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# **Welcome to the Novotel Melbourne Glen Waverley, 285-287 Springvale Road, Glen Waverley, VIC 3150. Telephone: (03) 8561 2345.**

Whether you are travelling for business or leisure, you will find that Novotel Melbourne Glen Waverley offers services and facilities to ensure your time at the venue is enjoyable. Located just 25 minutes from Melbourne’s CBD and the beautiful Dandenong Ranges, the hotel adjoins the Century City Walk Entertainment Complex and is a short stroll to The Glen shopping centre. Further information about shopping, entertainment and eating out options are included in this booklet.

The layout of the Novotel Melbourne Glen Waverley can be viewed as a rectangle, broken into three sections from left to right:

* Left third:
  + Here you will find the main entrance doors which lead into the lobby of the hotel
  + Directly in front of the main entrance is a seating area which you will walk past to reach Reception (which is directly in front of the main entrance)
  + To the left of the seating area is a door that leads to Century Walk, a shopping and entertainment centre attached to the hotel
  + When facing the Reception, the elevators are to your left.
* Middle third (to the right of the main entrance doors):
  + Here you will find additional seating and the continuance of the reception as well as the MEZE Bar
  + The entrance to the Convention Centre Foyer and Ballroom (location of the BCA 2025 National Convention) is to the right of the Reception
  + The restrooms are to the right of the entrance to the Convention Centre.
* Right third (to the far right of the main entrance doors):
  + Here you will find the MEZE Restaurant, ‘behind’ the MEZE Bar.

### **Car Parking:**

### Underground car parking is available at the hotel on a first-come, first-served basis and costs $15 per car per day (this is a special BCA Convention rate). Please pay for your parking at the hotel Reception before departing to secure this rate (normal rate $27). While the car park is provided for your convenience, parking is at your own risk and neither BCA nor the hotel accepts any responsibility for loss or damage to any vehicle or property. Please do not leave valuables in your vehicle and ensure that it is locked before leaving the area.

**Dog Guide Toileting and Exercise Area:**

Guide Dogs Victoria has set up a toileting and exercise area adjacent to the hotel. If you are attending with a dog guide, a member of the Guide Dogs team, BCA Staff or a volunteer will guide you to this area, especially for your first visit. Bags and bins will be provided. Access: To access the dog-toileting area, walk across the driveway, crossing outside the main entrance to the hotel, and walk down two sets of stairs. Turn right on the pavement (going against the direction of traffic) until you arrive at a small road, which is the start of the hotel driveway. Please be careful when crossing this small road. The dog-toileting area is immediately on your right after crossing the small road.

**Fire Safety:**

Please take the time to familiarise yourself with the location of the fire exits in the lobby and convention centre. A volunteer can assist you with this. If you are a guest in the hotel, additional fire safety instructions are included in the information for hotel guests later in this document. In the unlikely event that there is a fire or an emergency in the hotel:

1. Remain calm
2. Please follow the instructions of the designated Convention Fire Safety Officer(s)
3. If you are advised to evacuate the building, please do so. Hotel and BCA staff as well as volunteers with be available to assist
4. Do not use the elevators. Use the fire exit stairs only
5. If you encounter smoke, crawl on your hands and knees and make your way quickly to the nearest fire exit
6. Once at the fire exit, do not stop until you exit the building on the ground level.

**Food and Beverage - Novotel lobby:**

MEZE Restaurant and MEZE Bar are located on the Ground Level to the right of the main hotel entrance. The restaurant is open daily for breakfast from 6.30am to 10.00am on Monday to Friday and 7.00am to 11.00am on weekends. Lunch is offered from 12.00pm and dinner is available from 5.00pm, 7 days a week. The bar offers hot and cold beverages and light snacks throughout the day. Please speak to hotel staff if you need to make a booking. Menu options are outlined at the end of this document. Visit: www.mezerestaurant.com.au.

