

Welcome

to ULTIQA Points North Coolangatta

ULTIQA
POINTS NORTH

WELCOME

Dear Guest,

We are delighted you have chosen ULTIQA Points North for your stay in beautiful Coolangatta.

Perfectly positioned opposite the beach and above The Strand Shopping Centre, ULTIQA Points North offers spacious, self-contained apartments with sweeping coastal views and unbeatable access to dining, shopping, and local attractions. Whether you're here for a family holiday, a relaxing escape, or a coastal adventure, we hope you feel right at home.

ULTIQA Points North is a residential building comprising individually owned holiday apartments, permanent residents, and short-stay guests. To ensure a comfortable, safe, and enjoyable environment for everyone, we kindly ask all guests to be respectful of other residents and to adhere to the Body Corporate By-Laws which are located on the back of your apartment's front door.

Should you have any questions or require assistance at any time during your stay, please contact Reception by dialling 9 from your apartment phone. Our team is here to help, and we wish you a wonderful stay, hoping ULTIQA Points North becomes your home away from home.

Welcome and we wish you a very pleasant stay.
ULTIQA Points North Coolangatta

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RESORT INFORMATION

AFTER HOUR SUPPORT

If you require assistance outside of Reception hours, you can contact our after-hours team by dialling 9 from your in-room phone. Our team will be happy to help with urgent matters and provide guidance where possible.

APARTMENT INFORMATION

All apartments at ULTIQA Points North are fully self-contained and include a kitchen and laundry.

- Housekeeping: Apartments are serviced prior to arrival. No daily housekeeping is provided. For stays longer than 7 nights, a linen change will be scheduled.
- Supplies Provided: A starter pack including tea, coffee, milk, detergent, toilet paper, and kitchen/laundry essentials is supplied. Additional items can be purchased from Reception or Woolworths.
- Smoking: Smoking is strictly prohibited inside apartments, on balconies, and in all common areas.

ARRIVAL / DEPARTURE TIME

Check-In: From 2:00pm | Check-Out: Prior to 10:00am

If you have early arrival or late travel connections, luggage storage may be available. Late check-out can be arranged for a fee, subject to availability. Please speak with Reception to organise.

BALCONIES

For guest safety and to maintain the appearance of the building, clothes, towels, and other items must not be hung over balcony railings. Children must be supervised at all times when using balcony areas. We also recommend ensuring balcony doors are closed and locked when your apartment is unattended.

BBQ FACILITIES

BBQ facilities are located on Level 2 near the tennis court and are available daily from 7:00am to 9:00pm. The BBQs operate on a first-come, first-served basis. Guests are asked to bring their own utensils and to clean the BBQ and surrounding area after use, so it remains enjoyable for the next guests.

RESORT INFORMATION

BODY CORPORATE BYLAWS

ULTIQA Points North apartments are individually owned and operate under a Body Corporate structure. By-laws are in place to ensure the comfort, safety, and enjoyment of all residents and guests and must be adhered to at all times. These by-laws apply to owners, residents, guests, visitors, contractors, and invitees, and are designed to maintain a respectful and enjoyable environment for everyone.

