

—G—  
THE GLEN HOTEL  
& SUITES

Compendium



**Dear guest,**

The Fitzgibbons Family would like to welcome you to The Glen Hotel and Suites. It is our great pleasure to have you as our guest. Whether you are here for business or leisure, we have a variety of facilities to ensure your stay with us is enjoyable.

The Glen Hotel first opened for business in 1865, making the hotel one of the oldest continuously-trading licensed premises in Queensland.

Our family have owned The Glen Hotel since 1960, and since then have endeavoured to constantly improve the hotel to meet the ever-changing needs of the community.

We pride ourselves on providing both our community and visitors with a friendly place to visit, dine, drink, and celebrate.

Our team are here to ensure you have an excellent stay at The Glen Hotel and Suites. Should you require any assistance, please do not hesitate to ask.

**Warm regards,  
Brian & Cathy Fitzgibbons**





**In Room Amenities** *pg 4*

**On Site Amenities** *pg 5 - 7*

**Dining Options** *pg 8*

**Emergency and Medical** *pg 9*



### Air Conditioning

You will find the air conditioning control located near the front door.

You will need to ensure that your room key is inserted into the energy control unit to turn the air conditioning on. For guests staying in a room with a balcony, the air conditioning will automatically switch off upon opening the balcony door.

### Microwave

Microwaves can be provided, subject to availability and upon your request. Please contact Guest Services on extension 9

### Minibar

A price list can be found in the drawer above your minibar. Housekeeping will keep a record of your consumption and replenish your mini bar daily. A late charge will be charged to your credit card for any mini bar items not declared.

### Alarms

Smoke alarms are installed in each room and will activate when smoke is detected. Please ensure all appliances are used correctly.

A call-out fee will be charged to your account for any unwanted alarms.

### Cot

Baby cots can be provided, subject to availability and upon your request. Please contact Guest Services via extension 9.

### Do Not Disturb

A Do Not Disturb door hanger is located on the inside of your door.

If you do not wish to be disturbed, please place this on the door handle on the outside of your room.

### Internet

Complimentary Wi-Fi is available to all guests. To connect please select ‘accommodation’. No username or password required.

### Iron & Ironing Board

Located in your wardrobe.

### Reception Hours

Sunday- Thursday 5am- 1am

Friday & Saturday 24 hours

### Concierge

Please contact Guest Services via extension 9 for assistance with booking tours and taxis, making restaurant reservations or anything else that you may need.

### Airport

The hotel is located 20 mins from the Brisbane Airport. Please allow additional travel time during peak hours. For transportation arrangements please contact Guest Services on extension 9.

### Car Park

Complimentary secure parking is available for guests.

You will require your room key to enter the secure car park.

### Luggage Store

If you require your luggage to be stored, please see Guest Services.





### Dry Cleaning

Dry cleaning bags and dockets are located in your wardrobe. For same day dry cleaning service, please drop dry cleaning in to hotel reception before 8am each day.

### Laundry

Complimentary washing machines and dryers are located on Level 1 between the operating times of 7am-8pm each day. Laundry powder sachets are available for purchase for \$2 from Guest Services.

### Gym

The hotel gym is open 24 hours and is located on Level 1 which can be accessed with your room key. Children under the age of 14 are required to be accompanied by an adult at all times.





### Ice Machine

An ice machine is located in the laundry room on level 1.  
An ice bucket can be found on your mini bar shelf.

### Mail

Mail can be left at reception for posting. Incoming mail should be addressed to you and include your room number. Our mailing address is The Glen Hotel and Suites, Corner Logan Road & Gaskell Street, Eight Mile Plains, QLD, 4113.

### Restaurants

An array of dining options is available at The Glen Hotel. Please view Hotel Information on your TV for menus and opening hours.

### Swimming Pool

The hotel has a 12.5m swimming pool on Level 1. View Hotel Information for further details. Open 7am-8pm.

### Taxi Services

To book a taxi, please contact Guest Services via extension 9.  
We recommend booking a taxi the night prior if you have a flight to catch the next day.

### Check-out

Check out time is 11am. Late check outs are on request only and subject to availability. Late fees may apply. Please contact Guest Services if you wish to arrange a late check out.





## Breakfast at Charles Baker

Breakfast is served at Charles Baker Donuts and Coffee or In-Room Dining between 6am-10am each day. Coffee and Donuts are available from 6am-12pm.\*

## Lunch & Dinner

Lunch and Dinner is available across three beautiful dining spaces, as well as In-room dining.

Full menu open 11:30am-2:30pm & 5.30pm-9.00pm.\*

Alphonsus Pizza & Pasta menu from 2.30pm-5.30pm.\*

## The Parlor Desserts

The Parlor is open 7 days a week from 11:30am until late for a range of desserts, cakes & gelato\*

\* To view the full menu, scan the QR code located on your hotel room desk. Please note that each in-room dining order incurs a \$5 tray service fee.





## Emergency

In the case of an emergency, please dial 0 for an outside line, then 000 for Ambulance, Fire or Police. Our address is Corner Logan Road & Gaskell Street, Eight Mile Plains, Queensland 4113.

## Medical Centre

Eight Mile Plains Medical Centre- 218 Padstow Road, Eight Mile Plains phone: (07) 3341 9737.

## Medical Emergency Local Hospital Information

Public Hospital- QE II Hospital- Cnr Kessels and Troughton Roads, Coopers Plains. Phone: (07) 3182 6244 After Hours: (07) 3182 6111

Private Hospital- Greenslopes Private Hospital- Newdegate Street, Greenslopes. Main Reception: (07) 3394 7033 Emergency Centre: (07)3394 7654.







## Smoking

The Glen Hotel and Suites is a 100% smoke free environment including rooms, on balconies and in indoor common areas. If smoking occurs during your stay a \$200 cleaning fee will be billed to your account. A designated outdoor smoking area is available. Please contact Guest Services for the location.

## Pets

Due to health regulations, pets are not allowed throughout the hotel.





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Enjoy your stay

