

We would like to welcome you Sovereign Park, Ballarat.

You can be assured that our staff will endeavour to make your stay a comfortable one.

Please find below and in the following pages, information regarding our services & facilities.

General Information

TO CONTACT RECEPTION – Dial **250**

TO CONTACT THE RESTAURANT OR ROOM SERVICE – Dial **255**

RECEPTION HOURS

Monday – Friday	7:30am to 8:30pm
Saturday	8:00am to 9:00pm
Sunday & Public Holidays	8:00am to 6:00pm

BREAKFAST

Enjoy the comfort and convenience of our café for breakfast. Available from 7am Tuesday to Friday and from 8am Saturday to Monday & Public Holidays.

ROOM SERVICE

Breakfast - Available everyday (except Christmas Day) from 7:00am. A menu can be found at Reception. Please return the form to reception during reception hours.

Lunch & Dinner - Available everyday (except Christmas Day). To order meals and drinks delivered to your room please dial 255. A small room service charge applies. A copy of the menu can be found at www.theredlion.com.au

BREAKFAST PACKS

Packs containing cereal, milk, juice and packaged fruit salad can be purchased from reception.

LEO'S RESTAURANT

Renowned for its style, service and atmosphere Leo's restaurant offers our guests the same menu as the café, with full table service. Leo's restaurant is available 7 days a week for lunch and dinner. Bookings are essential most nights.

BAR & GAMING ROOM HOURS

Please refer to <https://www.theredlion.com.au/simba-sportsbar> for updated trading hours.

COMPLIMENTARY WIRELESS INTERNET

Wireless internet access is available throughout the complex. The network name and password are located on the desk in your room and are also available from reception.

A computer is available for your convenience in the Business Centre behind reception.

Our Email is: reservations@sovpark.com

Web: www.sovpark.com

CONFERENCE & GROUP BOOKINGS

Special meal arrangements are usually made for conference and group bookings. Please contact reception for details in respect to your particular group.

PUBLIC HOLIDAYS

We do not service motel rooms on public holidays. Please contact reception should you require more towels or toiletries and for any maintenance issues.

INDOOR POOL, GYMNASIUM & RECREATION CENTRE

Open during Reception hours. Children must be under direct parental supervision at all times. Pool/Gym towels are available from reception.

INDOOR TENNIS

The indoor tennis court is designed for half court tennis. Court hire is \$2.00 for 30 minutes or \$4.00 for an hour. The special half court tennis racquets and balls are available from reception.

GUEST LAUNDRIES

Two guest laundries are available during reception hours and are located at either end of the car parks. Washing powder, machines and driers are free for our guests to use. The washing powder can be found under the sink.

NEWSPAPERS

Can be ordered at cost price from reception, for delivery the next morning.

DRY CLEANING / LAUNDRY SERVICE

A same day Laundry and Dry Cleaning service is available Monday to Friday. Laundry bags are located in the drawers of each room. Please drop at reception or notify reception by 10am.

DEPARTURE

Checkout is prior to 11:00 am for all months excluding October. Check out in October is 10:30 am

FOOD AND BEVERAGE VENDING MACHINE

Located at the entrance to the Recreation Centre.

AIR CONDITIONER / HEATER

The controller for the split system air conditioner is located in a cradle on the wall below or adjacent to the appliance.

Please contact reception if you require assistance.

ELECTRICAL APPLIANCES

These are checked every day by housekeeping but we have little way of knowing when one will fail. In the event of a failure please contact reception on 250 and we will bring a replacement immediately.

PARKING

Parking is unallocated for units 12-49 with one car space per room. Parking for units 1-11 is as per marked spaces. If you require more than one car space, please contact reception.

UNIT TYPES AVAILABLE

4 Star Executive Spa Units, 4 Star Deluxe Units, Standard Units, Two-Bedroom Units, Interconnecting Units, Self Contained Apartment, Self Contained Residences.

Conference Rooms catering for up to 100 people and other syndicate and meeting spaces available.

AFTER HOURS SUPPORT

If you require assistance after hours, please contact the Red Lion Bar Manager. If they are closed emergency contact numbers are located on the front door to reception.