

# WELCOME TO HAMILTON ISLAND

---

## HELPFUL STAY INFORMATION

On behalf of the owners and the staff of Hamilton Island Luxury Private Apartments, welcome to our Island - a truly special part of the World.

Hamilton Island does offer its guests an extensive range of activities. These include Great Barrier Reef Cruises, Water-Skiing, Sail Boarding, Catamaran and Yacht Sailing, Tennis, Gymnasium, Game Fishing, Nature Walks, Whale Watching from July to September, Scenic Flights and Wedding Services, just to name a few. *Fees and charges do apply.*

When staying with us, you have all the Resorts facilities at your disposal.

If you prefer, you can just simply relax by your private complex pool or one of the six Resort pools.

Then, of course, your preference may be the nearest palm tree and your favourite book.

Whatever way .... Enjoy the best part of the Whitsundays, Hamilton Island.

Special offers, discounts and information included in this document are subject to change.



## AGENCY INFORMATION AND CONTACTS

---

### AGENCY INFORMATION

Hamilton Island Luxury Private Apartments

Phone: 1300 679 559

Email: [info@hamiltonisland.biz](mailto:info@hamiltonisland.biz)

Web: [www.hamiltonisland.biz](http://www.hamiltonisland.biz)

### YOUR ONISLAND CONTACT

Should something happen during your stay that requires urgent attention, please contact your on-Island Caretakers. Please be sure to leave a detailed message.

Your caretakers mobile contact number is SMSed the morning of arrival.

### USEFUL CONTACT NUMBERS

Emergency Services: 000

Hamilton Island: (07) 494 8555 If you require assistance or any non-urgent or non-life threatening circumstances.

Hamilton Island Security: (07) 4946 9999

### CYCLONE & NATURAL DISASTER INFORMATION

The following link is the Cyclone & Natural Disaster – Community Awareness document to assist in preparing your family and residence for a tropical cyclone.

[CLICK HERE](#)

Should you need any further advice, please contact the HIE Emergency Response Manager on 4948 9834.



## STAY INFORMATION

---

### DETAILS FOR YOUR STAY

Your booking confirmation will have some details which we require you to complete prior to your stay, this will assist with arranging the below.

1. Arrival and Departure Transfers
2. What bedding you would like made up for your stay
3. Drivers Licence to allow to buggy to be issued
4. Property and Vehicle Bond Form to allow keys to be handed over
5. If you require a travel port-a-cot & high chair for your stay

Don't worry if you haven't provided the information, 30 days prior to arrival date staff will send you a details request email to follow up the outstanding information.

### ON ARRIVAL

You will be met at the Hamilton Island Airport or Ferry Terminal by your Valet Service and taken to your apartment. This is where you will be given your keys and complimentary private golf buggy.

### VALET SERVICE

If there is any change in your arrival time prior to your arrival date, please notify us on 1300 679 559 or email [info@hamiltonisland.biz](mailto:info@hamiltonisland.biz). Short notices of new arrival times may receive transfer delays. Schedules are pre-arranged the night prior to your arrival.

### ARRIVAL CHECK IN

Check in is 2:00pm, however wherever possible, an immediate check-in, and late check-out will be available. This CANNOT be arranged prior, and will be advised by your Valet if possible, upon your arrival. Under no circumstances are guests allowed access to the unit until the cleaners have finished.

If you are arriving early, we suggest you pack a day bag.

### DEPARTURE - CHECK OUT

Strictly 10:00am on the morning of your departure unless you have arranged a pickup time with your Valet/Caretaker. Your valet will contact you prior to 5:00pm the night before your departure with arrangements.

### BUGGIES

A four-seater Buggy is a COMPLIMENTARY INCLUSION for your personal use only. Please refer to your Conditions attached to your booking confirmation.

WHITSUNDAY APARTMENTS DO NOT INCLUDE A COMPLIMENTARY BUGGY HOWEVER DO HAVE ACCESS TO THE ISLAND FREE SHUTTLE SERVICE AT THE LOBBY.

The buggy is for your personal use only and owned privately by your apartment's owners.

### POINCIANA LODGE GUESTS

Gates at the complex entry close at 10:00 pm. Pedestrian entry only after 10:00 pm and parking is available outside the front complex gate.

