



GUEST INFORMATION BOOKLET





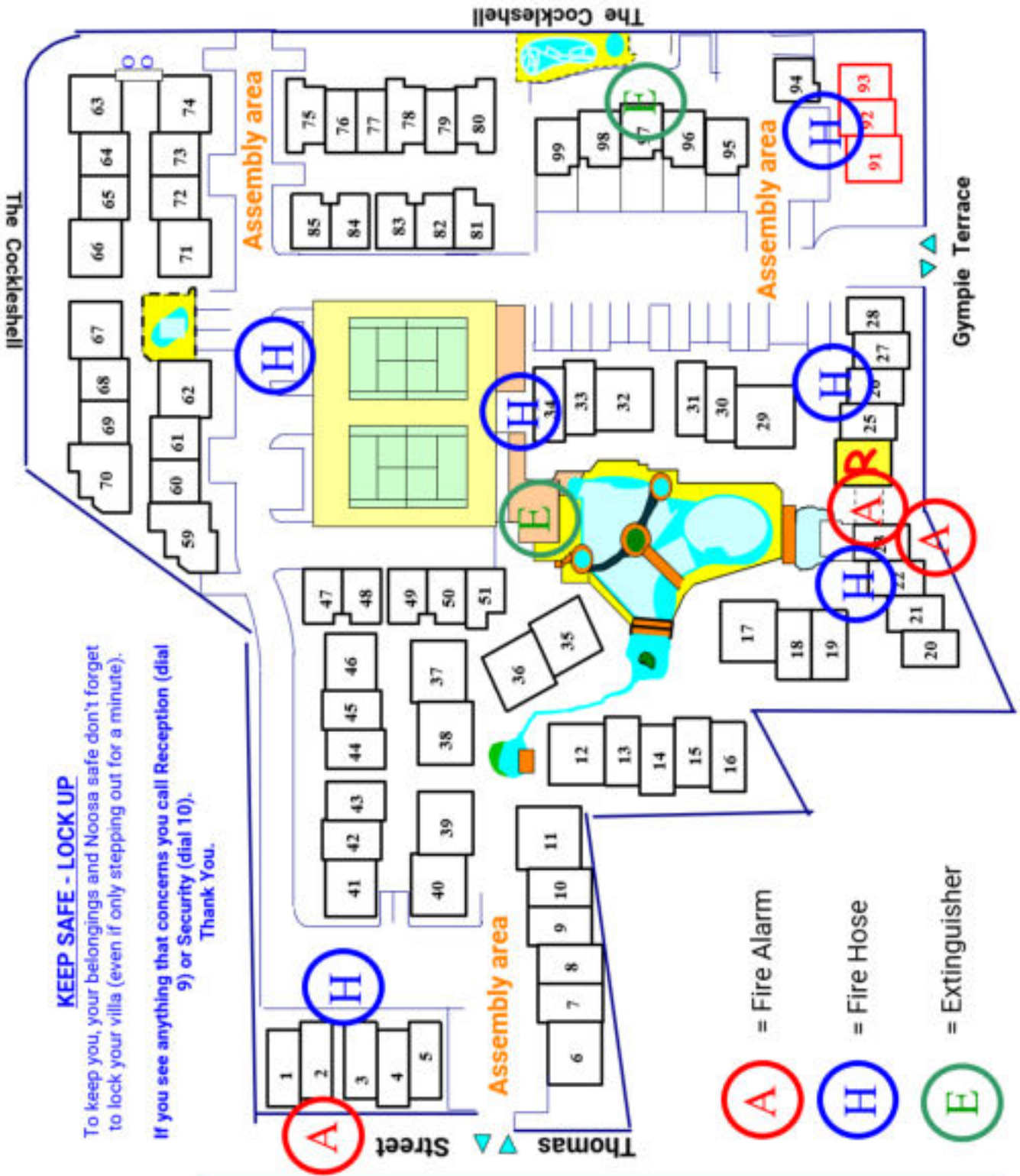
FIRE PROCEDURE

- Should you detect anything unusual, such as smoke, flames, or a smell of burning report it immediately to reception (dial 9) or after 6pm to Security (dial 10) or directly to the Fire Brigade (dial 0 then 000).
- Indicate the villa that you are in and give a description of the location and nature of the incident.
- Should you leave your villa please close windows and doors to prevent fire spread.
- If safe to do so, please notify neighbours in adjacent villas or call them (dial 2 before the villa number).
- Proceed to your nearest assembly area.
- Please listen to and follow instructions of Islander Staff or Firefighters.