- Noise & Behaviour: Guests must not create excessive noise or behave in a way that interferes with the peaceful enjoyment of others. Quiet hours apply, and parties are not permitted. Guests are responsible for the behaviour of their visitors at all times.
- Vehicles & Parking: Vehicles must only be parked in approved and allocated parking spaces. Parking on common property without permission is not allowed. Car spaces must be kept clean and free of litter.
- Use of Common Property: Common areas must not be obstructed, damaged, or misused. Lawns, gardens, and landscaped areas must not be damaged or used for personal purposes.
- Use of Common Property: Common areas must not be obstructed, damaged, or misused. Lawns, gardens, and landscaped areas must not be damaged or used for personal purposes.
- Building Appearance: Items such as washing, towels, bedding, clothing, signs, or banners must not be displayed on balconies or anywhere visible from outside the building. Balconies must not be enclosed, and external blinds are not permitted.
- Damage & Alterations: Guests must not damage or deface any part of the building or common property. No structural alterations, installations, or modifications (including electrical, plumbing, gas, or air-conditioning work) may be made without written approval from the Body Corporate.
- Rubbish & Cleanliness: Rubbish must be disposed of properly in designated areas. Nothing may be thrown from windows, balconies, doors, or stairwells. Apartments must be kept clean, and reasonable steps must be taken to prevent pests or vermin.
- Smoking & Fire Safety: Flammable materials must not be stored in apartments or common areas. Guests must not do anything that increases fire risk or breaches fire safety regulations. Doors and windows should be secured when apartments are unattended.
- Animals: Animals are not permitted in apartments or on common property, except for approved guide or assistance animals as required by law.
- Residential Use: Apartments are for residential use only and must not be used for illegal purposes or activities that may affect the reputation of the building.

RESORT INFORMATION

- Maintenance, Accidents & Inspections: Any accidents, damage, or faults involving plumbing, electrical fittings, or fixtures must be reported promptly to Management. Apartments may be inspected with appropriate notice, as permitted by law.
- Compliance & Costs: Failure to comply with these by-laws may result in action being taken. Any costs incurred by the Body Corporate or Management to repair damage or rectify a breach may be recovered from the responsible party.

This is a summary only. Full Body Corporate By-Laws apply and are available upon request.

BREAKAGES & ACCIDENTAL DAMAGES

We understand accidents can happen. Please report any accidental breakages, stains, or damage to Reception so we can address them promptly. Additional cleaning or replacement charges may apply.

CAR PARKING

Each apartment is allocated one secure underground car park space. Guests are asked to park only in the space assigned to their apartment number. Additional parking may be available for a fee, subject to availability, and can be arranged by speaking with Reception.

CHECK-OUT GUIDELINES

Before checking out, we kindly ask that you leave the apartment in a clean and tidy state. This includes removing rubbish and washing dishes (or loading the dishwasher and starting the cycle). If using the dishwasher, please ensure it has been run and emptied before departure. Please also ensure all personal belongings are removed before departure. If any breakages or stains occurred during your stay, kindly report them to Reception. Additional cleaning charges may apply if apartments are left excessively untidy or if items are missing.

DISHWASHER

A dishwasher sachet is provided in your apartment as part of the starter pack. If you require additional detergent during your stay, this may be purchased from Reception or Woolworths.

RESORT INFORMATION

EMERGENCY CONTACTS

In the event of an emergency, please dial 000 for Ambulance, Police, or Fire. For urgent medical care, the nearest hospitals include The Tweed Hospital (5526 1133) and John Flynn Private Hospital (5598 9000). If you require after-hours support relating to the building or your accommodation, please dial 9 from your in-room phone.

FIRE SAFETY

For your safety, please familiarise yourself with the Fire Evacuation Plan located on the back of your apartment door. In the event of an alarm, you must not use the lifts and should instead use the fire stairs and follow emergency instructions. Please note that unnecessary fire call-outs, including false alarms, may incur a charge of $1,500. To reduce the risk of alarms, avoid smoke-generating activities in the apartment and ensure cooking areas are well ventilated.

GAMES ROOM

The Games Room is open daily from 9:00am to 5:00pm. Guests may book complimentary use for one hour per apartment per day with Reception. Equipment is provided, and we kindly ask that all items are returned in good order after use.

HOUSEKEEPING & LINEN

ULTIQA Points North apartments are not serviced daily. For stays longer than 8 nights, a linen change will be scheduled. If you require additional servicing or linen during your stay, please contact Reception to discuss options, as additional charges may apply.

INTERNET (WIFI)

Complimentary WiFi is provided free of charge and is unlimited for the duration of your stay. The WiFi password and login details are supplied at check-in. If you experience any connection issues, please contact Reception for assistance.