**Getting to/from the hotel by public transport:**

**Train**: GLEN WAVERLEY train station on the Glen Waverley line. Address: Glendale Street/Coleman Parade, Glen Waverley, VIC 3150. Distance to/from hotel: 500m/5 min walk - exit hotel main entrance, turn left and proceed down ramp to Springvale Road. Turn left on Springvale Road. Walk approx. 30 metres, turn left onto Coleman Parade. Continue approx. 50 metres, turn right to stay on Coleman Parade. Walk approx. 240 metres and you will arrive at Glen Waverley Train Station.

**Bus**: GLEN WAVERLEY bus stop. Address: 82 Railway Parade North, Glen Waverley, VIC 3150, Distance to/from hotel: 500m/5 min walk - exit hotel main entrance, turn left and proceed down ramp to Springvale Road. Turn left on Springvale Road. Walk approx. 130 metres, turn left onto Railway Parade North. Continue approx. 290 metres and you will arrive at Glen Waverley Bus Station.

**Nearby Shopping, Café’s, Restaurants and Entertainment:**

* **Century City:** 285-287 Springvale Rd, Glen Waverley VIC 3150. Access: 100 metre/1-minute walk from hotel lobby. Access is via a door in the hotel lobby, to the left of the main entrance. Phone: (03) 8621 3057. Website: www.centurycity.au. Adjacent to the Novotel hotel offeringfood, beverages, and entertainment. Opening Hours: 10:00am–4:00am. Individual venue hours vary.
  + **Strike Bowling**: Strike at Century City brings you more than just bowling, including a cocktail bar and fully equipped gourmet kitchen.
  + **Village Cinemas**: offering a choice of 10 cinemas, including two Gold Class cinemas.
  + **Century City Tavern**: a TAB sports bar that is the local’s favourite spot to grab great food, deliciously refreshing drinks and watch live sports on the big screens.
  + **Hainan Chicken**: award-winning chefs bring you a wide variety of authentic Chinese dishes.
  + **Seoul Garden**: inspired by traditional flavours and offers a fresh, creative and respectful interpretation of Korean cuisine with Korean BBQ and buffet.
  + **Yokohama Teppanyaki**: Japanese dishes that are cooked in front of you using a teppan (metal plate).
  + **Gotcha Tea**: more than just another ‘bubble tea’, Gotcha Fresh Tea is freshly brewed and made for each individual order.
* **The Glen shopping centre:** 235 Springvale Road, VIC 3150. Access: 750 metre/10-minute walk from hotel lobby. Phone: (03) 9814 6000. Website: www.theglen.com.au. A premier shopping centre with 200 specialty shops and cafés including stores such as Target, Coles, Safeway and David Jones.  Opening Hours: Friday 9:00am - 9:00pm, Saturday 9:00am - 5:00pm, Sunday 10:00am - 5:00pm.

**Wi-Fi access:**

To access the Novotel Wi-Fi network, please follow these instructions: Network Name: ACCOR. Enter access code: novotelconf or novotelguest.Please ask the hotel Reception, BCA staff or a volunteer if you require any assistance.