KEEP SAFE - LOCK UP

To keep you, your belongings and Noosa safe don't forget to lock your villa (even if only stepping out for a minute).

If you see anything that concerns you call Reception (dial 9) or Security (dial 10). Thank You.





BULA - Welcome to The Islander Noosa Resort

*Dear Guest, thank you for choosing to stay at **The Islander Noosa Resort**.*

We hope that you enjoy your stay with us and that you will return again soon. Noosa has many delightful places to visit and we would be pleased to help arrange tours for you to see and experience the best that Noosa has to offer.

Please contact Reception (dial 9) if there is anything that we can do for you or ask one of our team, easily recognisable about our resort in our hibiscus uniform.

Your Islander villa is fully self contained with your own kitchen and laundry and linen and bath towels are supplied. Pool/beach towels can be hired from Reception (dial 9).

Your Villa is serviced weekly for stays of 8 days or more, however for an additional fee we can service your villa daily or on request.

A starter kit of tea, coffee, detergents, toilet paper, shampoo etc is supplied at check-in and additional supplies may be purchased from Reception or the nearby supermarket.



Guest Services and Facilities

AIR CONDITIONING

The air conditioner in your villa is provided for your comfort. We ask that you conserve energy by closing windows and doors and not running the dryer while the A/C is on and turning the A/C off when absent from your villa.

23 degrees is the optimal setting for heating in winter and cooling in summer. Please note – if the air conditioner is set more than 2 degrees above or below 23 then it may cease to operate and require repair – this will be charged to the guest.

If you need assistance, please call Reception on '9'.

BABYSITTING

Please contact Reception for information on local babysitting services.

BARBECUES

The resort has two barbecue areas: There are three gas barbecues in the Clubhouse beside the lagoon pool and there is one gas barbecue in the BBQ Gazebo next to the Cockleshell pool. Guests are asked to wipe the BBQ after use and clean the area for the next guest.

CAR PARKING

Please park in your allocated car space. If someone else has parked in your space please contact Reception. The registration number of the vehicle that is parked on resort grounds must be logged at Reception.

As there is only one car space for each villa, park additional cars in nearby streets.

CAR RENTAL

Our Reception team would be happy to assist you with car rental enquiries.

CAR WASHING

The car washing bay is located at the southern end of the tennis courts, where there is a hose for your use. The 'tap key' is available from Reception.

Please note, Local Council regulations prohibit use of detergents at this washing bay as the runoff ends up in the Noosa River. Use of detergents could mean a fine is levied by our local Council.

There are commercial car washing services in Noosaville – ask Reception for details and directions.

CHECK-OUT TIME

Standard check-out time is 10:00 am. A charge for an additional night may be made unless a late check-out has been arranged with Reception.

CLUBHOUSE

The Clubhouse at the lagoon pool is offered to all guests and residents to share equally. It cannot be booked exclusively and we ask guests not to set tables up or place balloons etc in the area that would preclude other guests using the area.

We hope guests enjoy and relax in the clubhouse. As there are no lifeguards, it is a parent's responsibility to keep a watch out for the children who may be swimming. Likewise unruly behaviour or loud singing that makes others feel uncomfortable is not welcome.

So all guests enjoy the Clubhouse, we ask guests to place their rubbish in the correct bin(s), wipe down their area when finished and return crockery and cutlery back to the correct villa. Thank you for your support.