RESORT INFORMATION

KEYS & SWIPE CARDS

Keys and swipe cards are required for access throughout the building and to the secure areas, including the underground car park. Please keep them with you at all times. Lost keys and swipe cards incur a replacement fee, and access may be restricted until replacements are arranged.

LAUNDRY

Each apartment includes a washing machine, dryer, iron, and ironing board. For safety and airflow, we recommend leaving laundry doors open while using the dryer. If you require additional laundry detergent beyond what is included in the starter pack, this can be purchased from Reception or Woolworths.

MAINTENANCE

If you notice anything that is not functioning correctly in your apartment, please report it to Reception as soon as possible. Early reporting allows our team to arrange repairs promptly and helps minimise disruption to your stay.

NOISE & CONSIDERATIONS

As ULTIQA Points North is a mixed residential building, we kindly ask all guests to be considerate of permanent residents and other visitors. Noise should be kept to a minimum, particularly in the evenings. Common areas close by 9:00pm, and we ask that guests observe quiet hours after 10:00pm. Parties are not permitted, and excessive noise may result in further action in line with building by-laws.

PETS

Pets are not permitted in the building. Guide or assistance dogs are welcome, however they must be advised at the time of booking. Any animals found in apartments without approval will incur an additional cleaning fee.

POOL, SPA & SAUNA

The Pool, Spa and Sauna are located on Level 2 and are open daily from 7:00am to 9:00pm. For safety reasons, children under 13 must be supervised at all times. Glass is not permitted in these areas, and we ask that guests do not bring food or beverages into the pool or spa zones.

RESORT INFORMATION

POOL TOWELS

Pool towels are available for hire at $10 per towel. Towels can be collected from Reception and must be returned after use.

PHOTOCOYING, PRINTING & SCANNING

Printing, scanning and photocopying services are available at Reception for a small fee.

RECEPTION & CONTACT INFORMATION

Reception is open 9:00am to 5:00pm, seven days a week (public holiday hours may vary). If you need assistance at any time, you can dial 9 from your in-room phone. Reception can assist with general enquiries, maintenance requests, local information, and practical support during your stay.

ROOM MAINTENANCE

If you experience any maintenance issues or notice anything in your apartment that is not working correctly, please contact Reception as soon as possible so our team can arrange assistance promptly.

SAFETY & SECURITY

ULTIQA Points North is monitored by video surveillance 24/7. For your security, we recommend keeping your apartment and balcony doors locked when unattended and ensuring the building's secure access points are not opened for unknown persons. If you have any security concerns during your stay, please contact Reception immediately or dial 9 after-hours.

SMOKING

Smoking is strictly prohibited in common areas, inside apartments, and on balconies. Any evidence of smoking will result in additional cleaning charges.

TELEPHONE

A direct dial telephone is provided in your apartment. Please note that external calls may be charged to your account.

RESORT INFORMATION

TELEVISON (FOXTEL)

Foxtel is provided in the living room for your entertainment. Foxtel is not available in bedrooms. To avoid technical issues, please use the Foxtel remote only to operate the TV.

TENNIS COURT

The Tennis Court is available daily from 9:00am to 5:00pm. Guests may book complimentary use for one hour per apartment per day through Reception. Equipment is provided and should be returned after use.

VISITORS

Visitors are welcome; however, they must use the intercom and call your apartment number to be granted access. Guests are responsible for their visitors at all times and must ensure visitors comply with building rules. Please register any overnight visitors with reception for fire and safety reasons.

The Iconic Gold Coast

Australia's sixth-largest city is located on the East Coast of Australia, home to world-renowned beaches and hinterland beauty.

Coolangatta is a relaxed coastal destination known for its patrolled beaches, scenic coastal walks and easy access to cafés, dining and local shopping, all just moments from ULTIQA Points North.



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GENERAL INFORMATION

AIRLINE ENQUIRIES

ULTIQA Points North is conveniently located near Gold Coast Airport (Coolangatta Airport), making arrivals and departures quick and easy. Brisbane Airport is approximately 1.5 hours away by car, depending on traffic.