**INFORMATION FOR HOTEL GUESTS**

**CHECKING IN?** Here’s everything you need to know about your room and the hotel’s services, in alphabetical order.

**To contact hotel Reception, dial 9 from your in-room telephone.**

* **Air conditioning/heating:** The cooling and heating system can be individually controlled through the thermostat located in your room. Adjust the dial to the right for warmer air and to the left for cooler air.
* **Amenities:** Body wash, shampoo and conditioner are provided in the bathroom. In the shower, these can be found on the wall in pump-action bottles lined-up left to right: body wash, shampoo, conditioner.
* **Business Services:** The hotel can offer printing and photocopying services 24 hours per day. Charges apply. Please contact hotel Reception.
* **Check-out time:** Check out time is at 11.00am. Should you wish to extend your departure time, please contact Reception. Charges may apply.
* **Church Services:** For information regarding local church services, please contact Reception.
* **Credit Cards and Account Payments:** The Novotel accepts American Express, MasterCard, Visa, JCB and Diners Club. Personal cheques are not accepted. Surcharges apply on all credit cards. A keypad EFTPOS machine is available for payments at Reception and MEZE Bar and Restaurant, and Automated Teller Machines (ATMs) are available in Century City and The Glen shopping centre, please ask hotel staff for locations.
* **Dry Cleaning & Laundry:** Dry-cleaning and laundry received before 9.30am will be returned the same day. Service is available Monday - Saturday. A limited express service is also available. This service is not available on public holidays. Please dial 855 from your in-room phone.
* **Essentials and extra amenities:** If there are any items you have left at home or if you require extra amenities such as pillows, towels, toiletries, coffee, or tea, please contact Housekeeping by dialling 855 from your in-room phone.
* **Fire Safety, in-room:** Please familiarise yourself with the location of the fire exit on your floor. In the unlikely event that there is a fire or an emergency:
  1. Remain calm
  2. Inform the hotel Reception by dialling 9 from your in-room phone, or if you can’t access the room phone, call the hotel on **(03) 8561 2345**
  3. If you are advised to evacuate the building, feel the edges of the door. If heat is evident, place wet towels or anything wet under the door, stay in your room and remain close to the floor. Notify hotel Reception by dialling 9 from your in-room phone, or if you can’t access the room phone, call the hotel on **(03) 8561 2345**
  4. Do not use the elevators. Use the fire exit stairs only
  5. If you encounter smoke, crawl on your hands and knees and make your way quickly to the fire exit stairs. Once in the fire exit, do not stop until you exit the building on the ground level
  6. If you require assistance to evacuate via the stairway, please contact hotel Reception by dialling 9 from your in-room phone, or if you can’t access the room phone, call the hotel on **(03) 8561 2345.**
* **Fitness Centre:** A fully equipped gymnasium, sauna and heated indoor swimming pool are located at the Basement Level of the hotel. Your room key will provide access, and towels are available at the gymnasium entrance. The gymnasium is open 24 hours and is free of charge. While the fitness centre is provided for your pleasure, incorrect or unsupervised use of the facilities may be harmful. There is no lifeguard on duty at the swimming pool, so all precautions must be taken for your own safety. Children must be always supervised and accompanied by an adult. The floor of the pool and the surrounds may be slippery when wet so avoid running and jumping. Do not take glass or bottles into the pool area. Please be respectful of other users when using the facilities and take all reasonable precautions for your own safety. Please contact Reception if you wish to be guided to these facilities.
* **Guest Relations:** A member of the Reception staff can assist you with your requirements including transportation, tours, entertainment, restaurant reservations and luggage services. The hotel can also personalise your stay - if you would like a particular type of pillow or prefer a room near the lift, please let the Reception team know.
* **Key:** An electronic key system has been installed for guest security. Should you lose or require duplicate keys, please visit Reception. Identification will be required.
* **Maintenance:** Should you find anything not working properly in your room, please contact the hotel Reception.
* **Medical Services:** There are two medical centres within walking distance of the hotel:
  + Glen Family Medical Centre, 307 Springvale Rd Glen Waverley VIC 3150, Telephone: (03) 9560 7888. Opening Hours: Monday-Friday 8.30am-6:00pm,  
    Saturday: 2:00pm-5:30pm.
  + Waverley Medical Centre, 244 Springvale Rd, Glen Waverley VIC 3150. Telephone: (03) 9814 9999,  
    After hours 03 9429 5677. Opening Hours: Monday-Friday 8.00am-6:00pm, Saturday: 9:00am-1:00pm.
  + Please speak to Reception for directions.
  + If you require immediate medical attention, a house doctor can be called to the hotel.
  + **In the case of any medical emergency, contact Reception immediately**.
* **Room Power:** Please put your room key card into the slot next to your room door to power your room.
* **Room Service:** Available daily from 12.00pm to 9.00pm. To place an order, use the in-room phone and dial 823. Menu options are listed at the end of this document.
* **Safes:** In-room safes are installed in each room, located within the wardrobe. Neither the hotel nor BCA accept responsibility for valuables left in your room.
* **Smoking:** Novotel Melbourne Glen Waverley is a completely non-smoking hotel. Smoking is not permitted in guest rooms or public areas. Significant charges apply for smoking in the guest rooms. There is a smoking area outside the front of the hotel near the bar area; turn left as you exit main lobby doors.
* **Tea and Coffee making facilities:** A kettle is provided and can be found on top of the mini-fridge, next to the wardrobe in the entrance of your room. Under the kettle there is a drawer that holds: (front row) 2 x wine glasses, (left of middle row) 2 x mugs, teaspoons and saucers, (right of middle row) 2 x water glasses and (back row, left to right) peppermint tea, English Breakfast tea, Nescafe coffee sachets, white sugar sticks and sweet and low sachets. Small boxes of long-life milk are provided in the mini fridge under the drawer – note that the fridge is not a mini-bar and does not contain any items for sale.
* **Television:** There is a television in your room. The remote control will be located on the desk under the television or on your bedside table. A selection of free-to-air channels and pay television channels are available.
* **Walking tracks:** Jells Park is located a 5-minute drive/cab ride away and has a vast array of foot tracks and picnic areas surrounding a wildlife lake. Please visit hotel Reception for suggested local walking and jogging routes.

