



GUEST SERVICES ♦ CURATED ADD-ONS

A Stay, *Tailored.*

A handpicked menu of extras to soften your arrival, settle your days, and see you off — arranged by our team.

HOUSE LYONS

WHERE LUXURY MEETS EASE

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HOW TO BOOK

Reach out to the House Lyons team to request any item on this menu. We'll confirm availability, send you an invoice, and **collect payment in full before the service is delivered**. All prices are listed in Australian Dollars (AUD) and include GST where applicable.

A QUIET WORD

Some items are offered *subject to availability*. We'll always do our best to accommodate. The earlier you ask, the more likely we can say yes.

ARRIVAL & DEPARTURE

Flight lands early. Meeting runs long. When the clock doesn't quite fit the schedule, a little flexibility changes the whole day.

Early Check-In

Drop your bags, settle in, and start your stay the moment you arrive – not when the standard clock says so.

Late Check-Out

An unhurried morning. One more coffee on the balcony. A proper goodbye before the airport.

ARRIVAL WINDOW	FEE
1 – 2:30 PM	\$60
11 AM – 1 PM	\$80
Before 11 AM <i>Guaranteed access from the night before.</i>	1 night's accommodation

DEPARTURE WINDOW	FEE
11:30 AM – 1 PM	\$60
1 – 3 PM	\$80
After 3 PM <i>Effectively an additional night.</i>	1 night's accommodation

Lead time: please request **less than 24 hours** before your scheduled check-in time.

Lead time: please request **at least 36 hours** before your scheduled departure time.

Both early check-in and late check-out are always offered subject to availability and the apartment's cleaning schedule.

PRIVATE CAR TRANSFERS

Your name on a sign at arrivals. A professional driver. A premium & clean car. Door-to-door transport between Brisbane and the coasts, with the price you were quoted.

- ◆ Private door-to-door transfers, Brisbane & the Sunshine / Gold Coasts
- ◆ Meet & greet with name sign at all airport arrivals
- ◆ Fixed prices, inclusive of GST & standard tolls
- ◆ No surge pricing – ever

Children's seats and additional luggage capacity available on request.

Vehicle	BNE Airport ↔ Spring Hill	Sunshine Coast ↔ BNE Airport	Gold Coast ↔ BNE Airport
Executive Sedan Tesla Model 3 1-3 passengers · 1L 1M 1S luggage	\$110	\$265	\$305
Premium SUV BYD Sealion 8 Super Hybrid 2-6 passengers · 2L 2M 2S luggage	\$135	\$305	\$335
Family & Group Mover Kia Carnival Hybrid 4-7 passengers · 2L 3M 3S luggage	\$150	\$335	\$365

Late-night / early-morning surcharge: a **\$25 surcharge** applies to pickups scheduled between 10:00 PM and 5:00 AM. Rates current as of 22 April 2026. All prices in AUD and inclusive of GST.

Booking Notes: please provide the desired vehicle type and route option from our menu, the pickup & dropoff address, pickup date & time, and flight carrier & number if applicable. Please be prepared to request and pay for this service at least 2 days before delivery.

CAR WASH — IN GARAGE BAY

Hand the keys to no one. Have your car looking showroom-clean by the time you head out for dinner, without it ever leaving the building.

Car Wash in Garage Bay

A full hand-clean performed in the building's wash bay while you stay on-site.

From \$80

APPROX. 90 MIN

- Exterior foam wash
- Tyre shine
- Wheel clean
- Windows cleaned

Booking Notes: please provide the car size, state & licence number, desired date and time windows. Please be prepared to request and pay for this service at least 2 days before the car wash date.

How it works: for liability purposes, you must remain on the property for the duration of the wash. You will place the car in the wash bay at the start and remove it at the end — the keys remain with you, and the car stays locked throughout the clean. Final price may vary slightly depending on vehicle size and condition; we'll always confirm the quote before booking.

FOOD & PROVISIONS

Arrive to a kitchen that's already looking after you. Skip the first-morning shop and start your stay at the table, not at the supermarket.

Standard Breakfast Pack

\$55

PER PACK

We make sure it's all there for you once you've settled after check in, so you just do the cooking.

