

Welcome to Discovery Cairns Hotel. We hope your visit to Cairns exceeds expectations and we are here to assist you in whatever way we can, including general property and local area information! For your convenience we have listed general information below in an A-Z format.

Air Conditioning

Air Conditioners vary from room to room, but are set at 22 degrees. For rooms with a remote control; the control may show a higher number on the face, this is reading the current room temperature and will lower as the room cools. Setting the temperatures lower, freezes the unit in our humidity. For the best result, use the ceiling fan to help circulate the air and keep the bathroom door closed when not in use. For environmental reasons, units left on during your absence may be turned off by housekeeping.

Airport & Transfers

Cairns International Airport is a 10 minute drive north. Taxis and Shuttle buses can be arranged from reception. The Taxi number is 131008.

Alarm Clock / Wake-up Calls

There is a radio / alarm clock in your room. If you would like a wake-up call, please see reception between 6.30am and 9.00pm and we will set an automated call for you.

ATM Facilities

The nearest ATM is located on Sheridan Street. Walk to the first corner toward the city and turn right at the Church. Sheridan Street is the second street (the main road) and you will find a fuel station with groceries and an ATM.

Banking & Foreign Currency Exchange

There is a Yellow Pages directory in the drawer in your bedside cupboard. Look up 'Banking' and 'Foreign Currency Exchange' to find the location of your preferred outlet. If you need directions, see reception.

Bar & Restaurant

Please dial 196 for enquires regarding our bar and restaurant, including bookings. Opening times and menus can be found on the information board located next to the rear entrance door to the restaurant. Take away water, soft drink, nibbles and alcohol are available from reception. A vending machine for soft drink is located near the guest laundry.

Business Requirements

Fax and photo copying facilities are available via reception. Charges apply.

Car Parking

Off-street parking is free. Parks are not allocated. Please keep your vehicle locked at all times, just as you would at home.

Car Rental

Car rental is available from reception at competitive rates. Pickup is from the door (no trudging into town in the heat!). Rates are inclusive of unlimited kilometres. Excess reduction is available to lower excess if you wish or do not have travel insurance.

Check Out

Check out time is 10am. Reception is open from 6.30am and keys should be returned direct to reception. If you are departing earlier please see reception the day/evening prior; keys should only be left in your room in this instance. Please do NOT leave them in the door lock.

Chemist

A chemist is located in the corner building just north of us (corner of Lake/Upward Streets). There is also a chemist in Florence Street (between Grafton and Lake Streets) which has longer opening hours. This is adjacent to the 24 Hour Medical Centre.

Coffee & Tea Facilities

Coffee/Tea/Sugar/UHT Milk is provided and topped up daily with your room service. Additional supplies are available via reception. Charges may apply.

Credit Cards

All payments by credit card attract a surcharge. There are no charges for payments by EFTPOS or Direct Transfer.

Damage or Loss

Please be aware that you will be held responsible for damages or loss to any property during your stay.

Doctor

Cairns 24 Hour Medical Centre is a short walk from us on the corner of Grafton and Florence Streets. Telephone 4052 1119.

For on-site, after-hours visits, call Dial-a-Doctor on 1300 030 030. Hours are Mon-Fri 5.00pm to 7.00am. Weekend hours are from 11.00am Saturday to 7.00am Monday morning. Public Holidays = 24 hour availability. For Australian Medicare Card holders, this service is bulk-billed.

Dry Cleaning

A dry cleaning service is available; see reception for details. Charges apply.

Emergency

Dial '9' for reception/assistance (all hours). The emergency number direct is 0 (line out) + 000. The nearest Emergency Department is located at the Cairns Base Hospital (north 2 blocks). Access is via the Esplanade side of the building. Our address here is 183 Lake Street (between Minnie and Upward Streets).

Fire

In case of fire, please call reception '9' or 0 (line out) + 000. Your location is 183 Lake Street (between Minnie & Upward Streets). Please make your way to the footpath at the front of reception if safe to do so and unless otherwise advised. Please ensure your room mates and neighbors are aware. Shut your door and do not bring your luggage; time may be of essence and this will slow you down. Extinguishers are located around the building if required.

First Aid

For first aid assistance, please contact reception – dial '9'.

Fuel

The nearest fuel station to us is on the corner of Minnie and Sheridan Streets (2 blocks west). This is a Woolworths/Caltex outlet, mini supermarket and ATM.

Hairdryer

A hairdryer is fixed to the wall in your bathroom.

Hungry? Thirsty?

Try our in-house bistro or refer to your 'Yellow Pages' in the drawer next to your bed (Restaurants/Take Away). We have nibbles and drinks for sale in reception. A vending machine for soft drink is also located near the guest laundry. Bottled water can be purchased from reception; tap water in Cairns is considered safe to drink.

Ironing

There is an iron and ironing board located in the guest laundry. Superior rooms have both inside the wardrobe.

Internet

Wireless internet is available from your room and is provided by an outside provider. See instructions within this compendium for connection details. Alternatively, a guest computer is available for use in reception. Charges apply.

Keys

Keys may be left in reception while you are out but please remember that reception closes at 9pm. Keys should not be left in your door at any time including on departure. On departure, keys should be returned to reception. Keys lost during your stay or not returned on check-out will incur a charge for replacement.

