



Mater Private Hospital Townsville Pimlico Campus

 **25 Fulham Road, Pimlico QLD 4812**
(entrance via Mercy Centre
on Diprose Street)

Mater Private Hospital Townsville Hyde Park Campus

 **12-14 Oxford Street,
Hyde Park QLD 4812**

 07 4727 4444

 07 4727 4449

 info-nq@mater.org.au

mater.org.au



Accommodation

Guest Information Guide

 **mater**
health



Accommodation Information



About your accommodation

Our units, conveniently located on Fulham Road, opposite Mater Private Hospital Townsville, offer relatives of out-of-town patients a convenient place to stay while family members are in hospital. These units are only available to patients and/or relatives of patients admitted to Mater.



Accommodation features

There are 13 basic motel style units, and one larger family unit with two single beds and a double bed.

Each unit offers tea and coffee making facilities, a bar fridge and a television.

For your convenience we provide a common room with a fridge, microwave, toaster and electric frypan for basic food preparation.

Laundry facilities are also available for your convenience.

Housekeeping Services will provide essentials such as tea, coffee, toilet rolls and linen. Rooms are serviced daily, with the exception of Saturday and Sunday.



Bookings and enquiries

For pricing and availability, please contact the Patient Services team on 07 4727 4444 between 8am and 8pm, seven days a week.



Check-in and check-out

Check-in is from 2 pm.

Please check-in at our Enquiries Desk on Level one at the new Mercy Centre. The Mercy Centre can be accessed from Diprose Street (via Fulham Road). For your convenience, there is a drop off and pick up lane at the front of the Mercy Centre.

Check-out is by 10 am.

Please return the keys and settle the account at the Enquiries Desk on Level one at the Mercy Centre before 10am.



Local café

Room service is not available at the units; however the Heart Rock Café is open between 7am and 4pm, Monday to Friday and 8am to 2pm, Saturday and Sunday. The café is closed on public holidays. Other local restaurant menus are also available within your unit.



Transport and parking

Limited parking is available at the units or on Fulham Road. The public bus service stops near the units on Park Street at regular times during the day, a timetable is situated at the bus stop.

Mater Private Hospital Townsville car park provides convenient, undercover parking for 400 vehicles at minimal cost. The on-site facility for Mater Private Hospital Townsville, will be open 24-hours-a-day, with drop-off zones and 20-minute express parking available at the Mercy Centre car park.



Smoking

Mater is committed to good health for everyone therefore, smoking will not be permitted on hospital grounds (including car parks and outbuildings). If you are a patient coming into hospital you will not be able to smoke within the hospital premises and grounds.



Pastoral Care Services

Members of our Pastoral Care Team are available to visit patients Monday to Friday. They are also on call at night and on weekends. If you would like to speak to one of our team please contact the hospital switchboard on 07 4727 4444 or ask nursing staff to arrange a visit.



Chapels/Chaplaincy Services

Our Chapel is located on Level one, and is open every day for visitors, patients and staff.

Mass is celebrated here each Tuesday at 10am in the Chapel on Level one of the McAuley Building. Chaplains from other faith traditions visit the hospital on a regular basis. The Pastoral Care staff will be happy to arrange a special visit for you and your loved one if you so wish.