CONFERENCES / MEETINGS

The Islander Meeting Room accommodates up to twenty guests for workshops through the day; 8am to 6pm. Reception would be happy to provide more information to you. The Meeting Room is not available for social functions.

COTS / HIGHCHAIRS

Contact Reception if you need to hire a cot or highchair.

For specialised hire needs we can refer you to hire companies.

DVDs

Each villa has a DVD or Blu-ray player. DVDs are available in Reception for guests to borrow while in house – please return after use for other guests.

E-MAIL / SCANNING / PRINTING

Please contact Reception if you wish to send or receive emails or have documents printed or scanned (there is a small fee for these services).

GAMES ROOM

The Games Room is open from 8am to 8pm. Coin operated games and the pool table are located in the Games Room. Change is available from Reception between 8am – 6pm. There is also a token vending machine that accepts notes and credit cards.

There are books and magazines available for guests to borrow and we ask your help in looking after them and returning them when finished.

There is no eating or drinking in the Games Room.

GARBAGE – RECYCLING DISPOSAL

YELLOW Lid Recycling Bins – recyclable glass, plastic, steel and aluminium.

BLUE Bins – recyclable flattened cardboard and newspapers.

RED or **GREEN** Lid wheelie bins – all other rubbish.

The locations of the bins are shown on the resort map.

All rubbish including nappies to be bagged please.

GYM

The gym is available for guests between 8:00am and 6:00pm.

The key can be obtained from Reception and we ask that you return it immediately after use, so we know you are safe. For safety and insurance reasons all guests using the gym must be at least 18 years unless accompanied by a Parent or Legal Guardian.

Suitable attire is to be worn.

Please lock the Gym when finished and return the key immediately to Reception.



HOIST ACCESS – SWIMMING POOL

The Islander Noosa Resort operates a chair hoist to assist guests with impaired mobility to access the Heated Pool. This service is complimentary for our Guests.

We ask for minimum 24 hours notice.

Guests requiring assistance are welcome to visit Reception to enquire about the available hours for use of the chair hoist and to book a mutually convenient time by completing the 'Islander Noosa Resort Pool Hoist Booking Form'.

Please note, the resort staff will operate the Chair Hoist for Guests but are unable to stay with the Guest at the pool or be a lifeguard to the guest. Guests using the chair hoist will need a Carer or Parent with them.

HOUSEKEEPING

For additional sheets, pillows, towels or blankets, please contact Reception between 8:00 am and 6:00 pm. A small additional charge will apply. For stays of eight days or more the villas are serviced weekly.

Please contact Reception if you would like to arrange to pay for more frequent servicing of your Villa.

KEYS

It is a Guest's responsibility to look after the keys while staying in our resort. To ensure your and future guests' safety and security, all locks in a villa will require re-keying if any of the sets of villa keys are not returned on check-out.

The cost of rekeying all locks in the villa (approximately \$600 plus) will be charged to any guest who fails to return all keys issued to them.

LAUNDRY

All villas are equipped with washing machine, dryer, iron and ironing board. Complimentary laundry detergent is provided as part of the starter kit. Additional supplies may be purchased from Reception or the local supermarket.

Body Corporate bylaws prohibit the hanging of any clothing items where they are visible from outside the villa. However, pool towels and swimwear only are allowed to be hung on the clothes airers in your villa courtyard or balcony, not over the glass pool fence please.

MEDICAL

In the event that you need medical attention, contact the Noosaville 7 Day Medical Centre, Homemaker Centre, Mary Street, Noosaville on (0) 5473 4100 or Weyba Medical Centre, 18 Mary Street, Noosaville (0) 5474 0033 or the Noosa Hospital Emergency Centre (open 24hrs), 111 Goodchap St, Noosaville on (0) 5455 9200.

In an emergency call the Ambulance from the phone in the villa by dialing (0) 000.

MESSAGES

If the message light on your telephone is illuminated, please dial 11 to retrieve your messages. Press the "1" key for the next message, the "2" key to repeat and "8" key after the message has played to delete it.

