



WELCOME TO TANGALOOMA ISLAND RESORT

TANGALOOMA ISLAND RESORT COMPENDIUM

Tangalooma Island Resort

RESORT COMPENDIUM

Please take a moment to familiarise yourself with the information provided on the following pages, and do not hesitate to contact Reception should you have any questions or require assistance.

RESORT SERVICES & OUTLETS

Reception	Dial 8 or 9
Duty Manager	Dial 6900 or 0418 810 669
Eco Centre	Dial 6918
Fire & Stone	Dial 6791
Helicopters	Dial 6980
Photo Shop	Dial 6975
Resort Shop	Dial 6926
Room Service (Beach Cafe: 5pm to 8pm)	Dial 6498
Tangalooma Water Sports	Dial 6924
Tangatours	Dial 6927
Tours Desk	Dial 6920

Each phone has an individual number for direct-dial access.
All numbers commence with (07) 3410 6____.

The last 3 digits are your phone extension. Your telephone is direct dial equipped.
Dial 0 for an outside line. Outside calls are charged to your account.

PLEASE NOTE: Calls to Brisbane are charged at long distance rates by Telstra.
Internal Resort calls incur no charge.

IN AN EMERGENCY

Please dial 0 for an outside line then 000

In the event of a fire, please report it immediately.

Call Reception (dial 8 or 9) or
the Duty Manager between 9.30pm and 7am
(dial *6900 or 0418 810 669).

IN ROOM INFORMATION

ADAPTORS & ELECTRICITY

International plug adaptors (not voltage adaptors) are available at Reception (refundable deposit applies). Voltage in Australia is 220-240 AC. These adaptors can also be purchased at the Resort Shop.

PLEASE NOTE: All international plugs are **NOT** compatible with the resort power outlets and for the safety of all guests, only plugs designed for Australian power outlets are to be used.

AIR-CONDITIONING & HEATERS

Not all styles of accommodation are air conditioned, but for those that are:

Summer settings:

- Set temperature 22 degrees
- Mode cool e.g. it is a snow-flake ideogram
- Fan setting Auto

Winter settings:

- Set temperature 24 degrees
- Mode heat e.g. it is a sun ideogram
- Fan setting Auto

The altering of these settings may contribute to the unit going into fault. All windows and exterior doors must be kept closed for the unit to operate efficiently. If the LED display on the unit shows a red and green flashing light please notify Reception.

Heaters are available from Reception on request. For more information visit Reception (refundable deposit applies).

BOARD GAMES

Reception has a range of new and traditional board games available (refundable deposit applies).

BABY COTS, CRIBS, STROLLERS & BOTTLE WARMERS

A limited number of porta cots, highchairs, baby baths, bottle warmers & strollers are available for hire. Enquire at Reception for more details (refundable deposit applies).

Baby change facilities are available at various disabled toilet facilities.

BBQs, COOKING FACILITIES & DISHES

If your accommodation is equipped with cooking facilities we wish to advise it is your responsibility to clean all equipment, cutlery and crockery used during your stay. Please ensure the BBQ or kitchen facilities are fully cleaned before departure. Failure to comply will incur additional cleaning fees.



IN ROOM INFORMATION

CHECK OUT

Check-out is at 10:00am.

If you wish to arrange a late check out, please contact Reception the day prior to departing. Please note that we are not always able to accommodate your request, and late check out charges apply.

For an Express check out, please complete our Express Check out form and drop in the appropriate box at Reception with your keys.

FRIDGES

If your accommodation is equipped with a fridge, please do not overload or adjust the settings. Doing this may cause the fridge to malfunction or not operate efficiently.

HAIRDRYERS

Hairdryers are available in most room types, however are also available from Reception during opening hours (refundable deposit applies).

HOUSEKEEPING

Maid service is not included. Please contact Reception if you have any queries.

SAFETY AND SECURITY

Please ensure you keep your valuables in a safe place in your room and lock doors and windows when you are out. Safe deposits for small items are available at Reception.