**MENUS**

**BCA 2025 CONVENTION DINNER MENU**

**Venue: The Ballroom, Novotel Glen Waverley**

**Saturday 14th June 2025 from 7pm**

(To be served alternately)

Provisions will be made for specific dietary requirements.

**Entrée**

* Spiced lamb, smoky eggplant, tabbouleh, labneh
* Twice cooked pork belly, sticky sauce, Asian slaw

**Main**

* Grass fed beef striploin, seasonal heirloom vegetables, gratin potato, peppercorn sauce, herb oil
* Lemon-myrtle butter roasted chicken breast, garlic cream mash, seasonal heirloom vegetables, shitake mushroom extract

**Dessert**

* Lemon tart, crème fraiche, strawberry concasse, Moscato gel
* Sticky date pudding, butterscotch sauce, rose and pistachios, vanilla ice cream

**MEZE RESTAURANT AND IN-ROOM DINING MENUS**

Note: Room Service is only available from 12pm to 9pm. Dial 823 from your room to place your order from the lunch and dinner menus below.

**MEZE Restaurant Breakfast:** 6.30am to 10.00am (Monday to Friday) and 7.00am to 11.00am (weekends). Buffet breakfast is included in the BCA room rate or is available at a cost of $38 per person for non-hotel guests.

Breakfast Buffet: A full selection of hot and cold dishes served buffet-style. Guests can select from freshly baked pastries and breads, yogurt, cereals, homemade bircher muesli pots, sliced fruits, or order eggs (fried, poached, scrambled), bacon and hash browns, mushrooms, beans, or tomatoes. Please ask your server for your preference.

Breakfast A la Carte Menu:

* Two eggs & toast (GFO\*) - $16. Eggs cooked to your liking - boiled, poached, scrambled or fried on toasted sourdough
* Farmhouse Breakfast (GFO) - $28. Eggs cooked to your liking on toasted sourdough with bacon, chicken chipolata sausages, hash brown potatoes, sautéed mushrooms, and cherry tomatoes
* Eggs Benedict (GFO) - $18. Smoked ham, hollandaise, chives
* Smashed Avocado on toast (GFO) - $20. Freshly smashed avocado, poached egg, Persian feta, cherry tomatoes, chives, sourdough toast
* Muesli - $16. Choice of full cream/skimmed/soy/almond milk/plain yogurt served with fresh strawberries and banana
* Freshly baked waffles - $16. Whipped cream, chocolate sauce, banana, berries, almond crumble.

Note: \*GFO = Gluten Free Option available.

**MEZE Restaurant Lunch and Dinner:** A unique blend of Middle Eastern, Indian, and International Classics.Lunchfrom 12pm, Dinner:From 5pm - 7 days per week. Dial 823 to order Room Service – 12pm to 9pm only.