Laundry

Our guest laundry opens at 7.30am and closes at 8.30pm. Both washing machines and dryers are coin operated. Change is available from reception and washing powder is available for purchase.

Lost and Found

Housekeeping keep a register of lost property for 3 months. After this time property is disposed of. Postage of items left behind are at the guest's expense.

Luggage Storage

Luggage storage is available free of charge; see reception for details.

Mail

Postcards and Australian stamps are available for purchase in reception. Mail can be left at reception for posting.

Messages

Messages will be delivered where possible; however, we suggest that you check with reception on a regular basis if you are expecting messages.

Pets

Pets are not permitted on the premises.

Pool Towels

Pool towels are available from reception for a small fee. This fee is just to covering laundering costs. You may simply dry and re-use your pool towel through the duration of your stay and even take it on the reef. A replacement charge applies should you lose your towel.

Power Supply

Our power supply is 240volt. If you need an adaptor for your appliance, please contact reception.

Reception / Tour Desk

Our reception / tour desk is open from 6.30am until 9pm daily. Times may differ on public holidays.

Reconfirming Tours

You may have pre-booked tours prior to your arrival. Your agent will have given you paperwork with contact details. You should re-confirm your tours the day prior for exact pick-up times. Dial '0' (line out) + the number required. Local numbers start with '40' and will be 8 digits long. You do not need the '61' or '7' prefixes that may be listed on your details. Charges may apply for reconfirmations via reception.

Religious Services

We have several churches in this area; for church service times contact reception.

Room Servicing

Short Stays – 7 nights or less...

As part of your stay, your room is serviced daily; this includes the following...

- Room amenities topped up; tea/coffee/sugar/milk portions
- Rubbish bins emptied as required
- Beds made – if personal items are left on your bed it will not be made
- Towels changed – please put towels in a pile in the bath or on the bathroom floor if you wish them to be changed. If you wish to re-use them, leave them hanging

If you do not wish to have your room serviced simply advise reception, alternatively you can place your 'do not disturb' sign on the door. Please remember that if your sign is on when housekeeping pass by, they will not return to service your room at a later time. In this instance you may exchange towels and collect amenities from reception. If you would like additional amenities or linen changes during your stay outside of your general room servicing, these are available and charges may apply.

Extended Stays – 8 nights or more...

If your stay with us is 8 nights or longer, your bed-linen will be changed for you – usually in the middle of your stay. At this time your floor will be cleaned and dusting/general cleaning will be attended to as required. If you would like additional amenities or linen changes during your stay outside of your daily and weekly room servicing, these are available and charges may apply.

Public Holidays – there are no room services on public holidays.

Amenities/Towels can be collected from reception (limited hours).

Safe (in-room)

All rooms have safes. Keys are available from reception. Charges apply.

Security and Personal Safety

You may be on holiday but opportunistic thieves are not. Please use common sense in regards to property and personal safety, just as you would at home.

Smoking

All rooms are strictly non smoking. We encourage smokers to close their room doors when smoking outside to avoid cigarette smells in their room. Ash trays are provided around the premises for convenience. Smokers please note that if your room is affected by smoke smell, extra cleaning charges will apply to return your room to an acceptable 'non smoking' status after your departure; this can include curtain cleaning and 'room off-line' costs and can amount to \$500.

Swimming Pools

We have two swimming pools, one opposite reception at the front of the property and one past the laundry surrounded by our Superior Rooms. No glass is permitted in the pool area. Pool hours are 7am to 9pm. Pool towels are available from reception for a small fee and can be used for the duration of your stay.

Taxi

Our local Taxi number is 131 008. Reception can arrange a taxi for you during reception hours. There is no charge for booking.

Telephone

Dial '9' for Reception / Tour Desk / After Hours Night Manager / Emergencies
Restaurant – dial '196'

Outside Line – dial '0' then the number you require. Calls are charged by time.
Domestic and International rates are available from reception.

Telephone (cont.)

All calls are charged. Free call numbers are charged as local calls and are timed in 30 minute blocks. Before using your phone card, ensure that it connects locally and not via an STD provider or unexpected charges may occur.

Your direct phone number is listed on the top right-hand corner on this compendium. To retrieve messages from your phone when the light is flashing dial (star) * 91 and follow the prompts. (It will ask you to record; simply say your name when this happens). Follow the prompts to listen and erase messages.

Television

Televisions are in all rooms and have free to air channels; these are SBS, 2, 7, 9 (WIN) & 10. Superior rooms have Austar. Stations are preset. Please do not tamper with tuning controls; for assistance contact reception.

Toiletries

In your shower you will find a liquid body / hair wash. Liquid soap is also supplied at your hand basin. Toilet rolls are supplied including a spare roll; these are topped up as required. Hair dryers are fixed to the wall in every bathroom.

Tours

Our reception doubles as an official tour / information and booking outlet. Our staff all have many years of experience with local tours and can assist you with all enquires and bookings. This is a complimentary service; we are happy to share our knowledge and match you up with the best tour possible for you.

Towels

Room towels should not leave your room. Pool towels are available for hire from reception and may be taken to the reef. You can use your pool towel for the duration of your stay for one small fee to cover laundering costs.