### MOBILE COVERAGE

There are generally good cellular phone signals accessible from Telstra, Optus and Vodafone networks across the island, although guests should note that there are some isolated locations on the island that may have weak, or no cellular signal.

### COMPLIMENTARY FREE WI-FI

Your apartments WI-FI Code: sandytoes

For any Internet troubles please call the WIFI Hotline on 1800 414 823

If the apartment you booked WIFI is down or undergoing maintenance, there are alternative hotspots throughout the Island. Charges apply\*

Hamilton Island enterprises the Island operator does offer wi-fi packages to all visitors. you can use their package for a fee and can be used on 4 devices. unfortunately, this can only be used in 4 to 5 designated hotspots which include front street, reef view hotel, main resort, one tree hill and the wildlife and mango hill precinct.

This package can be purchased from the service desk located inside the main resort and pool area on Catseye Beach.

### CHILD SEATS

Children under the age of 4 years are required to be secured in a child seat or capsule whilst travelling on a buggy.

You can either bring your own seat or once you have arrived, hire one and have it fitted through Hamilton Island Buggy Hire located near the Resort Centre at a cost of \$15 per day. This fee will be charged to a maximum of 4 days, for example, if you hire the seat for 7 days, the most you will have to pay is \$60 (4 day hire).



## STAY BONUS OFFERS

---

### BONUS OFFERS

Please check with your booking agent to see if you are entitled to one of the below offers.

For 7 plus night stays:

1. On the Edge Sunset Sail - 1.5-hour cruise - On the Edge Sunset Sail for 2 adults including selected beer, wine & soft drink.

[CLICK HERE](#) to view cruise details



3. FISHI - Fresh Island Seafood \$100.00 food voucher  
Check out Fishi platters and products. [CLICK HERE](#)

Make sure you don't miss out and pre order your seafood down at the IGA.

[www.fishi.com.au](http://www.fishi.com.au)

Please make sure prior to you stay you let us know which offer you would like.



*\*TERMS OF BONUS OFFERS - Bonus offers are only available to bookings made direct via our [hamiltonisland.biz](http://hamiltonisland.biz) and [portstephens.net.au](http://portstephens.net.au). These offers do not apply to bookings made via [booking.com](http://booking.com), [Airbnb](http://airbnb.com), [Expedia](http://Expedia.com) & [homeaway/stayz](http://homeaway.com) etc.*

## GENERAL ISLAND INFORMATION

---

### BIRD FEEDING

Please do not feed the native birds, such as the yellow crested cockatoo, as it is harmful to their health and creates a menace to guests.

### LOCAL HINTS

As you are in the tropics, it is understandable that a cool house is an open one. As desirable as this may be, we recommend utilising the fly/insect screens and keeping them closed at every available moment to deter insects and birdlife from entering your unit.

### ROAD RULES

If you have use of a buggy you will need to be aware of the Hamilton Island Road rules. It is important that you abide by these rules to ensure your buggy is not confiscated by Security.

### GROCERIES AND BOTTLE SHOP

There is a Hamilton Island IGA Supermarket and bakery on the Island.

Hamilton Island Bottle Shop is located next to the IGA



Unfortunately, IGA Airlie Beach and Coles Online no longer deliver to Hamilton Island.

### NOISE

We would like all guests coming to Hamilton Island to have a memorable and enjoyable experience. We ask that everyone is always mindful of their neighbours. If you experience any disturbances after 10pm, please do not hesitate to call the Security Officer on 07 4946 8555.

### CLEANING/SERVICES

As your apartment is self-contained and equipped with a laundry, there is no daily maid or cleaning services provided. If you would like to arrange a mid-stay service or linen change, please confirm at the time of booking or contact your cleaner directly – a fee will be payable directly to the cleaner.

### WHAT TO BRING

All bed linen and bath towels are supplied (1 per guest). All our apartments feature a port-a-cot and high chair. Please bring along your own cot linen if use of cot is required.

BEACH or POOL TOWELS are available in most apartments, please confirm with our office.

Your booking does not include the use of the Resort's poolside beach towels as you have chosen to stay in our luxury "private" accommodation.

