



GUESTS SERVICES DIRECTORY

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.*

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 have been trained in first aid; we also have access to 24 hr 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.

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.

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

The 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.

Wake Up Calls - Dial 0 . If you wish to order a wakeup call/alarm for your room, please speak to reception