- Airlines: Qantas 13 13 13
- Jetstar 13 15 38
- Virgin Australia 13 67 89
- Air New Zealand 13 24 76

AREA MAPS

Tourist guides and local maps are a great way to plan your days. Reception can recommend local experiences based on your travel style, including beach spots, family activities, dining suggestions, and scenic walks.

BEACHES

Coolangatta is a relaxed coastal destination known for its patrolled beaches, scenic coastal walks and easy access to cafés, dining and local shopping. Coolangatta Beach is located directly across the road from ULTIQA Points North, with Greenmount Beach approximately 500 metres away, Kirra Beach around 1 kilometre, and Rainbow Bay and Snapper Rocks within 1.5 to 2 kilometres, making it easy to explore the coastline on foot or by bike.

CAFES & DINING

Coolangatta is known for its relaxed café culture and quality dining options, many within walking distance of the resort. Popular local favourites include beachfront cafés for breakfast and coffee, casual eateries for lunch, and relaxed restaurants ideal for sunset dinners. The Strand precinct alone offers a variety of cafés, takeaway options, and sit-down dining, while nearby Tweed Heads and Kirra provide even more choice. Reception can recommend current favourites and help with bookings.

CINEMAS

Cinebar Cinemas is located within The Strand Shopping Centre, which is connected to the building. It is a convenient option for a relaxed afternoon or evening activity.

GENERAL INFORMATION

DAY TRIPS & SCENIC DRIVES

Coolangatta is perfectly positioned for easy day trips. Guests often enjoy visiting Kingscliff, Burleigh Heads, and Tweed Heads, all within a short drive. Scenic hinterland drives to waterfalls, lookouts, and rainforest walks are also popular and easily accessible from the southern Gold Coast.

MARKETS

Markets are a wonderful way to experience local produce, artisan goods, and the holiday atmosphere of the region. Popular options include Burleigh Farmers Market on Saturdays, HOTA Farmers & Artisan Markets on Sundays, and Carrara Markets on weekends. Market times can vary seasonally, so Reception can assist with up-to-date information and directions.

NATURE & WILDLIFE EXPERIENCES

Nature lovers can explore nearby coastal headlands, walking tracks, and lookouts with sweeping ocean views. A highly recommended wildlife experience is Currumbin Wildlife Sanctuary, where guests can encounter native Australian animals in a beautiful natural setting. It's an ideal outing for families and animal lovers and is within easy driving distance of the resort.

SHOPPING

Strand Shopping Centre, connected to Level 1 of the building, provides everyday convenience with supermarkets, specialty stores, dining, cinema, beauty services, and essential amenities. For a larger shopping experience, Pacific Fair, Robina Town Centre, Harbour Town, and Surfers Paradise are all within driving distance.

SPA, BEAUTY & WELLNESS

Coolangatta and The Strand precinct offer a range of boutique day spas, beauty salons, and hair services. These are ideal for guests looking to relax, unwind, or enjoy a little holiday pampering. Reception can suggest nearby options based on your preferences.

GENERAL INFORMATION

TRANSPORT

Coolangatta is easy to explore with a variety of transport options available, including taxis, rideshare services, buses, bike hire, car hire, and airport transfers. Whether you're heading out for the day or planning a longer trip along the coast, Reception can assist with general guidance on the best transport option.

THEME PARKS & ATTRACTIONS

The Gold Coast is famous for its world-class attractions and theme parks, all within driving distance from Coolangatta. Popular options include Dreamworld, Sea World, Warner Bros. Movie World, and Wet 'n' Wild. Reception can assist with directions and general planning for a full day of fun.

WALKING & CYCLING

The Oceanway coastal path stretches for approximately 36 kilometres along the foreshore and is easily accessed from the resort. It is ideal for walking, jogging, and cycling, with scenic viewpoints, beach access points, and outdoor fitness stations along the way—perfect for both leisurely strolls and active holiday moments.

CONTACT DETAILS

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