

FREQUENTLY ASKED QUESTIONS

How do I get to Hamilton Island?

Hamilton Island is easily accessible, with direct flights from Sydney, Brisbane, Melbourne and Cairns with Jetstar, Virgin Australia and Qantas. Hamilton Island Holidays can assist with airfares and travel insurance if required. If you are travelling locally you can reach Hamilton Island by ferry. Cruise Whitsundays operate regular ferry services daily from Airlie Beach and Shute Harbour, and can be contacted on **07 4846 7000** or visit www.cruisewhitsundays.com.au

What is the weather like on Hamilton Island?

Hamilton Island enjoys a year-round warm climate with an average temperature of 27.4 degrees Celsius. Our average monthly temperatures are listed below:

January	31°C - 87°F	July	22° C - 71° F
February	30° C - 86° F	August	23° C - 73° F
March	29° C - 84° F	September	25° C - 76° F
April	27° C - 80° F	October	28° C - 82° F
May	24° C - 75° F	November	29° C - 84° F
June	22° C - 71° F	December	30° C - 86° F

What options are there for dining?

With 13 restaurants and takeaway outlets to choose from on Hamilton Island, there's something new and exciting to tempt every taste bud and budget. Enjoy a huge range of cuisine including Italian, Asian, Modern Australian and the freshest seafood.

For a full range of dining options and indicative prices, visit www.hamiltonisland.com.au/food-wine

What facilities are available on Hamilton Island?

With over 20 boutique and specialty stores, we cater for all your shopping needs.

- / 4 pools (beach towels are supplied at each hotel reception and in individual Holiday Homes)
- / IGA Supermarket, Newsagent, TAB
- / Hairdresser, Spa and Beautician
- / Medical Centre, Westpac Bank and ATM
- / Post Office, Pharmacy, Florist, Chapel
- / Commercial Marina

What activities are available on Hamilton Island?

Hamilton Island offers a range of over 65 activities, most running on a daily basis. To view a full list of activities or for more information on activities available visit www.hamiltonisland.com.au/activities

What do I do when I arrive onto Hamilton Island, how do I get to reception?

Upon arrival to the Airport on Hamilton Island, please make your way to the reception desk located at the luggage collection area. A porter will assist you with your luggage and escort you to the correct shuttle bus to your hotel reception for check-in. Holiday Home guests will be greeted on arrival by a staff member who will escort you to the Holiday Homes reception, located at the airport. For guests arriving via ferry, upon arrival to the Hamilton Island Marina, please make your way to the designated shuttle to your relevant hotel for your check-in.

Why is it so important to advise my arrival details?

Arrival details are essential for Beach Club and ReefView Hotel Suite guests to ensure that VIP transfers can be provided. Check-in is not guaranteed until 2pm however, we will endeavour to have your room ready for your arrival. Having arrival details noted in your booking makes this easier for us to do so. We also suggest you pre-pack your bathers or a change of clothes into your hand luggage so that you can do some exploring whilst your accommodation is being prepared for you.

Do you get stingers on Hamilton Island?

Irukandji, a small and transparent jellyfish, can be present in the waters of the Whitsunday Islands, predominantly during the summer months. We recommend that guests avoid swimming in secluded beaches. If you choose to swim in the ocean, we recommend you wear a stinger suit (which can be purchased from the Beach Sports hut) and swim in the presence of others so assistance can be given if needed. We would strongly advise that small children and guests who are pregnant, have a heart or pre-existing medical condition, only swim in our pools.

How do I find out information whilst on the island, quickly and easily?

Mobile phones have full coverage on Hamilton Island and we recommend downloading our Hamilton Island App prior to arrival. Our App allows you to check the weather, book accommodation, find useful numbers, locate restaurants and tours and see what's fun things are happening on the Island during your stay and much more. Find out more about our app or to download, visit www.hamiltonisland.com.au/about-the-island/app

Are any of the pools on Hamilton Island heated?

As the Island experiences tropical weather all year round, most pools on the Island are not heated. During the colder months however, the pools at the Reef View Hotel and the Beach Club are temperature controlled.

How do I organise payment of my final balance for my stay?

When your final balance is due, this will be deducted automatically by one of our Reservation Consultants so there is no need to call. Should you wish to organise a different method of payment, or to change any of your details, please feel free to reply to your confirmation email with the new instructions or call us on 137 333 to speak to a consultant over the phone.

Is there anything else I need to know?

- / If you are travelling with young children, complimentary cots and highchairs are available on request. Please request this prior to arrival to avoid any inconvenience.
- / Please note that credit card transactions will incur a fee as follows: 1.25% for Visa and MasterCard and 3% for American Express). Alternatively EFTPOS is available upon check out which has no transaction fee. Note: credit card fees are subject to change.