TELEPHONES

All rooms are equipped with telephones with direct dial capabilities. Dial 0 for an outside line. Outside calls are charged to your account.

TELEVISION

Big screens are located in the Resort Bar and the Resort Centre for special events. All rooms are equipped with television sets with free to air stations available.

WAKE UP CALLS

You can set these yourself by dialing *7 (time in 2400 hour) and hang up. E.g. for wake up at 7.00am you would dial *70700, for 6.00am: *70600.

To reset or cancel the wakeup call you need to dial #7.

You may also ring Reception during opening hours to set up wake up calls.



RESORT SERVICES

ATM

An Automatic Teller Machine is available in the Resort Centre. This machine accepts all major credit and debit cards.

BEACH CHAIRS AND TOWELS

Beach chairs are available for hire from Tangalooma Water Sports (refundable deposit applies).

Beach towels are available at Reception (refundable deposit applies).

BARBEQUE AREAS

Gas BBQs are located behind Ocean, Beach, Palm, Pandanus and Dolphin Lodges, as well as in front of Villas 5-9. These are available for FREE use by Resort guests. BBQ supplies can be purchased through the Resort Shop. Guests must reasonably clean the BBQ and any equipment after use and dispose of any rubbish in the designated rubbish bins.

GOLF BUGGY HIRE

For Hilltop houses ONLY. Please contact Tours Desk for prices and information. Availability is limited.

INTERNET & EMAIL

Wifi is available across the resort and requires no password. You can connect to "Tangalooma Guest" on your device, and then register. You will have 200MB free that will refresh every 24 hours. Once this has been used, you will be directed to a page that allows you to purchase additional data. Enquire at Reception for more information on charges.

IRONS AND IRONING BOARDS

Irons are available for free in the various laundries in your lodge. Villas, Houses and Deep Blue Apartments are equipped with their own iron and ironing board.

LAUNDRY FACILITIES

Laundries for guest use are operational between 7.00am and 9.00pm (charges apply) and are located in the following areas:

Beach lodge (A Lodge) Closest laundry located in Ocean Lodge.

Ocean Lodge (B Lodge) Between B15 and B16 on the first floor.

Palm Lodge (C Lodge) Adjacent to C06 and C12 (first floor). Beach lodge guests can also use this laundry.

Pandanus Lodge (D Lodge) Adjacent to D20 on the ground floor.

Dolphin Lodge (E Lodge) Adjacent to E06.

Kookaburra Lodge (K Lodge) Located on each floor.

Beachfront Villas Washing machines are located in all Beachfront Villas.

Deep Blue Apartments Washing machines and dryers are located in each apartment.

PLEASE NOTE: Machines will automatically turn off at 9.00pm so please ensure you start your load with ample time for the cycle to complete before the shut off occurs.

Laundry powder is available from the Resort Shop or Reception.

RESORT SERVICES

LOCKERS

Single-use secure lockers are situated in the Resort Centre. A limited number of lockers are also available at Tangalooma Water Sports.

LUGGAGE

For return transportation on the Tangalooma launch service, designated blue departure labels for your luggage are provided upon check-in. Please leave your blue labelled luggage at the location and time provided by Reception – if in doubt please call to confirm.

If you are travelling on an early morning service or have a short time between transfers and flights, please see Reception for luggage pickup times and transfer arrangements.

PARKING & CAR WASHING

A car park is located both at the northern and southern ends of the Resort. A fresh water hose is available to rinse sand and salt from vehicles at the northern turning bay.

Please note that there are no luggage porter services between the car parks and your accommodation, and there are only a strictly limited number of trolleys available on a first come first served basis.

Tangalooma encourages guests to keep cars locked and secure. The Resort is not responsible for theft or loss of personal property or vehicles.

SHOWERS & TOILETS

Handicapped / Wheelchair accessible toilets are located behind Reception, in B&B's Bar, under the Flensing Deck and in the Deep Blue Apartments lobby area. Baby change facilities are available in the various disabled toilet facilities.

