



Urban Central Accommodation



Thank you for your enquiry regarding group accommodation at Urban Central in Melbourne. We are located in vibrant Southbank, within walking distance to the CBD, Melbourne Exhibition and Convention Centre and many other major landmarks within Melbourne such as the Melbourne Sports & Aquatic Centre, Albert Park Lake, Federation Square, Victorian Arts Centre, Melbourne Aquarium, Docklands, Eureka Sky Deck, Etihad Stadium and the Crown Entertainment Complex. Southern Cross station is an easy 10 minute walk and there is a tram and a bus stop directly outside the building which can take you into the CBD, Port Melbourne, Albert Park or St Kilda. Limited mini-bus/car parking is available onsite and coach parking is available through Wilsons Parking close by.

Our focus is to enhance our guests' experience of Melbourne. We offer quality hotel style service for a budget price in a relaxed atmosphere. Urban Central is all about ease. We pride ourselves on our friendly service and our secure, clean environment.

The Facilities

Urban Central caters for groups of up to 150 guests, with multiple styles of accommodation available.

We offer a wide range of facilities for group reservations that include:

- Dormitory rooms, Double Ensuite & Quad Ensuite Rooms
- Complimentary continental breakfast for all guests
- Complimentary tea and coffee
- Linen and Towels provided
- Complimentary rice and pasta for cooking
- Reception staffed 24 Hours a day
- TV Lounges
- Laundry Facilities
- Wheelchair Access
- Personal lockers in dorm rooms
- Room key swipe access for security
- Onsite Travel Agent 'One Stop Adventures'
- Internet Café and Wifi
- Onsite Bar
- Communal self-catering kitchen
- Communal dining room

The Accommodation

Dormitory Rooms

Guests can be accommodated in 4 bed dormitory style rooms, consisting of two sets of bunk beds. Male and female communal bathrooms are located on each level. Fresh linen and towels are provided.

Double / Quad Ensuite Rooms

Guests may also be accommodated in double, twin or family style (Consisting of a king sized bed and set of bunk beds) rooms with ensuite bathrooms. These rooms all include fresh linen, towels, tea and coffee facilities.



334 City Road, Southbank, VIC 3006
+61 3 9693 3700 / 1800 631 288

groups@urbancentral.com.au www.urbancentral.com.au/groups



Urban Central Accommodation

Meals

- Continental breakfast is provided free of charge including assorted cereals, milk, bread, butter, jams, juice, tea and coffee. Times for breakfast may be requested to suit group needs.
- Urban Central has a communal kitchen which is available for group use during your stay. There are cooktops, microwaves, grills as well as large fridges and freezers for food storage. Cutlery and crockery is also available for use. Complimentary rice and pasta for cooking as well as tea and coffee is available in the kitchen all day.
- The groups department can organise lunch packs and dinner at selected local restaurants, with great deals exclusively for Urban Central guests. Feel free to contact us if you would like us to help you with any of your catering requirements.

Urban Centrals Commitment to your Group

Urban Central has an onsite Groups Co-ordinator to ensure your requirements are met and you have an enjoyable stay.

- Urban Central takes all necessary precautions to ensure the safety and security of your group and their property
- Urban Central has all statutory insurance and building certificates
- We have staff that are First Aid trained and are capable of handling emergency situations
- Venue is staffed 24 hours a day
- Our rooms all have a security swipe key system and we can provide a Master Key to group leaders upon request
- We will endeavour to allocate rooms as close to each other as possible to allow effective supervision
- We offer separate male and female shared bathrooms to ensure privacy of your group members

Risk Management

Urban Central is proactive in taking preventative measures to ensure we maintain high standards of risk management. Risk Management and Venue information is available upon request from our groups department.

Closest Medical Centre

South Melbourne Family Practice
111 Cecil Street
South Melbourne
Monday – Friday 8am – 6pm
Phone 03 9284 3400

Closest Hospital Emergency

The Alfred Hospital
Commercial Road
Melbourne 3004
24 Hours / 7 Days

Getting to Urban Central

Location

Urban Central is located at 334 City Road, Southbank, 3006 (Near the corner of Clarendon Street). Supermarkets, Petrol Stations, Restaurants, Cafes, Tram stops and Bus stops are only a few moments' walk away.

Free Tram Zone

Urban Central is a short walk away to the free tram zone. The zone covers Melbourne's CBD, Docklands and the Queen Victoria Market..

By Skybus

Skybus runs between Melbourne Airport and Southern Cross station 24 hours a day. From Southern Cross station, Urban Central is an easy 15 minute walk away or a short tram ride. Direct pick ups returning to the airport are available upon request.

By Tram

Tram number 12 (stop 126 on the corner of City Road and Clarendon St) will get you the closest to Urban Central.

Parking

Urban Central offers limited parking for group bookings. Car and minibus spaces must be booked prior to arrival with the groups department. Coach parking is available through Wilson Parking; enter via Normanby Street (under Westgate Freeway) rates from \$10 overnight.