PARTIES AND NOISE

As well as local Noosa Council regulations, our resort by-laws prohibit partying, noise or use of facilities at any time that affects other guests' quiet enjoyment, particularly from 10pm to 8am.

Security will log any such incident and the Guest will be asked to leave the resort, with no refund and will also be charged for the callout fee for Security or the Resort Duty Manager.

PETS

We are sorry, health regulations do not permit animals in the resort or in villas, apart from legislated approved animals where Reception must be informed when booking and certain conditions relating to public health must be agreed to.

PHARMACY – POST OFFICE SUPERMARKET - NEWSAGENCY – SHOPS

All are in Noosa Village on Mary Street just a 5-minute walk from our Thomas Street Gate. There are also nearby shopping centres at Noosa Civic, Tewantin, Noosa Junction and Hastings Street or Maroochydore. Visit Reception for a map.

PRE-AUTHORISATION

On checkin you provided a pre-authorisation – this is a hold taken as a security by the resort against your credit card.

The pre-authorisation is a hold and released after your checkout. Please read the terms and conditions sent to you with your booking or ask Reception if unclear.

The security hold will be used but not limited to situations such as: incidental charges, partying or noise where the Security Guard is called to investigate, excess cleaning, rubbish not removed at checkout, suntan oil or Texta pen marks on furniture, damage (accidental or otherwise) to the Villa or Resort property, lost keys, unpaid accounts, etc.

All endeavours are made to contact Guests should there be a need – where there is excess or wilful damage the Police will be called.

POOL TOWELS

Islander Pool towels are available for hire from Reception. Dial us on 9 or visit Reception to enquire.

PUBLIC TRANSPORT

TransLink runs our local buses and has regular services to Noosa Heads and Tewantin with connections to the rest of the Sunshine Coast and Brisbane. 'Go' cards are used for travel as cash is not accepted. See Reception for where you can purchase.

The Noosa Ferry is a relaxing way to travel up and down the Noosa River. Our closest stop is opposite the resort near the Big Pelican.

QUESTIONS?

Call Reception (*dial 9*) from your villa phone or visit us and we can help.

RECEPTION

Reception is open from 8:00 am to 6:00 pm seven days a week. To contact Reception please dial 9 from the phone in your villa or feel welcome to visit.

RESORT SHOP

You can purchase souvenirs of your trip from Reception, including Islander Polo Shirts and Islander pool towels.

RESTAURANTS, CAFES AND SHOPS

Don't forget your guest discount available at the participating restaurants and shops at the Islander Noosa Resort – refer to the * on the resort map. Please contact Reception for information on other local restaurants or shopping areas.

SAUNAS

For opening hours refer to the resort map. If you have not used a sauna before, please read the sign at the entrance to the saunas so you can fully enjoy the sauna as well as understand the safety warnings before entering. Parents, please supervise and use the sauna with children under 12 years.

For safety, no glass or cans or drinking, eating or smoking in the saunas, please.

SCOOTERS AND SKATEBOARDS



For all our little Guests – sorry, the use of scooters is banned within the resort.

Several mishaps have happened with our little guests not being able to stop when coming out onto the resort driveways or being unable to brake in time and bowling guests over on the pathways. This ban also applies to skateboards.

We suggest the park just across the way and this ought to be safer, too. Thank you.

SECURITY (after 6pm and before 8am)

Security guards regularly patrol the resort. For security concerns only, dial 10 from the villa phone when Reception is closed (after 6pm and before 8am).

Please keep your villa locked at all times, especially while you are out at night or at the pool. Your screen door is only secure when locked with the key not the snib.

SPA

Spas at the lagoon pool are open 7:00 am to 10:00 pm. The spa at the Cockleshell pool is open from 8:00 am to 8:00 pm. No glass, cans or eating, drinking or smoking in or near the spas, please.

SMOKE FREE VILLAS, FACILITIES & PATHWAYS



Inside our villas and all guest facilities and areas, such as BBQs, spas, pools, tennis courts and pathways are smoke free.

