

• PARADISE HOTEL & RESORT •

GUESTS INFORMATION

AIRPORT TRANSFERS

Airport transfers can be arranged on request.

BBQ FACILITIES

BBQ facilities are available near the swimming pool & picnic chairs & tables are located on the pool deck. Please contact reception should you require cooking utensils.

BINGO

Monday night's from 6:30pm in the Sirius Room.

CAR PARKING

The car park entrance is located behind reception. The hotel accepts no responsibility for damage to vehicle/s or property.

** Please note there are functions held at our hotel every Monday & Friday night – it may be difficult to find a car park in the evening.*

CHECK-IN

Check-in time 2pm

CHECK-OUT

Check-out time 10am

COCKTAIL BAR

Take a seat at our cocktail bar to enjoy a selection of cocktails, beer, wine or non-alcoholic beverages. Happy hour is between 5pm – 6pm daily.

COFFEE LOUNGE

Complimentary tea & coffee making facilities are available all day in the hotel lobby.

COURTESY COACH

DIAL 0

Our courtesy coach departs the hotel daily for drop off & pick up at the Pinetree Tours Loading Zone, located at the roundabout. Please enquire at reception for times.

EMERGENCY

DIAL 0

Please familiarise yourself with the hotel floor plan & evacuation procedure, affixed to the rear of your door. In the event of an emergency, if you are unable to evacuate your room, **dial "0"**

FIRST AID

DIAL 0

The hotel has a number of staff who has been trained in first aid; we also have access to 24hr medical personnel. Should you require any first aid or medical assistance, **dial "0"**.

HOUSEKEEPING

Your room will be serviced daily & amenities replenished (excluding Sunday & public holidays). Should you require extra towels, toiletries, tea or coffee, please contact reception.

INTERNET ACCESS

A guest laptop with internet facilities is located in the hotel lobby. This is a free service. If you wish to use your own device a username & password is required & can be purchased from reception.

LAUNDRY

For your convenience we have a washing machine, clothes dryer & iron. Clothes lines & pegs are also available at the rear of the guest laundry. Washing machine & dryer require 3 x \$1.00 coins to operate. Washing powder is located in the laundry complementary.

LOST & FOUND

Contact reception for any lost or found property.

MAINTENANCE

DIAL 0

Should you find anything in your room that is not in working order, please report the issue to reception.

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MEDICAL SERVICES

The hospital is located five (5) minutes from the hotel. GP appointments can be made by dialling '9' for outside line followed by 22091.

PRIVACY

Your privacy is important to us. Your "Do not disturb" sign is located on the back of your door handle. This should be hung outside your entrance door for privacy.

RECEPTION

DIAL 0

To speak to reception or duty manager dial '0'

RESTAURANT & BAR

DIAL 104

The Garden Restaurant & Bar is a contemporary restaurant with a modern seasonal menu. Bookings are essential.

Breakfast	7:30am – 9:30am
Lunch	12pm – 2pm
Dinner	6pm – Late

** Please note seasonal dinner menu is not always available. Set dinner menus are sometimes put in place for larger groups.*

SAFETY DEPOSIT BOX

A safety deposit box is located at reception.

SMOKING

All rooms are non-smoking. Should you wish to smoke please do so outside your room, ashtrays can be provided. Please be mindful of other guests.

SWIMMING POOL

Swimming pool is open to guests from 7am - 7pm.

Pool towels are available from the walkway leading to the pool.

Guests are asked to supervise children at all times. Swimmers swim at their own risk, there is no life guard on duty.

TELEPHONE SERVICE

DIALING LOCAL LANDLINES & MOBILES

- Dial '9' for an outside line
- Dial **5 digit** number - e.g. Landline

DIALING INTERNATIONAL - LANDLINES

- Dial '9' for an outside line
- Dial the country code

Australia	0061
New Zealand	0064
- Dial required area code, excluding the '0'

NSW	02
QLD	07
VIC / TAS	03
WA / SA / NT	08
AUCKLAND	09
- Dial required phone number
e.g. 0061 2 **9123 4567**

DIALING INTERNATIONAL – MOBILES

- Dial '9' for an outside line
- Dial country code
- No area code required
- Dial mobile number excluding the '0' off the number e.g. **0061 449048092**

Norfolk Island sim cards with a local number can be purchased at various outlets around the island.

WAKE UP CALLS

DIAL 0

If you wish to order a wakeup call/alarm for your room, please speak to reception.