

FREQUENTLY ASKED QUESTIONS

Where do I check in?

Check in is at Forte Leeuwin Apartments Reception. We are located at 46 Wallcliffe Rd.

What are the opening hours for reception?

Reception is open from 8.30am to 4.30pm 7 days a week, with the exception of Christmas Day.

What time can I check in/ checkout?

Check in is from 2 pm onwards. Checkout is by 10 am. Early check ins and Late departures are subject to availability and depend on apartment availability.

Where do I collect my key if I am arriving outside of Reception hours?

If you will be arriving after hours, please phone reception prior to 4.30pm on 9757 9332 to arrange key collection. There is an afterhour's mobile number displayed on the reception door if we do not speak to you prior to arrival.

Will my apartment be serviced during my stay?

Apartments are self catering and fully self contained a mid stay service is available if your stay exceeds 7 nights

Is internet available?

Prepaid Internet is available via Tomizone

Can I smoke in my accommodation?

For the comfort of all guests our apartments are NON SMOKING. Smoking is permitted outside in courtyards or on patios. If we find evidence of smoking indoors an extra cleaning charge may be incurred.

Is there air conditioning/ heating?

Yes, all apartments have reverse cycle air-conditioning in the living area and master bedroom.

Is there parking available?

Free parking is available on site. Townhouses include the use of 2 bays, Single level apartments include the use of 1 bay. Parking is limited: trailer/caravan/boat parking **is not** available on site.

Do you provide linen and towels?

Yes linen and towels are provided in all apartments. You will need to bring your own beach towel

What cooking facilities are available in each unit?

Each apartment has a fully equipped kitchen which includes a full oven, hotplate, full-size fridge, dishwasher, microwave, kettle and toaster. Crockery, cutlery and a basic range of pots, pans and utensils are provided. We are unable to provide teapots, blenders and rice cookers.

Does each apartment have a laundry?

Yes each apartment is equipped with a laundry containing washing machine, clothes dryer and sink. A clothes airer is also provided

Do you have cots, high chairs, rollway beds for hire.

All of the above are available for hire during your stay for a minimal fee. Please book these items by 10 am on the day of your arrival.