



MELBOURNE INFORMATION

Visitor Information

Airport City Service

Skybus operates 24 hours, 7 days a week every 10 minutes from Melbourne Airport to Southern Cross train station in the city. Visit www.skybus.com.au for further details.

City Ambassadors

Melbourne's Ambassadors wear distinctive red uniforms and roam the streets providing free information for visitors. They can be found roving the CBD from Mon-Sat 10am-4pm, Sun 12pm-3pm

Melbourne Airport Traveller's Service

Traveller's Service, located at the Domestic and International terminals of Melbourne Airport, offer discounted accommodation, transportation, tours and general travel advice.

Tel: 9338 4401 (Dom) +61 3 9297 1062 (Int)

E/m: info@travellersservice.net

Melbourne Visitor Centre

Located at Federation Square, corner of Flinders Street and Swanston Street, the Melbourne Visitor Centre is open 9am-6pm daily

Tel: 9658 9658

E/m: tourism@melbourne.vic.gov.au

Web: www.thatsmelbourne.com.au

Melbourne Visitor Booth

Located in Bourke Street Mall, friendly volunteers provide maps and information on shopping, attractions and events. Open 9am-5pm.

Transport

City Circle Tram

The City Circle trams is a free tram that run in both directions approximately every 12 minutes between 10am-6pm from Sun to Wed and between 10am-9pm Thu to Sat (except Christmas Day and Good Fri).

Clockwise Service: Flinders St > Harbour Esp > Docklands Dr > La Trobe St > Victoria St > Nicholson St > Spring St > Flinders St

Melbourne Visitor Shuttle

The hop on and hop off bus is a great way to see Melbourne's many attractions including; Melbourne Museum and Carlton Gardens, Queen Victoria Market, Melbourne Aquarium, Southbank, the Shrine of Remembrance, Royal Botanic Gardens, Docklands and Chinatown. The shuttle runs between 9:30am-4:30pm daily (ex. Christmas Day). The complete trip takes approx. 1 ½ hours and includes on-board commentary.

Melbourne Public Transport

Public transport is simple to use in Melbourne as one ticket gives you flexible travel between the three modes of travel – train, tram and bus.

Train and Tram services operate between 5am and midnight, Mon to Thu with extended hours to around 1am on Fri and Sat nights. On Sun, trains and trams operate 7am-11pm. Many of Melbourne's bus routes run from 6am-9pm Mon to Fri, 8am-9pm Sat and 9am-9pm Sun.

Public Transport Victoria (PTV) is the central stop for information on services, fares and tickets. Up-to-date information is available via the website, call centre and mobile app.

To plan your journey visit www.ptv.vic.gov.au or call 1800 800 007.

Free Tram Zone

A Free Tram Zone operates within the Melbourne CBD. The Free Tram Zone includes the area from the iconic Queen Victoria Market, across to Victoria Harbour in Docklands, up to Spring Street and over to Flinders Street Station and Federation Square.

Travel on trams within this zone is free, and you don't need a myki, however, if your journey starts or finishes outside the boundaries of the Free Tram Zone, you must touch on your myki at the reader in the normal way to make sure you have a valid ticket.

Taxis

Taxis can be hired off the street, at designated taxi ranks, or by phone or mobile app booking. Taxi dome lights indicate availability to people hailing a cab – if the large dome light is on, the taxi is available for hire. Taxi ranks are located all over the CBD, including four safe city taxi ranks which after 11pm are staffed by a security guard and monitored by CCTV.

Late night taxi trips must be paid for in advance. Between 10pm and 5am in Victoria, the driver will ask you for an up-front deposit, based on a table of point to point

estimates. Use the **fare estimator** to work out what your trip is likely to cost.

Melbourne's major taxi companies include:

13 CABS (Ph 13 22 27) www.13cabs.com.au

Silver Top Taxis (Ph 13 10 08) www.silvertop.com.au

Useful Information

Banking

Bank operating hours vary between banks but most banks opening hours are 9:00am-4pm Mon – Thu and 9:00-5pm Fri. A number of banks are open Sat 9am-12pm. Check with individual banks websites for full opening hours.

ATMs are located throughout the city, additionally a large number of supermarkets and convenience stores are have cash withdrawal facilities. VISA, MasterCard, AMEX, Dinners are readily accepted throughout the city.

City Postal Service

Melbourne General Post Office is located at 250 Elizabeth Street and is open Mon to Fri 8:30am-5:30pm and Sat 9am-5pm.

Web: www.auspost.com.au

Shopping Hours

City shops generally open from 9am-6pm Mon to Thu. On Fri, many shops in the CBD and suburban shopping centres remain open until 9pm. On Sat the hours in the CBD and shopping centres are generally 9am-5pm and Sun, 10am-5pm. Shops are generally not open of Good Fri and Christmas day.

Taxes

A 10% Goods and Services Tax (GST) is incorporated into the price of all goods and services sold in Australia, except for some basic items. Some tourists may be eligible for a GST refund on goods bought in Australia. Visit www.customs.gov.au for more information or phone +61 2 6275 6666.

Tipping

Tipping in Australia is not a custom. However for excellent service, tips are always welcome and appreciated.

Voltage

Australia's electricity voltage for domestic use is AC 240 volts, 50 cycle.

Most hotels have provision for AC 110 volts in the rooms.

Weights & Measures

Australia operates on the metric system of measurement.

Telephone Directory

Hospitals & Emergency

Police	000
Ambulance	000
Fire	000
Lifeline	13 11 14
Poisons Information Centre	13 11 26
Emergency Service (SES)	13 25 00
Non-Emergency Police	13 14 44
Dental Emergency	9341 1040
Kids Help Line	1800 551 800
The Royal Children's Hospital	9345 5522
The Royal Melbourne Hospital	9342 7000
The Royal Women's Hospital	8345 2000
St Vincent's Hospital	9288 2211

Pharmacies

Melbourne City Pharmacy	9639 9797
My Chemist	9663 6704

Directory Assistance

Telstra Directory Assistance	1223
International Directory Assistance	1225
Reverse Charges	12550
Translating & Interpreting Service	13 14 50
Lost Property (Police)	9650 7077

Consulates

American	9526 5900
British	9652 1600
Chinese	9822 0604
French	9690 6075
German	9864 6888
Greek	9866 4524
Indonesian	9525 2755
Italian	9867 5744
Japanese	9679 4510
Spanish	9347 1966