Guests are asked to observe non-smoking legislation and not smoke in villas, guest areas and walkways or where there are no-smoking signs. Guests who smoke in these areas will be charged to remove any smoking smells or residue in the Villas and this will involve drycleaning the upholstery, curtains and carpet.

The Body Corporate bylaws state **no smoking** where the breeze will blow the smoke into another guests' courtyard or balcony or walkway, thank you.

SWIMMING POOLS

The Lagoon Pool is open from 7:00 am to 10:00 pm.

The Heated Pool and Cockleshell Pool are open from 8:00 am to 8:00 pm.

Children under 12 years are to be accompanied by a responsible adult.

For the safety of our Guests:

- No glass, cans or eating and drinking or smoking in the swimming pools.
- No glass, cans (plastic only) or smoking at the surrounding area of all pools.
- We ask parents to keep a watchful eye on your children and ensure safe play at all times – running, rough horseplay, divebombs and jumping from the bridge are not allowed – your child or another guest could be injured.
- Only soft blow-up balls are allowed in the pools – for guest safety, balls such as tennis or footballs or similar are not to be used in the pool or pool surrounds.

If you are unsure, please ask one of the Islander Team for help.

TAXIS

Suncoast Cabs may be booked from your villa dial (0) 131 008. This is at the cost of a local call. Usual pick up is at front of the resort at 187 Gympie Terrace, Noosaville.

TELEPHONE

- Reception – dial 9 between 8am to 6pm. You can also leave a message and Reception will call you back.

- Outside line – dial 0. Please note that a local call costs 65c. Long distance calls are metered at 65c per pulse and the pulse frequency depends on the distance and duration of your call. Advertised phone specials are not available from our resort phone system.

- To call another villa – dial '2' before the villa number – ie dial 205 for Villa 5

- Friends may call you direct on +61 7 5440 92xx, where xx is your villa number.

- If you are out, friends and family calling you can leave messages for you. A flashing message light on your telephone indicates you have messages that can be retrieved by dialling 11 and following the instructions.

TELEVISION

Local channels are as below.

ABC 2 and 20 to 29

SBS 3 and 30 to 39

Channel 7 6 and 60 to 64, 66
and Racing.com 68

Channel 9 5 and 50 to 56

Channel 10 8 and 80 to 85

TERMS AND CONDITIONS

The terms and conditions for your stay are attached to your confirmation and can also be found at www.islandernoosa.com.au/booking-terms-conditions. We recommend guests read these. Damages, although we appreciate they may be accidental, will be charged to the guest, as will missing items from the villa or situations where the resort incurs costs because of guest negligence.

We remind guests that there are fees in circumstances such as:

- Lost keys.
- Leather and upholstery cleaning – to avoid this fee, please use a towel where there are suntan oils when sitting on lounges and chairs.
- Excess housekeeping time to clean a villa.
- Not removing rubbish when checking out.
- Noise and partying and call out fees for the Resort Manager or Security Guard.
- Cigarette smoke drift and costs for cleaning internal furnishings and carpet.
- Bringing an animal onto the resort and into the villa and the pest treatment and cleaning fees to remove animal dander and hair from furnishings and carpet.

TENNIS

Our tennis courts are open from 8am to 6pm every day. Contact Reception to book a court. Tennis racquets and balls may be hired from Reception. Regretfully, other ball sports such as football or cricket are not permitted on the tennis courts.

Guests are asked to wear suitable footwear and attire.

TOURS

Please contact Reception for information on the sights and amazing places that Noosa has to offer or for shuttle services to the Sunshine Coast or Brisbane Airports.

While in Noosa you should not miss seeing the Noosa National Park, Everglades, Coloured Sands, Fraser Island, the Eumundi Markets, Australia Zoo, Montville and the Blackall Range to name just a few.

See our web and blogs for places to see and things to do. www.islandernoosa.com.au/explore-noosa.

We would be happy to make bookings for you and supply maps for you to plan your own tours.

