

Welcome to South Pacific and Spa Resort Noosa. We trust you will enjoy your stay with us. For your convenience, we have prepared this guide to acquaint you with our facilities and services. Please take a moment to familiarise yourself with the service offered. We welcome you to contact reception for further information.

Security Gate Key & Resort Entry

Your set of keys will include one room key, one security key, and one air-conditioning tag. To access the resort and parking areas as well as the sauna and pools, you will be required to use your security key, which is slightly larger than the room key.

This Key will also provide access to both of the side gates on the main building (Located beside the Restaurant and Noosa Spa), also the car park gate.

Guests will be charged \$90.00 for each set of keys not returned at checkout.

After hours

Security services patrol the complex after hours; additional call out fees will apply to any guests causing disturbances during these times.

Late Arrivals

Should you arrive after our reception hours of operation, please ensure to register at reception by 10am the following morning.

Resort Pools (two heated)

Open 7.30am – 9.00pm
Please be considerate of other guests and keep noise to a minimum at all times.
No glass to be taken in to pool areas

Beach Towels

Please do not use apartment towelling for the pool areas.
Beach towels are available from reception for a small hire fee.

Sauna

Open 7.30am to 9.00pm

Tennis Court

Open 8.00am – 6.00pm
Please book through reception.
Rackets and Balls are available for a minimal charge of \$5.00 per two Racquets which includes Tennis Balls.

BBQ Facilities

Located beside tennis court, please remember others and clean after every use.

Table Tennis

Open 8.00am – 6.00pm
Please see reception for bats, balls and bookings. There is no charge.

Reception

Reception is located at the front of the resort and is open daily from 8am – 6pm, Fridays until 7pm. Dial “9” for Reception and for **emergencies after hours**. After hours lock outs may incur a \$75 fee.

Noosa Day Spa

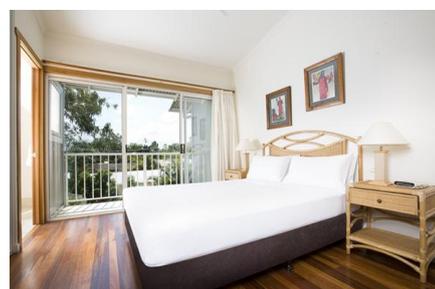
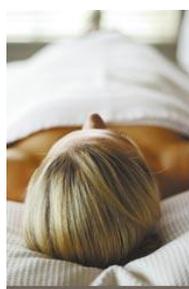
Opening Hours;
9am to 5.30pm Mon-Sat
(Sunday: Closed)
Extension Number:340
Please call the Spa direct to make an appointment

Smoking Laws

Smoking in rooms will incur an additional cleaning fee.

Tours

Tour information and Tour Bookings are available from the Reception Desk.



Self Contained Apartments

South Pacific Resort is not a hotel. We manage fully Self-Catering Apartments, which will include a complimentary start up kit of coffee, milk, detergent, toilet paper etc upon arrival. Supermarkets and convenience stores are located nearby for your further needs or these items can be purchased at reception.

Cleaning

You will incur additional cleaning charges if you leave the apartment in an untidy state. Please ensure your rubbish is taken to the refuse bins placed throughout the resort, the dishes are to be placed in the dishwasher and the dishwasher turned on. If you require additional dishwasher powder for this please see reception.

Mid stay servicing applies for eight night stays or longer on day four or halfway through your stay.

Mid stay service include; Change of Linen, Cleaning of Vanity, Mirror and Toilet, plus the emptying of your rubbish bin. If you are receiving a mid stay service, please ensure there are no personal items left on the bed as housekeeping staff will not change your bedding.

Additional linen is available from reception for a small fee.

Air Conditioning

It is important to close all windows and doors for the air-conditioning to work;

1. Insert the tag
2. Switch the unit on
3. Operation = cool
4. Fan Speed = medium
5. Ideal temperature = 23 to 24 degrees.

Do not set below 20 degrees as this may freeze the thermostat and the air-conditioning unit will have to be shut down for approx two hours and the process started again at the appropriate settings.

Important Notice

The fire detection system installed in this unit is very sensitive. Smoke resulting from burning toast or other food will set off alarms. When cooking anything, please ensure cooking smoke is kept to a minimum as activation of alarms may result in a fine from the Fire and Rescue Service.

Garbage

Refuse bins are located on the outer edges of the resort for your convenience. Please use the yellow lid recycling bins for recycling waste only. In the event bins are full, use the next bin and please let reception know and we will endeavour to have it replaced.

Check Out

Check out time is strictly **10:00am**, late checkout fees may apply for later times. If you are leaving before 8:00am, please settle your account by 5:00pm the evening prior to your departure. We thank you for your cooperation in these matters.

Payment

If a cash deposit was required on check in as security for incidental charges that you may incur, please be aware should your account exceed this level during your stay, a request will be made to increase the amount of this deposit.

Please note: Cheques are not accepted at this resort.

Amendments to Periods of Stay

After arrival, any refund sought by a guest for an amendment to a reservation that reduces their period of stay will be at the discretion of the Management and may incur an administration fee. All requests to be in writing.

