



....by the **Sea**
PORT DOUGLAS



THINGS YOU SHOULD KNOW

PAYMENT TERMS



Whilst we do need full credit card details to finalise your booking, we do not take any money until you arrive and you do not have to pay with that credit card. You can pay debit, credit, cash or direct deposit in to our bank account.

Please note we do not accept American Express and if you choose to pay by credit card there is a 1% surcharge

CANCELLATION POLICY



By order of our bank manager (to whom we owe a lot of money) we have to stick to our cancellation policy, so please ensure your travel insurance covers for this please! Our Cancellation terms are standard and are as follows.

Before 28 days of booked arrival, there is no fee at all
1-28 days before arriving there is a one night fee
Within 7 days we have to take the full amount of the booking

RECEPTION HOURS AND LATE ARRIVALS



By the Sea Port Douglas is open every day from 8.00 5.30pm, except for Sundays when we close at 3pm.

If you are arriving out of those times it is not a problem: We leave your room unlocked with the key inside. And you will find a note in reception on our notice board which will provide information as to how to find your room. We also leave beach towels in your room, so you can have a dip in the ocean or in our heated pool.

And we look forward to seeing you in the morning

GETTING FROM THE AIRPORT



The journey from the airport, once you have left Cairns, to Port Douglas is stunning. No resort here in Port Douglas is large enough to have their own airport transfer service but we are very happy to organize a transfer for you. All we need is your flight details and we will book it for you and put the cost on your room account. Alternatively you can book online. Here are the web address for the three bus companies that provide this service.

http://www.sunpalmtransport.com/Cairns_Port_Douglas_Transport_Schedule.htm



<http://www.coralreefcoaches.com.au/contact.html>

<http://www.exemplaronline.com.au/>

If you are driving then, please turn right out of the airport exit road and keep going north for about an hour until you see the turn off for Port Douglas. Drive down that turn off road until the end and then turn right into Macrossan Street and we are fifty meters on the left. The address is 72 Macrossan Street.

FREQUENTLY ASKED QUESTIONS



Do We Have Good Internet? Yes we do and it is fast and free as well. Each room has its own adsl2+ modem and private internet access. Wired and Wireless are available. So are complimentary laptops for use.

INFORMATION



Do We Help with Tour Bookings? Yes we do provide a free tour booking service. We also provide expert and impartial advice on what to do and the way to do it that best suits you. All tour cost go on to our room account which you pay when you leave.



Should You Book Tours In Advance? We strongly recommend that you do not book any tours until you arrive because the wind strength on the reef varies considerably over the course of 3 days and we need to pick the best reef day for your and plan land based events around that day. The only exception to this recommendation are those staying for less than five days in the height of season (July - October).



Is your Pool heated? We do have a pool and it is heated at a constant 29-30 degrees throughout the year.



Do We Need To Bring Towels ? You do not need to bring beach towels or beach chairs as we provide these free of charge. We also provide a wide range of other complimentary items including DVD players, coffee (sorry only the instant variety), sugar, ice, eskies, beach balls and boards.



Do We Service Rooms Every Day? No we do not though this service is available at a small additional charge. We do however provide a free room service and bed change every fifth day if you stay more than seven days. We also provide a free daily rubbish removal service and also change your bath.



Do we have Laundry Facilities? Yes we do. All family rooms (including the Beachside Balcony +) have their own private laundry facilities and we have a new laundry with washers and driers on site for other customers to use. One cycle costs \$3 and we provide complimentary washing powder.

.....And yes we do have irons and hairdryers in all rooms.
To See a Complete Range of Facilities please [click here](#)>>

