



Welcome to the AIS Residences

We hope the following information about our services will assist to make your stay a comfortable and enjoyable one.

In addition to facilitating arrivals and departures for all guests, our friendly Reception Team provides a variety of services and information to assist you.

Reception operations

Athletes Village (Building 16):

- > 7.30am to 10pm Monday-Friday.
- > 8am to 10pm Saturday-Sunday and public holidays. Reduced hours Christmas, New Year period.
- > Call 02 6214 1388 (or ext. 1388 from internal phones) for assistance during Athletes Village hours.
- > Call Security on 02 6214 1616 for after-hours assistance or 02 6162 3333 for emergencies.

Residence of Champions (Building 35):

- > For assistance during business hours, please see or call the receptionist on duty at Athletes Village.
- > During meal times please see the Dining Hall Monitor in the Dining Hall or call the numbers above.

AIS Personal Excellence services

Personal Excellence provides a supportive presence in the service delivery by national sporting organisations (NSOs) to Australia's Winning Edge-identified athletes.

- > The Personal Excellence Residential Coordinator can be contacted on 0407 258 607 to provide first response support to long stay residential athletes
- > Support group managers of foundation NSO high performance camps when athletes are ill or injured

Items available for sale at reception

- > Photocopying and scanning
- > Confectioneries, Stationery, basic toiletries
- > Drink vending machine available at the Recreation Hut and Reception
- > Additional services available on request (some are chargeable);
- > Pool/Table Tennis gear can be hired from Reception (max. 2 hours with a refundable deposit)
- > Extra towels for team (chargeable to group, needs group manager approval)
- > Bed making (organised before arrival - inform Reception (charges apply))
- > Wheelchair is available for temporary use
- > Luggage storage mainly for departure day (only for residents)
- > Receipt of mail and couriered packages
- > Shower chairs are available on request

Maintenance

Please advise Reception immediately of any maintenance matters as soon so they can be fixed during ASC Maintenance's operating hours. Only emergency reports are attended to after 4pm.

Enjoy other services near the residences

- > AIS Shop at the Visitors Centre has AIS sports clothing and souvenirs on sale
- > Book a site tour or enjoy a meal at AIS cafe, AIS Visitor Centre
- > Ask our reception staff about the use of the AIS Aquatic and Fitness Centre

Use of venues within AIS residences

Barcelona 1 & 2: seats 80. Please book with Events and Sports Camps on (02) 6214 1036

Sweetininis Lounge: good for small meetings, small group briefings for 25 people. This venue has a large flat screen TV.

The venues should be booked prior to arrival. If needed on short notice, do check with Reception about availability. Charges may apply.

Recreation Hut: This area is open to all residents and can be used for group activities. Kitchen facilities are also available. Please check with Reception for access.

- > Located in the courtyard at Athletes Village
- > Coin operated drink vending machine
- > Coin-operated amusement game machines

Dining Hall

Located at Building 35 - Residence of Champions, Leverrier Street (the opposite side of the Athlete's village residences). Please note:

- > The Dining Hall caters for most dietary requirements. While these should be organised before arrival, if you have any concerns please speak to the Chef on duty
- > Please swipe your card at the entry stile to gain access
- > Please follow the directions given by the Dining Hall Monitor and meet scheduled timings

Dining Hall timings:

- > Breakfast: Monday-Saturday 6.30am to 10am, Sunday 7.30am to 11am
- > Lunch: Monday-Sunday 12pm to 1.45pm
- > Dinner: Monday-Sunday 5.45pm to 8.45pm

Internet

We provide free access to ASC's internet facilities via a guest network, however IT services are limited.

Web access (monitored, filtered) is available via Ethernet (from rooms) or wireless connection in most locations. Instructions are posted on block notice boards or available from Reception.

Please assist us to serve you better by letting us know any feedback or by filling out our guest survey on the tablet provided in Residence Reception or Dining Hall.

We wish you a pleasant stay