Security

Please ensure both balcony doors are locked while you are out and sleeping.

Traveller Accommodation Providers (Liability) Act 2001. We draw your attention to this Act and a copy is available at Reception for your perusal





Theme Parks & Attractions

The team at South Pacific Resort are the theme park specialists.

Ask at reception for how you can secure a park pass and great deals made exclusive to South Pacific Resort guests and families.



Airport, Theme Parks & Local Transfers

Let us help you pick the right transfer.

Ask at reception for how you can secure a park pass and great deals made exclusive to South Pacific Resort guests and families.



Cruising and Sailing Tours

We can arrange the best Sunshine Coast water Tours.

Some of Sunshine Coast best tours on water include; Stillwater Canals, Ocean cruise, Noosa river cruising and much more....



Stay and Play

Find out where the best courses and tee times are.

With over 42 courses to choose from, let us help you decide where and when to play resort golf courses.



Fishing and Whale Watching Charters

Friends, Family and Group Charters.

We can secure some of the best charters in the region. Ask one of our friendly reception staff to assist you with finding the best Sunshine Coast charter experience.



Dining on the Sunshine Coast

The region is becoming one of Australia's most talked about culinary centres.

The Cosmopolitan lifestyle means that the Sunshine Coast has embraced the best of international cuisines blending them into a unique style that is light, fresh and innovative. The climate is perfect for al fresco dining, day or night.



Hastings Street Noosa boasts some of Queensland's leading restaurants, but throughout the coast you will discover thousands of different dining experiences, with one to suit your tastes and budget from new cuisine to the traditional country fare of the hinterland.

Make sure you try the fresh local specialties like macadamia nuts, avocados and ginger. So, tuck in!

The Famous Noosa Farmers market held every Sunday is right next door, ensure to head down and sample some of the best produce our region has to offer. Not too far away is the iconic Ginger factory, (the largest producer of ginger in the world) together with farms growing everything from tropical fruits to macadamia nuts (also known as Queensland nuts). Seafood is landed fresh from the trawlers at Mooloolaba and beef cattle graze the green hinterland, not to mention the sensational locally produced cheeses.

Breakfast, lunch, dinner or just a snack, it always tastes better when it's fresh and served with sunshine and a sea breeze. The region boasts an impressive range of dining options, from family bistros to intimate, secluded restaurants. A variety of night clubs and cocktail bars provide nightly entertainment in to the small hours of the morning.



Community Information

Doctors

Caloundra
Ph:

Maroochydore
Ph:

Noosa: Noosa General Practise
Ph: 54741066

Physio Therapy

Caloundra
Ph:

Maroochydore
Ph:

Noosa
Ph:

Remedial Massage

Caloundra
Ph:

Maroochydore
Ph:

Noosa
Ph:

Medical Centres

Caloundra
Ph:

Maroochydore
Ph:

Noosa: Noosa Medical Centre
Ph: 5447 1234

Dentist

Caloundra
Ph:

Maroochydore
Ph:

Noosa: Riverside Dental
Ph: 54555066

Visitor Information Centres

Caloundra
Ph:

Maroochydore
Ph:

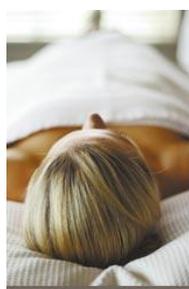
Noosa: Hastings Street
Ph: 1300066672

Hairdresser

Caloundra
Ph:

Maroochydore
Ph:

Noosa: [Noosa Headz Hair](#) Shop 2/9
Sunshine Beach Rd
Ph: 54475507



Community Information - Churches

Anglican Church

Caloundra:
Ph: 54911866

Maroochydore
Ph: 54432133

Noosa
Ph: 54498009

Assemblies of God

Caloundra
Ph: 54916677

Maroochydore
Ph: 54421410

Noosa
Ph: 54730724

Baha'í Faith

Caloundra
Ph: 54915044

Maroochydore
Ph:

Noosa
Ph: 54498933

Catholic Church

Caloundra
Ph: 54912011

Maroochydore
Ph: 54433488

Noosa
Ph: 54471188

Jehovah's Witness

Caloundra
Ph: 54926347

Maroochydore
Ph: 54437521

Noosa
Ph: 54490536

Salvation Army

Caloundra
Ph: 54936053

Maroochydore
Ph: 54438248

Noosa
Ph: 54424377

Uniting Church

Caloundra
Ph: 54915353

Maroochydore
Ph: 54432441

Noosa
Ph: none

Latter-Day Saints

Nambour
Ph: 5441 1409

Jewish Community Council

Noosa Heads
Ph: 5447 5056

Lutheran Church

Noosaville
Ph: 5449 8856



PRIVACY POLICY

General

We recognise that your privacy is very important and we are committed to protecting the personal information we collect from you. The privacy Act 1988 (Cth) ('Privacy Act') and the National Privacy Principles ('NPP's) govern the way in which we must manage your personal information and this policy sets out how we collect, use, disclose and otherwise manage personal information about you.