Urban Central Accommodation

Frequently Asked Questions

What is Urban Central?

Urban Central is award winning budget accommodation located in Melbourne, Australia. Our aim is to enhance your experience of Melbourne. We believe every person deserves a great place to stay during their travels. Whether you're from another country, another state or another suburb, everyone deserves a clean room, a spotless kitchen, all the necessary facilities and wonderful service. We strive to make your stay here the best it can possibly be. Melbourne is constantly voted one of the best cities in the world, and we think it's our duty to show you why.

Is it safe in my room / is the venue safe?

Providing safe accommodation is one of our main objectives. We have staff working 24 hours a day, CCTV coverage, key card access to the rooms, lifts and the entry doors at night, and lockers in each room. Our evening staff are also trained in security.

Where are you located?

We are centrally located in Southbank, Melbourne. Close to the city and on route to the beach. Our street address is 334 City Road Southbank VIC 3006.

What type of rooms do you have?

We offer 4 bed dorm rooms with or without a bathroom, as well as private ensuite double rooms and private ensuite quad family rooms.

Is there shopping nearby?

Melbourne is Australia's shopping capital. Close to Urban Central we have the South Wharf DFO shopping outlet, the Crown Casino, the South Melbourne Market, Clarendon St plus the Bourke St Mall is a short tram ride away.

How close to the city centre are you?

We are a 15 - 20 minute walk or a short tram ride into the middle of the CBD.

What is a dorm/dormitory?

A dorm is a room with bunk beds (4 beds in a room) which is usually shared with other travellers or group members, beds are sold individually.

What is a private room?

A private room is a room is purchased as a whole, it also includes an ensuite, TV, tea and coffee facilities.

What's the difference between ensuite and shared facilities?

Ensuite rooms have a bathroom within the room and shared facilities mean that the bathroom is shared between other guests on the same level. Our shared bathrooms are separate for male and females.

What is in your ensuite double room?

The double room includes one queen or king bed (king beds may be split into two single beds) with hotel grade linen. The room also includes private bathroom, tea and coffee, TV, heating and air-conditioning.

What is in your ensuite family quad room?

The family quad room includes one king bed (king beds may be split into two single beds) and a set of bunk beds with hotel grade linen. The room also includes private bathroom, tea and coffee, TV, heating and air-conditioning.

How can I book?

Group reservations are to be made via our groups department. They can be contacted on +61 3 9693 3700 or email groups@urbancentral.com.au.

Why do the rates/prices change?

Urban Central changes rates depending on our availability and major Melbourne event times.

What time is check in?

Check in is from 2pm.

What time is check out?

Check out time is by 10am.

Do you have luggage storage?

There is free luggage storage for guests checking in and out. Groups should book luggage space prior to arrival.

When do you close / is there a curfew?

Urban Central is open 24 hours, after 9pm you will be required to swipe your keycard to gain entry to the building.

Are there computers I can use?

The internet café is located on the ground floor. Wi-Fi is available throughout the building. You can purchase time at reception.

Can I print / fax / scan there?

It is possible to print and fax. Please see reception for details.

Do you provide linen and towels?

Each bed is made for you with fresh hotel grade linen and doonas. We also offer a free towel hire to all guests.

Frequently Asked Questions Continued.

Can I bring my own sleeping bag / pillows?

For health and hygiene reasons we do not allow guests to use their own sleeping bags or bedding items.

What time is breakfast?

Complimentary breakfast is from 7:30am – 9:30am each morning in our dining room. Groups larger than 12 should organise a specific breakfast time with the staff at Urban Central prior to arrival.

Do you sell attraction / tour tickets?

Our in-house travel agent, One Stop Adventures, can sell tours, bus tickets, give great travel advice and help you book what you need.

Do you have a kitchen?

Yes we have a fully fitted self-service kitchen with cutlery and crockery available for use. Rice, pasta, tea and coffee is available free of charge all day.

What time is the bar open?

The bar is open from 4pm daily. Only guests 18 or over are permitted in the bar during operation hours.

Can we bring in our own alcoholic drinks?

No, only drinks purchased from the bar can be consumed within the bar. Alcoholic drinks not purchased from the Bar334 are not permitted anywhere onsite.

Do you have laundry facilities / can I wash my clothes there?

Yes, we have two laundries on level 1 and 3, supplying washing machines, dryers and irons (Fees apply). Laundry powder is available from reception for a small cost.

What type of common areas do you have?

We have a study area, TV lounges, dining room, kitchen, internet cafe and lounge/bar.

How early do I have to book?

We recommend you book as soon as you know to avoid disappointment. All groups should have their payments and paperwork finalised at least 30 days prior to arrival.

What is your age policy for school groups?

We accept all age groups.

Who can stay?

We accept all groups from school, educational, sporting and small groups to bucks and hens groups and end of year trips seeking accommodation in Melbourne.