Hair dryers - Most properties will supply hairdryers, however, they sometimes burn out and/or are accidentally popped into the past guest's luggage, so we do recommend you bring your own hair dryer if it is a valued necessity.

The rest is easy - toiletries, sunscreen, hat, swimming costume and a sarong should do it but, if you do happen to forget any items, your needs can all be accommodated in one of the many retail outlets on the Island.

### BANKING FACILITIES

An agency of the Westpac Bank is in the Resort Centre. Opening hours are Monday to Friday, 9.30am to 11.30am and 12.30pm to 3.30pm. Flex teller machines are open 24 hours a day and are in the Marina Village and Resort Centre. An EFTPOS terminal is located at the Reef View Reception Desk and Yacht Club Tavern. The Post Office is also an agency for the Commonwealth Bank, Citibank, St George Bank and others.

Australia Post is in the Marina Village. Opening hours are Monday to Friday, 9.00am to 5.00pm and Saturday 9.00am to noon.

### MEDICAL CENTRE

Monday, Tuesday, Thursday and Friday: 9.00am to 12 noon – 3.30pm to 5.00pm. Wednesday and Saturday: 9.00am to 12 noon.

### ISLAND TRANSPORT

A free Shuttle Bus Service operates around the island between 7am and 7pm - 7 days a week.

### CHEMIST

For all your pharmacy needs including toiletries, prescriptions and over counter advice, business hours at the chemist are: Monday to Friday, 8.30am to 6pm - Saturday, Sunday and Public Holidays, 9.30am to 4pm.

### HELPFUL LINKS

Hamilton Island Kids Club & Baby Sitting - [CLICK HERE](#)  
For more information please phone: (07) 4946 8941

## OUR TOP SUGGESTIONS FOR HAMILTON ISLAND DINING



### COCA CHU RESTAURANT

Coca Chu Restaurant is Hamilton Island's new modern South East Asian restaurant. Created by Sydney designers Hare & Klein, Coca Chu is perfectly perched above the shores of Catseye Beach with stunning views of the Whitsunday lands.

At Coca Chu, Executive Chef Adam Woodfield brings adventurous, fun and seductive fare to the Whitsundays, based upon the hawker food stalls of South East Asia, mixing bold flavours with elegant casual style.



### MARINA TAVERN

The Marina Tavern serves pub meals inside or outside on the deck. The casual bar menu includes oversized steaks and fresh salads.



### HAMILTON ISLAND GOLF CLUB

Hamilton Island Golf Clubhouse has the best views in the Whitsundays perched atop neighbouring Dent Island. Both the restaurant and bar have views of Passage Peak and the Whitsundays. Make it a day and have a round of golf then to the bar for a drink!



### MANTA RAY CAFE

The Manta Ray Cafe offers delicious woodfired gourmet pizzas. The Cafe is overlooking the Hamilton Island Marina. Local seafood, meaty mains and Italian pasta dishes are also on the menu. There are pre-dinner cocktails and drinks in the relaxed restaurant bar. The wood-fired gourmet pizzas are the order of the day in the relaxed atmosphere of the Manta Ray Cafe.



### SUNSET CRUISE AND DINE

For a dining experience like no other, step aboard M.V. Hamilton Star and indulge all of your senses. Relax with a cocktail and appetisers, watch the shoreline slip by and marvel at a Whitsundays sunset during a leisurely cruise to a secluded bay.



### BOMMIE RESTAURANT

Bommie Restaurant is at the new Yacht Club. The Bommie is a romantic, exceptional and exquisite dining experience. Make a booking to dine inside this modern restaurant, with its elegant dark wood and white linen and not to mention the attentive staff.

[CLICK HERE](#) - for more on Island restaurants

## ACTIVITIES AND TOURS

### RELAXATION CENTRE

Treat yourself to a private health massage from a qualified therapist or experience the flotation tank. Choose from sports, deep tissue, relaxing and soothing or perhaps try some Reiki.

### GO KARTS

Be another Schumacher or Andretti and experience the adrenaline rush of racing on this all weather track, no licence required. It's the closest thing to Grand Prix racing.

