

ROTTNEST ISLAND AUTHORITY INCOMING LUGGAGE
DELIVERY PROCESS

1. On arrival, crates containing luggage are taken to the luggage management area outside the main settlement.
2. Luggage is then identified according to destination, loaded onto trucks and delivered as follows:
 - a. Units and Villas – outside gates
 - b. Caroline Thomson Cabins – to communal luggage pick up points within the Caroline Thomson area.
 - c. Hostel and Barracks – to communal luggage delivery point in the yard in front of the Hostel
 - d. Governors Circle – to communal luggage delivery point at Governors Circle.
 - e. Camping Ground – to communal luggage delivery point next to camping ground.
 - f. Residents – outside residents houses as marked on label
3. The RIA has a target delivery time of 3hrs following the arrival of the vessel.
4. Passengers should not place unlabelled luggage into the crates – unlabelled luggage should be carried by hand onto the vessel.

LUGGAGE DELIVERY FAQ's

Q1 – What happens to luggage that is put into a crate without a label?

A1 – Luggage will be taken to the luggage management area – once other luggage has been sorted, unlabelled bags will be delivered to the Visitor Centre where staff will attempt to trace the owner. This may be 2hrs after the vessel has arrived. If the owner is identified, the luggage can be collected by the owner or else be re-labelled for delivery once all other luggage has been distributed.

Q2 – What happens to luggage that weighs more than 22kg or exceeds the prescribed dimensions?

A2 - Luggage will be taken to the luggage management area – once other luggage has been sorted, overweight bags will be delivered to the Visitor Centre where staff will attempt to trace the owner. This may be 2hrs after the vessel has arrived. If the owner is identified, he will be asked to come to the Visitor Centre to collect his luggage. A trolley can be loaned to visitors for this purpose.

Q3 – Can guests pick luggage up from the end of the jetty?

A3 – For safety reasons luggage can not be collected from the end of the jetty. All crates are taken to the luggage management area for sorting and delivery.