- 1 × Middle-cut bacon, 250 g
- 1 × Free range eggs, one dozen carton
- 1 × Sourdough loaf
- 1 × Salted butter, 250 g
- 1 × Orange juice, no pulp, 2 L

Booking Notes: a single Breakfast Pack serves roughly 2 – 3 people for one breakfast. Travelling with a larger group or staying longer? Order multiple packs. Please include how many breakfast packs you would like to order in your request. Breakfast packs can only be delivered while grocery stores are open. Please be prepared to request and pay for this service at least 1 day before delivery. Packs are delivered after you check in. You will need to meet the delivery person at the street-level building entrance to receive the pack, since they cannot enter the lift without the fob.

Grocery Collection & Stocking

\$40

SERVICE FEE

Shop from wherever you are. We'll have the kitchen stocked before you walk through the door.

- Collection of your order from **IGA Local Grocer Valley** or **Woolworths Metro Spring Hill**
- We will collect & deliver your groceries to your apartment, place items in the refrigerator or freezer as appropriate, and leave the rest unbagged on the benchtop so you can decide where to place them.

Booking Notes: please request this service at least 48 hours before check-in, and before you order online directly with the Woolworths Metro Spring Hill or IGA Local Grocer Valley. Please note that these are the only two grocery locations we can accommodate. If you order directly from Woolworths, please select the "Direct to boot" option. We will advise of collection availability and the pickup window to select when ordering online for pick-up. Once you place the order online, please inform us which grocery store you chose and provide a screenshot of the order barcode, including the order number. The \$40 service fee covers our collection, delivery, and stocking only, not the cost of the groceries.

SNACK PACKS

Our snack packs are delivered straight to your building. Perfect for celebrating, settling in, or simply unwinding with great food.



SERVES 2

Small Charcuterie

Wafer Cracker, Mixed Gourmet Olives, Triple Cream Brie, Tasty Sticks mild, Hungarian Mild Salami, Kabana.

\$50



SERVES 4

Medium Charcuterie

Wafer Cracker, Triple Cream Brie, Vintage Cheddar, Tasty Sticks mild, Hungarian Mild Salami, Kabana.

\$65



SERVES 4

Medium Mediterranean

Wafer Cracker, Sicilian Olives Lemon Thyme, Semi Dried Tomatoes Herbs, Baby Pepper Bells Feta Filled, Cherry Bocconcini, Hungarian Mild Salami, Smokehouse Ham, Prosciutto.

\$75



SERVES 6

Large Charcuterie

Cranberry Pumpkin Cracker, Triple Cream Brie, French Goats Cheese, Smoked Cheddar, Goat Cheese & Black Truffle, Quince Paste, Pitted Kalm Olives With Italian Vinegar, Prosciutto, Sopressa Mild, Sopressa Hot, Kabana.

\$95



SERVES 6 · DESSERT SELECTION

Apple Crumble Tart, Blueberry Cheesecake, Chocolate Mudcake, Lemon Meringue Tart.

\$55

Booking Notes: **Contains:** Dairy, Gluten, Milk, Sulphites. **May contain:** Crustacean, Egg, Fish, Peanuts, Sesame, Soy, Tree Nuts. The contents cannot be changed. Please include how many snack packs you'd like to order, which types, and your preferred delivery date/time window when requesting this service. Snack packs can only be delivered while grocery stores are open. Please be prepared to request and pay for this service at least 3 days before delivery. You will need to meet the delivery person at the street-level building entrance to receive the pack.

MID-STAY HOUSEKEEPING

For longer stays, or simply for the day you'd rather not lift a finger. Choose the level of reset that suits, from a quiet top-up of amenities to a full hotel-style turn.

TIER	WHAT'S INCLUDED	PRICE
Amenities Restock A quiet top-up.	Starter package of amenities restocked (toiletries, tea/coffee, consumables). No cleaning.	\$50
Lite Clean A surface reset.	Bathrooms, kitchen, and floors cleaned. Bins emptied. No bed making, no linen change.	\$110
Lite Clean + Bed Making The small lift.	Everything in <i>Lite Clean</i> , plus beds made with your existing linen. No linen change.	\$130
Refresh Most-requested mid-stay.	Lite clean, bed making, fresh linen & white towels , and amenities restock. Pool towels not changed.	\$205
Full Reset As if you've just arrived.	Full clean, bed making, all linen & all towels changed , and amenities restock.	\$245

For the Full Reset: belongings must be put away before our team arrives, to allow full access to surfaces. We'll confirm an arrival window in advance and, where possible, work around your day.

