5.00			
Scarf (Large)	12.00	7.00			
Stole	12.00				
Shrug From	8.00				
Jumper/ hoodie	16.00	12.00			
Wool Jumper	19.00	15.00			
Wool Cardigan	19.00	15.00			
Robe Short from	15.00	11.00			
Robe Long from	19.00	15.00			

### Laundered – Not dry cleaned

Item	Laundered & pressed	Laundered & folded
Under pants/ Jocks / boxers	-	2.00
Pair of socks	-	2.00
Bra	-	3.00
Camisole	6.00	4.00
Singlet	-	4.00
T shirt	10.00	7.00
Singlet top	8.00	6.00
Shorts	9.00	6.00
Boardshorts	9.00	6.00
Shirt	10.00	-
Trouser	11.00	-
Jeans	12.00	9.00
Jumper / hoodie	13.00	10.00
Short tights	-	8.00
Long tights	-	10.00
Gym Towel		6.00
Gym Hand Towel		3.00
Beach Towel		8.00
All other items are dry clean only		