Public toilets are located at Tangalooma Water Sports, in B&B's Bar, behind Reception, behind Tangatours and behind the Eco Centre.

Public showers are located along the beachfront (cold water only) and hot showers are available at Tangalooma Water Sports during opening hours.

SPECIAL NEEDS FACILITIES AND WHEELCHAIRS

Wheelchairs are available for hire from Reception (refundable deposit applies). Supply is limited and subject to availability. An all-terrain submersible wheelchair is also available for wild dolphin feeding – please enquire at the Eco Centre for more information (refundable deposit applies).

STAIRS

Stairs leading to hilltop estates are part of our bush walking tracks and should not be used at night to avoid injury.



RESORT SERVICES

SWIMMING POOL HOURS AND SAFETY

We have swimming pools for your enjoyment which are open from 7.00am – 10.00pm. One is situated directly in front of A and B Lodges (Beach and Ocean Lodges) and the other is situated next to Tangalooma Water Sports. Deep Blue Apartments have a private pool.

PLEASE NOTE: Lifeguards do not patrol the Resort pools and supervision is required for all children and non-swimmers. Guests must not enter the pool area whilst under the influence of alcohol. No glass is permitted in the pool area.

TOURS & ACTIVITIES

There is so much going on at Tangalooma, you won't know where to start! For all free and paid activities and where to book, please see the weekly What's On.

GENERAL RESORT INFORMATION

ALCOHOL & LICENSING RULES

Tangalooma Island Resort is a licensed premises within all of its boundaries, Launch Vessels, Tour Vehicles, and the Brisbane Holt St Depot. Under the Liquor Act (1992) it is illegal to possess alcohol not purchased on the premises. The Launch Captain and Resort Management are required to confiscate any alcohol not purchased from any of the above licensed outlets and found in a guest's possession. Confiscated alcohol will be returned to the guest on departure. Take away purchases are available from the Resort Bar.

House Policy and Liquor Licensing laws have deemed the Resort Centre, Resort Bar and Pool Table areas as not available for children under the age of 18 years after 10.00pm. However, children under adult supervision are more than welcome within these areas before 10.00pm. Footwear is required after 6pm in Resort public areas as a health and safety requirement. This includes children.

ANIMAL WELFARE

Our Dolphin, Bird and Fish Feeding Programs are carried out under the supervision of a qualified Eco Ranger in a controlled environment. Please refrain from feeding wild animals at any other time. If you find an injured animal, please don't touch it and contact Reception immediately.

DRESS CODE

Tangalooma encourages you to feel comfortable in casual wear, however after 6.00pm we request smart casual attire for restaurants, bars and surrounding seating areas.

Footwear is required after 6pm in Resort public areas as a health and safety requirement.

EMERGENCY EXIT PROCEDURES

Each room has a map on the back of the wooden external door indicating the marshalling area for that particular building. Please assemble in that area and await further instructions from a Resort Fire Marshall.

GENERAL RESORT INFORMATION

FALSE ALARM ACTIVATION

Should an alarm be activated, emergency staff are dispatched 24 hours a day to investigate the emergency, silence the alarm and direct emergency evacuation and emergency services. Should you cause a false alarm activation for any reason, a \$450 charge is payable and this will be added to your account.

To avoid such false alarms, please avoid lighting flames, incense or candles inside your room, do not smoke in the room, do not use a hairdryer in the bedroom, close the bathroom door when showering to stop excess steam entering the bedroom, do not allow the jug to boil and create excess steam and in the rooms that have cooking facilities, do not burn toast or other items while cooking in fry pans etc.

Tampering with the smoke detector or emergency call points will also activate the alarm. Surveillance cameras are used in this Resort for the safety and security of all guests.

FIRST AID

To arrange first aid for minor injuries, such as minor cuts and bruises please contact Reception on extension 8 or 9. A call-out fee may apply. A variety of bandages, band-aids, cough mixtures and mild painkillers are available from the Resort Shop.