### GOLF DRIVING RANGE

Here you can perfect that swing by hitting a bucket of golf balls into the lake, along side the airstrip. A full range of hire clubs available for men, women and juniors.

### BEACH SPORTS HIRE

From jet skis to catamarans, and sail boarding to fish feeding, you can do it all at Beach Sports. Located under the Beach House on Catseye Beach.

Water Sport charges apply and are not included in all privately owned and managed properties

### QUAD BIKE ADVENTURE TOURS

An exciting adventure through Hamilton Islands forest trails by the thrill of our modern, self-drive, automatic quad bikes. Also available - Quad bikes for Kids

### KEGEL 9 PIN BOWLING

1-6 Players per lane, Open 2pm – 10pm daily  
The centre has 7 lanes, an amusement arcade and a fully licensed bar.

### WILDLIFE PARK

A visit to our picturesque Wildlife Park enables guests to see koalas, kangaroos, wombats, crocodiles and other interesting animals. Stroll along easy to negotiate walking trails (wheelchairs catered for).

Breakfast with the Koalas 7.30 to 9.30am  
Park opens daily from 9.30am to 5.00pm.

### ADRENALIN RUSH

Enjoy a RUSH HOUR like no other, in the tropical waters of the Whitsundays. Thrill to high speed sailing aboard this sleek purpose built Nacra 36 Catamaran, the only catamaran in Australia that allows 4 people at a time to 'hang out together' on trapeze. Book at the Beach Sports activities hut, the Tour Desk for a truly unique sailing experience.



### RENEGADE SPORT FISHING AND GENERAL CHARTERS

The only way to catch the big ones is to fish with the experts. Various charter options are available including full day and half day.

### SEA KAYAKING WHITSUNDAYS

Join us on one of our guided sea kayaking eco-tours of the islands and waters around Hamilton Island. No experience needed.

### SUNSAIL

The sailing specialists. Learn to sail at our fully accredited sailing school, or sail yourself around the magical Whitsunday Islands.

Luxurious Beneteau, Jeanneau and Fountaine Pajot yachts and catamarans.

### ISLAND TOUR

A great way to see the Island and learn some interesting facts about the surrounding areas and the history of Hamilton Island. Aboard the bus you will visit One Tree Hill with spectacular views of the surrounding Whitsunday Islands and Resort complex, the Marina Village and visit the Fauna Park. Tours daily from the Resort Centre.

Contact the Activities Desk for further information.

### CRUISE WHITSUNDAYS

Cruise Whitsundays has got you covered for activities on the water. Excursions to the Great Barrier Reef, Whitehaven Beach trips, and whale watching in season.

### HAMILTON ISLAND AVIATION

No better way to see the Whitsundays and Great Barrier Reef than from the air. Hamilton Island Aviation offers an extensive range of transfers, joy flights, Island picnics and Barrier Reef Fly/Cruise tours by Helicopter, Seaplane and Aeroplane.

### HAMILTON ISLAND WATER-SPORTS

Water skiing, Parasailing, Speedboat rides; Hamilton Island Watersports has it all. Try a cruise on the Island Dreamer – Fishing, Adventure and Sunset cruises are available. Bait and hand lines included.

## ACTIVITIES AND TOURS

---

### **DINGHY HIRE**

Hire from a range of dinghies for exciting activities including fishing, fossicking fantastic beaches and snorkelling over coral reefs. Target Sports, and Australian Historical Display Try an Olympic sport! At Hamilton Island Target sports you can try out the Australian gold medal winning sport-clay target shooting, along with our small bore rifles and an exciting new pistol range.

### **THE HAMILTON ISLAND GOLF CLUB**

18 hole championship golf course with 360-degree views of the Coral Sea and nearby islands – absolutely spectacular Situated on neighbouring Dent Island, access to the Golf Club is via a short boat transfer from Hamilton Island, which operates regularly.

Phone: (07) 4948 9760

Email: [golf@hamiltonisland.com.au](mailto:golf@hamiltonisland.com.au)



**ENJOY YOUR STAY!**

For further information on this the Hamilton Island Buggy Hire number is **07 4946 8263**. Please keep in mind that seats are subject to availability and they do not take prebookings, there is also a maximum of only two restraints allowed per buggy.