



## Arrival Information

### LUGGAGE

Luggage must be limited to a maximum of 22kgs per piece and 2 pieces for each person. Overweight luggage will NOT be delivered to your accommodation. If you bring items such as fishhooks, knives and sharp objects please pack them safely. The following items will not be delivered: bicycles, kayaks, canoes, surf boards, golf bags, cray pots, fishing rods, gas bottles, fuel tanks and boat motors. See restrictions below for alcohol delivery. We will endeavour to deliver your luggage within 2 hours of arrival on the Island.

### Kingstown and the Camping Ground

Alcohol restrictions apply for accommodation at Kingstown and the Camping Ground. Alcohol will not be delivered to these areas. RIA regulations prohibit the consumption of alcohol at Kingstown inside all dormitories, verandas and public areas. A \$10 key deposit applies for room keys at Kingstown dorms and hostel.

### Check In at the Visitor Centre

Check in time is 2.00pm. This is to ensure that your accommodation has been cleaned and checked by our quality assurance team. Photo identification of the registered guest is required at check in.

A free scheduled shuttle bus is available to transport you to accommodation in Geordie, Fay's and Longreach Bays as well as to Kingstown.

### Inventory Check

On arrival, please ensure that everything in your accommodation is in working order and that all inventory is present. If you have any concerns, please contact the Visitor Centre or phone 9372 9730.

### After Hours

If you have a problem with your accommodation which needs urgent attention after the Visitor Centre has closed (eg. plumbing, gas, electricity) please contact our after hours service on 9372 9728.

### Messages

We are unable to deliver messages. Any messages for visitors will be held at the Visitor Centre for collection.

### Tenancy Information

Under no circumstances will information regarding your tenancy be given to a third party.

### Hire Items (Must be ordered 24 hours in advance)

If you have pre-ordered any items, they will be delivered to your unit on the day requested. Delivery times may vary, and depending on the items ordered, may not be delivered together. Items may be hired according to the attached list. In order to have hire items delivered on the day of arrival, they must be booked and paid for through our Central Reservations at least 24hrs in advance. Once you have arrived on the Island, hire items may be booked and paid for at the Visitor Centre for delivery the following day. Hire items are not available for same day delivery.

### Office Hours

The Visitor Centre is located at the end of the Main Jetty in Thomson Bay. The telephone number is 9372 9730.

The Visitor Centre is open at the following times:

- 7.30am - 5.00pm Monday to Sunday
- 7.30am – 7.30pm Friday

**Extended opening hours may apply during some periods of the year.**

**Enjoy your stay!**



## Departure Information

### Check Out

Check out time is 9.00am. This is to ensure that your accommodation is cleaned before the next guests arrive. Please remember to drop off your key at the Visitor Centre after vacating your unit. Please close windows and lock doors on departure.

### Luggage

On your day of departure your luggage must be roadside by 8.00am.

The luggage team collect luggage from all accommodation areas on the Island which means that your luggage will be collected some time after 8.00am. The collection team will pick up all labelled luggage and there is no need to contact the Visitor Centre as this is a standard service. Luggage can not be collected outside of scheduled pick-up times.

### Early Departures

If you are departing the Island on any ferry before 10.00am, please contact the Visitor Centre the day before to arrange an early pick up. Your luggage must be roadside at 7.00am.

This service is by request only.

### Sunday Departures

There is a 12.00pm luggage collection for guests booked in until Monday but leaving on Sunday. The 12.00pm collection is for ferry departures after 2.00pm. Where the Sunday precedes a public holiday, the 12.00pm collection will be available on the public holiday itself rather than on the Sunday. Please contact the Visitor Centre the day before departure to arrange this pick up.

This service is by request only.

### Wet Weather

If it is raining your luggage can be left under the verandah, however, please place a weatherproof item roadside to ensure that the collection team see that you have luggage to be collected.

***We trust you have enjoyed your stay and look forward to welcoming you again soon.***