In the case of an emergency, or in ALL other cases requiring medical assessment or opinion, QAS has advised that all Moreton Island guests and residents call 000 from a mobile or public phone and advise you are a guest at Tangalooma Island Resort on Moreton Island. Queensland Ambulance Service (QAS) is the dedicated response on Moreton Island.

If you are not able to get through on 000, call 112 from your mobile phone.

From your room, dial 0 first to obtain all outside line, then dial 000.

FISHING

Fishing rods can be hired from Tangalooma Water Sports and all fishing gear and bait can be purchased from the Resort Shop and Tangalooma Water Sports. Please fish responsibly, follow all recreational fishing rules and regulations and for the safety of our local wildlife, please observe the strict fishing rules if you are fishing from the jetty.

Please report any problems or animal entanglements to the Eco Centre staff or call Reception. Please also ensure to dispose of unwanted fishing line and hooks carefully to help keep our environment clean and safe, and to protect the wildlife in Moreton Bay.

PLEASE NOTE: Diving, fishing, snorkelling or swimming in the dolphin feeding area is strictly prohibited.

HOUSE RULES

Guests are expected to behave in a manner which is conducive to the safety, comfort and convenience of all guests.

1. We are all here for a holiday and a good time. However, please respect the right of other guests to relax in a quiet environment. For any guest who feels disturbed by others please call reception and they will ask security to deal with offenders. For safety reasons we request that your children do not run in the corridors.
2. A breach of house rules includes noisy, offensive or unruly behaviour, damage or destruction to property, improper conduct which in the opinion of the manager, adversely affects the manager, owner or other guests.

GENERAL RESORT INFORMATION

3. Any damage to resort or room facilities that has been caused by guest recklessness, carelessness, neglect or unreasonable levels of uncleanliness within the room or resort will result in additional charges upon departure.

LOST PROPERTY

All lost property is handed to Reception and held there for collection. Any items left behind by a guest, shall be returned on request at his/her expense. If we do not receive such instructions, we will store the items for a period of 30 days. After this time, if you have not contacted us regarding the lost property, we are authorised to give away the items to a charity of our choice or dispose of the items as we see fit. We do not store perishable or illegal items or substances.

As outlined in The Traveller Accommodation Providers (Liability) Act 2001, an **accommodation provider** may be liable to make good any loss of a **guest's property** in certain circumstances even though the loss is not caused by the fault of the accommodation provider or the provider's agent. The strict liability of the accommodation provider under the Act –

- applies only to a guest of the accommodation provider on a day when an **accommodation unit** is provided for the use of the guest.
- is limited to \$250 for each accommodation unit provided for the use of the guest on the day, unless the guest's property was placed in **safe custody facilities**.
- does not cover motor vehicles and things owned by the guest left in or on the motor vehicles.

PLEASE NOTE: Words appearing in **bold italics** have a special meaning under law. Does not cover losses to luggage or property whilst in the custody of the transport provider.

PAYMENTS

Room charge card is available from Reception and allows you to charge any purchases to your room for payment on check-out. Please see Reception for further details. All major cards are accepted at Tangalooma Island Resort. Exchanging currency is possible on request from Reception during office hours.

SKATES, SCOOTERS AND ROLLERBLADE POLICY

Two wheeled scooters, shoe skates and rollerblades are allowed on footpaths, but not on roads or inside any building. Riders must be 12 years and under and ride at speeds no greater than a fast walk, with due care to be shown at all times (dangerous use will result in the item being confiscated).

PLEASE NOTE: For safety reasons, skateboards, rip sticks, hoverboards and bicycles are **NOT** permitted at Tangalooma.

NO SMOKING IN PUBLIC AREAS OR IN ROOMS

Smoking is prohibited in all Resort rooms, around the Resort, and in all food and beverage areas. Specially marked tables have been set aside on the beach front for those who wish to smoke. Fines apply for non-compliance. The smoking management plan is available from Reception.