VISITORS

Please advise Reception and your guest will be given access and directed to your villa. For Guests' privacy, any Visitor, not registered with Reception will be asked to wait in Reception till we can contact you.

So, the resort is not overcrowded and all guests enjoy their stay, there is a limit on the number of visitors to a villa at any time, please check with Reception.

WIFI

A WiFi network is available for the use of Islander Noosa Resort Guests.

A WiFi printout with instructions and a unique WiFi code and password for your villa is placed on your coffee table. Your WiFi password will roam with you around the resort and a fair use policy applies to the WiFi service.



Kitchen Items List | 1 & 2 Bedroom Villa

To ensure that guests after you are not inconvenienced, we would appreciate it if you could ensure that any items taken from this villa to the BBQ areas, or to other villas, are returned to this villa.

The following list is the minimum standard for each villa. Please note that some villas may have additional items, which are not on this list. Please contact Reception if there is anything on this list that you can't find or if there is anything else we could provide which would make your stay more enjoyable.

CROCKERY

6 Dinner plates
6 Side plates
6 Coffee mugs
6 Tea cups
6 Saucers
6 Cereal Bowls
6 Egg cups
1 Sugar bowl
1 Milk jug
1 Salt shaker
1 Pepper shaker

CUTLERY

6 Knives
6 Forks
6 Dessert spoons
6 Tea spoons

GLASSWARE

6 Wine glasses
6 Champagne Flutes
6 Glass Tumblers
6 Plastic Tumblers
4 Polycarbonate Wine Glasses

KITCHEN UTENSILS

Kitchen knife
Carving knife
Paring knife
Meat fork

Cork screw
Coffee Plunger
Vegetable peeler
Tongs
Potato masher
Spatula
Plastic egg lifter
Wooden spoon
Slotted spoon
Can opener
Colander
Grater & shredder
Citrus juicer
Whisk
2 food storage containers
2 litre plastic jug
3 mixing bowls
Salad bowl & servers
Tray
Chopping board
Ice cube tray
Baking dish
Casserole dish
Set of 3 S/S saucepans & skillet
Teapot
6 place mats
Dish brush
Dish drainer

Kitchen Items List | 3 Bedroom Villa

To ensure that guests after you are not inconvenienced, we would appreciate it if you could ensure that any items taken from this villa to the BBQ areas, or to other villas, are returned to this villa.

The following list is the minimum standard for each villa. Please note that some villas may have additional items, which are not on this list. Please contact Reception if there is anything on this list that you can't find or if there is anything else we could provide which would make your stay more enjoyable.

CROCKERY

8 Dinner plates
8 Side plates
8 Coffee mugs
8 Tea cups
8 Saucers
8 Cereal Bowls
8 Egg cups
1 Sugar bowl
1 Milk jug
1 Salt shaker
1 Pepper shaker

CUTLERY

8 Knives
8 Forks
8 Dessert spoons
8 Tea spoons

GLASSWARE

8 Wine glasses
8 Champagne Flutes
8 Glass Tumblers
8 Plastic Tumblers
6 Polycarbonate Wine Glasses

KITCHEN UTENSILS

Kitchen knife
Carving knife
Paring knife
Meat fork

Cork screw
Coffee Plunger
Vegetable peeler
Tongs
Potato masher
Spatula
Plastic egg lifter
Wooden spoon
Slotted spoon
Can opener
Colander
Grater & shredder
Citrus juicer
Whisk
2 food storage containers
2 litre plastic jug
3 mixing bowls
Salad bowl & servers
Tray
Chopping board
Ice cube tray
Baking dish
Casserole dish
Set of 3 S/S saucepans & skillet
Teapot
8 place mats
Dish brush
Dish drainer
Ash tray

Dear Guest,

We are here to make your stay enjoyable.

For assistance, contact Reception on '9' or ask any of our team.

**Bula,
The Islander Noosa Resort**



The Islander Noosa Resort Property.
Please leave Guest Information Booklet in Villa.
Should you wish to buy as a souvenir, see Reception. The cost is \$80. Thank you



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www.islandernoosa.com.au