

HELPFUL HOLIDAY TIPS

Your upcoming holiday is near! Please see below some helpful tips and information that may assist you with your stay with us on Hamilton Island.

1. GROCERIES

Have you ordered your groceries online? Please make sure you get in quick as there are limited daily deliveries to the Island. Both IGA Airlie Beach and Whitsundays Provisioning offer these handy services.

Whitsundays Provisioning: <http://www.whitprov.com.au/>
FOOD, BEVERAGES AND PLATTERS – Available 7 days a week *Excluding Christmas Day.

IGA Airlie Beach: <http://igaairliebeach.com.au/current/>
Island deliveries are available 7 Days A Week.* Excluding Public Holidays.

Your apartments' address is located in your booking confirmation.

Hamilton Island does have a IGA, however, keep in mind their daily deliveries are limited.

2. VALET TRANSFERS & KEYS

The morning of check-in a sms will be sent to you with your on Island valets/caretakers number of your apartment, please make sure you save this number in your phone for any apartment queries and in case you're requiring assistance with your buggy, our office is not located on Island and your caretakers are there to make sure you have an enjoyable stay.

Your valet will greet you upon your arrival, holding a placard displaying your booking SURNAME. They will then escort you to your accommodation, issue you with the keys for the property and buggy and arrange a suitable check-out plan for your departure

CHECK IN – 2:00 PM AND CHECK OUT - 10:00 AM – Your valet is only able to confirm an early check-in or late check-out once you are on Island in case of schedule changes and back to back bookings.

In peak seasons, please be patient with the valet/cleaning companies. They will endeavor to transfer you to the apartment as soon as possible. The average wait period is 15 to 30 minutes.

3. BONUS OFFER

For all guests that are eligible to a complimentary entitlement please see the below.

For all cruises with Explore Group your name and apartment number has been added to their system if your section choice has been indicated to us. Please pop down to their office which is located on the Marina and give them your SURNAME/APARTMENT to allow you to book in.

FISHI Vouchers will be emailed upon your final balance being paid. Please make sure you print the voucher or save it on your phone to show the company at the IGA deli section.

<http://www.hamiltonisland.biz/special-offers>

4. INTERNET

Unfortunately, the properties do not have internet access. You can pick up wireless internet throughout the Main Resort Centre for a minimal fee (approx. \$10.00 per day).

Please see the staff at the Tour Desk on your arrival for instructions/fees regarding this, and they will provide you with a password.

Once you have purchased you will be able to access your WIFI at the Resort Centre located near the Sails Restaurant, Reef View Hotel and during opening hours the Marina Café.

Alternatively, if you are looking at purchasing a pre-paid wireless modem, Telstra Next G will be the best for coverage.

5. BUGGY PROTECTION

All roads on Hamilton Island are subject to the same road rules that apply on mainland Australia and buggies are registered vehicles with the Queensland Road Authority.

Buggy Protection is for accidental damage with zero excess (if Terms & Conditions are adhered to) and available at \$10 per day.

Without Buggy Protection you are liable for any damage that is done to the buggy during your stay.

If your buggy needs repairs and you have not broken any of the Hamilton Island Buggy Terms or Conditions, you will be provided with a replacement buggy if you have Buggy Protection. To hire a buggy on the Island is approximately \$90 - \$110 / day.

6. PORTA COT AND HIGH CHAIRS

All our apartments feature a standard travel porta cot and high chair. Please make sure you advise our staff if you require them throughout your stay. Please also remember to bring along your own cot linen as we are not permitted to provide this.

7. CHILD SEATS/CAPSULES

Queensland legislation states that all children under the age of 6 months are to be seated in a baby capsule facing towards the seat it is mounted to. A child 6 months to 4 years is to be in a child seat facing the same direction as the seat it is mounted to. This is subject to the amount of engineer approved restraint mounting points the buggy comes equipped with. Please refer to your - BUGGY PROTECTION AND CONDITIONS attachment on your confirmation.

You can either bring your own seat or hire one and have it fitted through Hamilton Island Buggy Hire for a fee. For further information, contact Hamilton Island Buggy Hire number is 07 4946 8263.

Please keep in mind that they do not allow pre bookings of the seats, however, once you have arrived you can pop down to the Buggy Hire shop to organise. (The Island has a limited supply and do suggest to bring along your own in peak seasons).

8. APARTMENT BEDDING

Each apartment is owned individually and the bedding which can be provided for a stay is displayed on our website. Please view the apartment's features and inclusions on our direct website <http://www.hamiltonisland.biz/holiday-properties> and select your apartment.

9. TRAVEL INSURANCE

We strongly recommend TRAVEL INSURANCE – Ask your local travel agent or any major Insurance Company.

Please refer to our website www.hamiltonisland.biz that has many helpful links that you may find useful.

We hope you have a fantastic and memorable stay on Hamilton Island.

Kind Regards,

LUXURY PRIVATE APARTMENTS

HAMILTON ISLAND | PORT STEPHENS | DARLING HARBOUR

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