



# Important Information for Guests

## Check In, Check Out Times

Check in time is from 2.30pm. If you'd like to enjoy the facilities at Couran Cove Island Resort prior to the 2.30pm check in time, you are welcome to catch an earlier ferry. However, you may not have immediate access to your room so we recommend you pack a day bag with beach gear, sportswear and sunscreen. Your larger luggage will be delivered directly to your room later in the day.

While check out is at 10.30am, you are welcome to stay on the island as long as you like. Your bags will be collected and stored at the mainland Ferry Terminal, so remember to pack a day bag, just as you did on arrival. A Hospitality Villa is available if you are checking in early, or wanting to stay after check out. The villa has showers, amenities, lounge area and television for shared use by guests.

## Car Parking

Car parking is available at a minimal cost of \$5.00 per vehicle per day (to a maximum charge of \$25.00 per stay).

## Ferry Transfers

We provide an airline style check in facility at our Ferry Terminal. Please park your vehicle and use the luggage trolleys provided. Check in is at the Ferry Terminal, where we will provide you with ferry boarding passes and room key cards. **We ask that you arrive at the Terminal 1 hour prior to ferry departure time** to allow us time to load your luggage. Arrivals within 20 minutes of scheduled ferry departure may have luggage transferred onto the next ferry departure. **To ensure seats are reserved for you on our ferry service, we need to know your arrival time at least 48 hours in advance as per the following schedule:**

Departs Hope Harbour Terminal

- 10.30 am
- 2.00 pm
- 4.00 pm
- 6.00 pm
- 8.00 pm **\*\*Friday and Saturday only\*\***

Departs Couran Cove Island Resort

- 9.00 am
- 12.00 pm
- 3.00 pm
- 5.00 pm
- 7.00 pm
- 9.00 pm **\*\*Friday and Saturday only\*\***

## Luggage

As Couran Cove Island Resort ferry passenger terminal operates as an "Airline-style" operation, there is a maximum of 2 luggage items per person for checked baggage, and these must weigh no more than 32kg per item. A fee of \$11.00 per item over this limit will be charged. Additionally, a maximum of 2 items of hand luggage per person (excluding infants) is permitted on board the passenger ferry.

## Smoking/Tobacco & Alcohol policy

We wish to provide a healthy and vibrant environment for all our guests. **Tobacco products are not sold at the Resort and smoking is restricted to dedicated outdoor smoking areas.** We also ask that guests smoke only on their balconies of their rooms.

Due to Queensland licensing regulations, you are not permitted to bring alcohol onto the Resort as we are a licensed premise. A general store on the island provides both beverages and other grocery, clothing and gift items you may wish to purchase.

## Resort Facilities

Resort outlet times vary according to the seasons and on weekends and during the busy school holiday periods, some of our Resort restaurants and facilities may become fully booked. To avoid disappointment we recommend you make necessary bookings on your arrival. You will receive a Resort Activity Guide on check-in which provides a comprehensive listing of times and activities. For further information on resort facilities visit [www.couran.com](http://www.couran.com) or call 1800 268 726.

