

## Frequently Asked Questions

### **Where is Reception Located:**

Our Reception is located offsite at The River Hotel, 40 Wallcliffe RD Margaret River

### **What are the Reception hours?**

Reception is open 9am – 5pm Monday to Saturday and 9am – 4pm on Sunday.

### **What is check out time?**

Check out time is 10am; if you require a later check out please check with reception during office hours to see if this is possible

### **Is Internet available?**

Internet is currently unavailable at this property

### **I'm trying to use the cook top but it's not working. How does it work?**

There is a safety switch for the cook top/hob. It is located in the middle of the power point on the splash back. This will need to be in the on position in order for the cook top to operate.

### **The Range Hood is not working, how do I turn it on?**

To use the range hood you need to turn on the power switch located on the underside of the right hand side of the hood and pull the filter out towards you

### **What are the operating hours for the Pool/Gym?**

Operating hours are 7.30am -7.30 pm. Please remember that if you have a toddler or baby with you that they must be wearing a proper swim nappy in order to use the aquatic facilities.

### **How do I get into the Pool/Gym area?**

You'll need the white card that is attached to your apartment keys. (If you've received 2 sets of keys you may only have 1 set with this card) Swipe this card past the sensor on the side of the Pool gate and pull up the pin on the gate post. You will need to swipe the card again to access the Gym.

### **Where are the Rubbish Bins located?**

There are bins located between apartments 4 &5, beside apartment 31 and at the back of the property inside the shed outside apartment18. 'Please refer to the map provided in the Apartments Facilities' section of this file

### **Will my apartment be serviced during my stay?**

The apartments are all fully self-contained and a washer/dryer/clothes airer are provided so that you can freshen your towels. If the duration of your stay is more than 7 days your apartment will be serviced mid stay. For stays of a lesser duration a service or towel change are available at an additional cost. Please contact reception for pricing.

### **Are Cots and Highchairs available for hire?**

We have cots and highchairs available for hire at a one off charge of \$20 per cot and \$25 per highchair. Please see us in reception during office hours to arrange hire.