MIDDLE EAST: Middle Eastern dishes are typically shared around the table.

* COLD AND HOT MEZE:
  + Classic Hummus - $9. Pureed chickpeas flavoured with tahini, a hint of garlic and lemon
  + Muhammara - $9. Roasted capsicum and walnut dip thickened with breadcrumbs and pomegranate molasses
  + Tzatziki - $9. Hung yogurt with garlic, lemon juice, cucumber, mint, dill and parsley
  + Lamb Kibbeh - $16. Lamb and cracked wheat shells stuffed with spiced lamb mince and pine nuts
  + Falafel - $14. Chickpea nuggets flavoured with garlic, onion and parsley
  + Spinach Fatayer - $14. Baked pastry filled with spinach and halloumi cheese
  + Fattoush - $12. Cucumbers, tomatoes, capsicum, red onion, radish, sumac, iceberg lettuce, fried pita and lemon dressing
  + Meze platter for two – $28 per person. An assortment of hot and cold meze with Fattoush and freshly baked pita.
* MIDDLE EASTERN GRILLS - served with aromatic Saffron rice, pickles, rocket leaves and garlic sauce:
  + Shish Taouk - $30. Traditional Lebanese preparation of chicken marinated in garlic, yoghurt and lemon juice, finished with a sprinkle of sumac powder
  + Beef Shish Kebab - $32. Beef cubes flavoured with garlic, ginger and Moroccan spices
  + Kebab Istanbuli - $30. Minced lamb flavoured with garlic, capsicum, onion and spices
  + Mixed Vegetable and Halloumi Brochettes - $30. Assorted mixed vegetables with Turkish spices
  + Mixed grill platter for two – $50 per person. Shish Taouk, Beef Shish Kebab & Kebab Istanbuli - served with accompanying sauces and pickles, chips, grilled pita, rocket leaves and aromatic saffron rice.

INDIAN: Signature regional Indian dishes inspire by the spice routes between India and the Middle East.

* ENTRÉES Starters from the grill - Served with mint chutney and pickled onions:
  + Achari Chicken Tikka - $18. Boneless chicken marinated with pickle spices
  + Chicken Reshmi Kebab - $18. Boneless chicken marinated with yogurt, cream cheese and saffron
  + Achari Paneer Tikka - $18. Tender chunks of cottage cheese, onion and capsicum, marinated with pickle spices
  + Indian Mixed Grill platter – $50. Assortment of kebabs with mint chutney and pickled onions.
* MAINS:
  + Awadh Style Chicken Dum Biryani - $26
  + Awadh Style Lamb Dum Biryani - $28
  + Butter Chicken - $26. Succulent chicken pieces in a rich tomato, cashew and cream sauce
  + Laal Maas - $28. Rajasthani specialty of lamb smoked and slow cooked with red chillies, yogurt and garlic
  + Paneer Tikka Makhni - $24. Succulent pieces of grilled paneer, capsicum and onions in a rich tomato, cashew and cream sauce
  + Madras Prawn Curry - $34. Prawns simmered in a Chettinad style sauce
  + Karaikudi Mixed Vegetables - $24. Mixed vegetables simmered in a spicy South Indian gravy
  + Dal Panchmel - $22. Five types of lentils, slow cooked and tempered with garlic and chilli.
* SIDE DISHES AND OVEN FRESH BREADS:
  + Khamiri Garlic Naan - $5. Soft Naan bread with garlic
  + Butter Naan - $4. Soft Naan bread
  + Mnaish bil zaatar wa jibneh - $7. Lebanese flat bread flavoured with zaatar and cheese
  + Mnaish bil sumac - $5. Lebanese flat bread flavoured with sumac
  + Mnaish bil zaatar - $5. Lebanese flat bread flavoured with zaatar
  + Freshly baked pita - $4
  + Chips - $9
  + Steamed Basmati Rice - $5
  + Biryani Rice - $6
  + House Garden Salad - $6
  + Indian pickled onions - $4
  + Raita - $6.