We encourage you to check our website regularly for any updates to this privacy policy,

Collection

Types of information collected

We may collect and hold personal information about you, that is, information that can identify you, such as your name, address, other contact details and other information relevant to providing you with the services you are, or someone else you know is seeking.

Purpose of Collection

Generally, we will collect and use your personal information for one or more of the following reasons:

- Providing services to you or someone else you know;
- Processing an application you have made;
- Acting as your agent if you request us to do so;
- Undertaking various activities required by law;
- Providing you with information about other services that we, our related entities and other organisations that we have affiliations with others that may be of interest to you;
- Providing you with promotional information about us, our related entities and other organisations that we have affiliations with;
- Facilitating our internal business operations, including the fulfilment of any legal requirements; and
- Analysing our services and customer needs with a view to developing new and/ or improved services.

Methods of Collection

Personal information will generally be collected directly from you through the use of any of our standard forms, over the internet, via email or through a telephone conversation with you. There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances, or where that is not possible, as soon as reasonably practicable after the information has been collected.

Failure to Provide Information

If the personal information you provide to us is incomplete and/ or inaccurate, we may be unable to provide you, or someone else you know, with the services you, or they, are seeking.



Internet Users

If you access our website, we may collect additional personal information about you in the form of your IP (Internet Protocol) address and domain name.

Also, our website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally, but they may link back to a database record about you. We use cookies to monitor usage of our website and to create a personal record of when you visit our website and what pages you view so that we may serve you more effectively.

Use of Disclosure

Generally, we only use and disclose personal information about you for the purposes for which it was collected (as set out above). Although, we may disclose personal information about you to:

- Service providers, who assist us in operating our business. These service providers may not be required to comply with our privacy policy;
- Other service providers, who provide the various services that you have requested and we have arranged. These service providers may not be required to comply with our privacy policy;
- A purchaser of the assets and operations of our business, providing those assets and operations are purchased as a going concern; and
- Our related entities and other organisations that we have affiliations with for the purposes of providing you with information about services and various promotions that might be of interest to you.

Security

We store your personal information in different ways, including in paper and in electronic form. The security of your personal information is important to us. We take all reasonable measures to ensure that your personal information is stored safely to protect it from misuse, loss, unauthorised access, modification or disclosure, including electronic and physical security measures.

Access

You may access the personal information we hold about you, upon making a written request. We will endeavour to provide you with access to the information requested within 30 days. We may charge you a reasonable fee for processing your request. We may decline a request for access to personal information where the Privacy Act requires us to do so.

Links to Other Web Sites

Our website may contain links to other web sites. We are not responsible for the privacy practises of linked websites and so linked web sites are not subject to our privacy policies and procedures.

Feedback

If you have any queries or concerns about our privacy policy or the way in which we handle your personal information, please contact our privacy officer at:

The CEO
PO Box 2033
Noosa Heads
Qld 4567



Traveller Accommodation Providers (Liability) Act 2001

**SCHEDULE 1
NOTICE**

Section 15

**NOTICE ABOUT LOSS OF GUEST'S PROPERTY
Traveller Accommodation Providers (Liability) Act 2001**

The *Traveller Accommodation Providers (Liability) Act 2001* changes the common law about **innkeeper's liability**.

Under the Act, an **accommodation provider** may be liable to make good the 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 a guest
- Is limited to \$250 for each accommodation unit provided for the use of the guest's 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 motor vehicles

Note: Words appearing in italics and bold have a special meaning under the Traveller Accommodation Providers (Liability) Act 2001.



Body Corporate By-Laws

1. No person shall damage or deface any part of any structure forming part of the common property.
2. No person shall deposit litter or the like on any part of the common property.
3. No object shall be permitted to fall or be thrown from the balconies or any other part of the building. Any cost for repairs or cleaning caused by a breach hereof, will be borne by the resident.
4. No clothing, bedding or other articles shall be hung so as to be visible from the outside of building.
5. No noise shall be created by any person such as is likely to interfere with the peaceful enjoyment of the environment by another.
6. Guests leaving after 10:00pm are asked to do so quietly. Quietness shall be observed when occupants return late at night or early in the morning.
7. The volume of radios, television and musical equipment is to be kept at a level so as not to be audible to any other resident between the hours of 10:00pm and 8:00am.
8. The swimming pool shall not be used between the hours of 9:00pm and 7:30am.
9. All cars are to be parked in their allocated space, it is a breach of the body corporate to park your vehicles elsewhere on the property and may be towed away at the owner's expense.
10. No person shall smoke in Common Property, (inclusive of pool areas, walkways or building entrance) within the Building. Guests will refrain to the apartment balcony only or designated area outside of restaurant.

Bodies Corporate CTS 26110 and 26117
South Pacific Resort Noosa

Notice to all pool users, Parents and Guardians

For safety reasons, all children (below the ages of 13 years) using the pools, spas and sauna must be under the direct supervision of an adult, who must be present within the fenced area of the relevant pool. It is the responsibility of the Adult to exercise effective control over their child or children at all times. No running, jumping or diving is permitted.

Secretary – Body Corporate