Booking Notes: please provide the cleaning type and desired date & time windows when requesting this service. Please be prepared to request and pay for this service at least 2 days before delivery.

NOT SURE WHICH TIER?

For stays of 5 – 10 nights, most guests choose the **Refresh** mid-way through. For longer stays (10+ nights), a **Full Reset** near the halfway mark keeps the apartment feeling like the one you arrived in.

IN-STAY ESSENTIALS

Laundry, Ironing, Tailoring & Dry Cleaning

\$20

SERVICE FEE

Freshly pressed for the meeting. A hem taken up for the dinner. Hand your garments over and we'll arrange to get them back cleaned, pressed, or altered.

- Coordination with our preferred cleaning, tailoring, and ironing providers
- Pickup and drop-off back to the building
- One consolidated invoice from House Lyons

Booking Notes: please provide the garment service type, garment quantities, any special care instructions, and desired pick-up and drop-off dates & time windows. We will invoice you for the provider's charges for the garment care, which will include our \$20 service fee, and we will share a quote for your approval before anything proceeds. Please be prepared to request and pay for this service at least 2 days before delivery. Then allow an average garment care turnaround time of 2 days. You will need to meet the service provider at the street-level building entrance to pick up/drop off your garments, since they cannot enter the lift without the fob.

In-Apartment Massage

\$180

60 MINUTES

The end of a long travel week, treated properly. Our preferred masseuse comes to you. No traffic, no reception, just the apartment and serenity.

- **Massage Types:** Swedish, Aromatherapy, Lymphatic Drainage, Deep Tissue, Sports, Reflexology, Pregnancy
- Available on **select Mondays, subject to availability**
- \$215 for 90 minutes
- \$30 for a 20-minute cupping add-on to a massage service

Booking Notes: please request at least 72 hours ahead. Please provide the massage type, number of guests receiving treatment, desired date and time windows when requesting this service. Our preferred masseuse can accommodate one guest at a time, and a maximum of (4) 60-minute or (2) 90-minute massages per day.

Office Tech Pack

\$80

PER STAY

Working from the apartment for a few days? Upgrade the dedicated workspace into a proper setup: a full-size monitor and every cable you might need, on loan for the length of your stay.

- 1 × 28" computer monitor
- 1 × USB-C wired mouse
- HDMI to HDMI cable
- USB-C to USB-A cable
- USB-A to USB-B 3.0 cable
- Mini DisplayPort to full-size DisplayPort cable

One-off fee for the duration of your stay, regardless of length. We'll provide access to where it's all stored.

READY WHEN YOU ARE

Every item in this menu is arranged by the House Lyons team directly.

01

Reach Out

Message the House Lyons guest team with the items you'd like, quantities, your preferred dates & timing notes, and other relevant information.

02

We Confirm & Invoice

We'll confirm availability and send you an invoice for the full amount. Payment is required **before** the service is delivered.

03

Delivered To Your Building

Once payment is received, we take care of the rest to get the service arranged and delivered.

GOOD TO KNOW

- All prices are listed in **Australian Dollars (AUD)** and are inclusive of GST where applicable.
- Rates for car transfers are fixed and current as of **22 April 2026**; all other pricing is reviewed periodically.
- Early check-in, late check-out, in-apartment massage, and select mid-stay housekeeping tiers are **subject to availability**.
- **Invoices not paid within 24 hours of being issued will be subject to service cancellation.**
- Cancellations made less than 24 hours before the scheduled service may incur a fee — we'll always communicate this at the time of booking.

READY TO BOOK

Contact the House Lyons guest team to arrange any item from this menu. We'll handle the rest.

GUEST SUPPORT

Chat via the booking channel
support@houselyons.com
[+61 721 150 020](tel:+61721150020)