CLASSICS:

* Warm Marinated Olives - $7
* Cheese, Herb and Garlic Bread - $10
* Crispy Fried Chicken Wings - $18. Smoky BBQ Sauce
* Chicken Parma - $30. Double smoked ham, Napoli sauce, mozzarella, fresh basil, chips and house salad
* Steak Frites - $48. Grass-fed striploin 250gm, cooked medium rare, with chips, house salad and bearnaise sauce
* Fish and Chips - $28. Tartare sauce, tomato sauce and house salad
* Pan Fried Humpty Doo Barramundi - $34. Wilted greens, potato gratin, wine cream sauce
* Grass Fed Beef Burger - $26. Milk bun, burger sauce, lettuce, tomato, onion, cheese, pickles and chips
* Spaghetti and Meatballs - $28. Spaghetti with meatballs in a chunky tomato sauce with fresh basil and parmesan
* Spaghetti Arrabiata - $24. Spaghetti with homemade Arrabiata sauce with a hint of chilli, basil and garlic.

DESSERTS:

* Umm Ali - $16. Egyptian bread and butter pudding with cinnamon, almonds, and pistachios served with a scoop of vanilla bean ice cream
* Zafrani Gulab Jamun Creme Brulee - $16. A combination of saffron creme brulee and gulab jamun, with pistachios and rose petals
* Indian Sweet Plate - $15. Assortment of four Indian Sweets
* Sticky Date Pudding - $16. Butterscotch sauce, pistachio and vanilla ice cream.

**MEZE BAR - ALL DAY SNACKS:**

* Warm Marinated Olives $7
* Cheese, Herb and Garlic Bread $10
* Trio of Dips $15. Hummus, Muhamara, Tzatziki with freshly baked pita bread
* Lamb Kibbeh $16. Lamb and cracked wheat shells stuffed with spiced lamb mince and pine nuts
* Falafel $14. Chickpea nuggets flavoured with garlic, onion and parsley
* Achari Chicken Tikka $18. Boneless chicken marinated with pickle spices
* Crispy Fried Chicken Wings $18. Smoky barbeque sauce
* Chips $9. Tomato sauce
* Potato Wedges $12. Sweet chilli and sour cream
* Indian Sweet Plate. $15. Assortment of four Indian sweets.

**BEVERAGES**:

A wide range of hot and cold beverages, wine, beer and spirits as well as alcoholic and non-alcoholic cocktails are available at the MEZE Bar, MEZE Restaurant and through Room Service. Please let the staff know your preference. Example of soft drinks, juices, water and hot beverages below:

COLD DRINKS:

* Soft drinks: Coke, Sprite, Coke Zero $4.50
* Juices: Orange, Pineapple, Apple, Cranberry Juice $6.00
* Iced Tea $8
* Ginger Beer $5
* Still Water 330ml/500ml $3/$4.50
* Sparkling Water 330ml/750ml $6/$8
* Red Bull $6.

COFFEE AND TEA:

* Hot: Cappuccino, Latte, Espresso, Hot Chocolate, Long Black, Long Macchiato, Flat White $5
* Cold: Iced Coffee, Iced Latte, Iced Mocha $8
* English Breakfast, Earl Gray, Chamomile, Peppermint, Lemongrass & Ginger $5
* Extras:
  + Milk (Almond, Soy, Oat, Lactose Free) $0.50
  + Syrup (Caramel, Hazelnut, Vanilla) $0.50
  + Extra Shot Coffee $1.00.

Allergy information: The Novotel Melbourne Glen Waverley makes every effort to identify ingredients that may cause allergies or food intolerances. While every precaution is taken to minimise risk and handle such foods safely, cross-contamination may occur beyond the kitchen’s control. Therefore, the complete absence of potential allergens is not guaranteed. If you have any food allergies or food intolerances, please inform the restaurant/ballroom servers or Room Service staff.

*End of document.*