

Shearwater Resort

A Classic Holidays Resort



Property Policies & Additional Info

If you're thinking about staying here, there are some things you may want to review before you go. We work diligently with the resorts to ensure the information is the most current we have for the resort location. However, there may be times where we have gaps in the most current information so we encourage you to review the room directories or ask the on-site concierge or front desk staff to ensure everything we have listed is still current and in effect.

Property Policies:

- Age Requirements - Be aware that the resort does have an 18 or older check in restriction. Government issued ID is required for check-in. Failure to meet this will result in refusal of entry to the resort.
- Cancellation Policy - This is a NON-REFUNDABLE reservation. Once the reservation has been confirmed by the resort you own it. However, because we want to make you happy, if you can't make the trip please call us. We will work with you and the resort to try to reschedule your trip. We can't guarantee anything but we will try....
- Check In/Out Times - Your designated check in day is either Friday or Saturday. You can check into the resort starting at 1:00 pm. Check out is at 10:00 am. Check with the front desk staff if you need late check out, they may be able to accommodate. Be sure to have the confirmation number and ID, you will need to refer to it when speaking with the front desk.

Checking in after 5:00 pm? - If you plan to arrive after 5:00 pm, please contact the resort in advance to make arrangements for checking into your unit.
- Credit Cards - Yes, you will need a credit card (Visa/Mastercard only) at check for incidentals and other stuff. Please make sure you have it available with your confirmation number.
- Maximum Occupancy - Please note the number of people that can stay in the unit. Exceeding the maximum occupancy is not permitted and we would really hate to see you have to rent another room at current rental rates. If you have any questions regarding the maximum occupancy criteria, please call us. We will work with you to ensure we create the perfect configuration or rooms for you, your family or friends.
- Parking - Yes, the property has complimentary parking for your vehicle. However, you are limited to one space per unit rented.
- Pets - Unfortunately, pets are not happening here. However, check with us, we may be able to provide some boarding alternatives near the resort if you absolutely need to bring your pet with you.
- Pool & Spa Towels - Towels will be available for you. Please check with the front desk on location.
- Security Deposit - The resort will hold an AUD\$200.00 security deposit against your credit card at check in. The deposit is fully refundable at check-out as long as you didn't damage the room. A damage inspection of the room will be done, so if you find anything wrong with the room when

- Smoking
 - you get there please make sure you contact the front desk and let them know. Don't get charged for someone else's damage.
 - This is a smoke free resort. Please check with the front desk for a map of the designated smoking areas.

Property Amenities | Hours of Operation:

- Front Desk Services
 - The front desk is opened Sunday through Friday from 8:00 am to 5:00 pm and Saturday from 8:00 am to 6:00 pm.

Other Interesting Stuff:

- Air Conditioning
 - The units are air conditioned but limited to common spaces. Rooms do have ceiling fans.
- Kids' Stuff
 - Bringing little ones along with you. The resort has cribs available (additional charge).