



Couran Cove Island Resort

PRE-ARRIVAL RESORT INFORMATION

1. Check In and Check Out Times

Check In time is from 2:30pm. If you would like to enjoy the facilities at Couran Cove Island Resort prior to the 2:30pm check in time, you are welcome to catch the earlier ferry. However, you may not have immediate access to your room so we recommend that 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 luggage will be collected and stored at the mainland Ferry Terminal so remember to pack a day bag, just like you did on arrival. A hospitality room is available if you are checking in early, or wanting to stay after check out. The hospitality room has a shower, amenities, and lounge area for shared use by guests.

2. Ferry Passenger terminal and car parking

The Couran Cove Island Resort Ferry passenger terminal and registration area is located at Hope Harbour Marina, John Lund Drive, Hope Island on the northern end of the Gold Coast. Car parking is available at a cost of \$5.00 per vehicle per 24 hours (to a maximum charge of \$25.00 per stay). Transfer to the island is by fast cat passenger ferry so please be prepared to park your car in the parking station, unload your luggage prior to entering the passenger terminal to complete our 'airline style' registration process. A directional map has been attached to assist locating the Hope Harbour Marina.

3. Airport Transfers – Bookings are essential

SQS Transport services operate airport transfers on behalf of Couran Cove Island Resort connecting both Gold Coast and Brisbane airports to our Hope Harbour mainland ferry terminal and scheduled ferry service. **Seats must be booked no later than 5pm one day prior to your arrival date.** Limousine services are also available if you wish to travel at times outside of the scheduled coach airport services. Please visit our website for the airport transfer schedule or call our reservations department on 1800 268 726 to make airport transfer bookings.

4. Scheduled Ferry Transfers – Bookings are essential

Transfer to the island is by fast cat passenger ferry. Ferry bookings are essential for both arrival and departure to the island, as maximum passenger numbers apply to ferry schedule times. Guests without pre-bookings may not be able to travel on their choice of ferry time. Please contact our reservations team on 1800 268 726 to book your ferry transfer time at least 48 hours prior to arrival date.

Departs CCIR Ferry Passenger Terminal (Hope Harbour Marina, Hope Island)

11.00am
2.30pm
6.00pm

Departs Couran Cove Island Resort

9.30am
1.00pm
5.00pm
7.00pm

Please remember the passenger ferry leaves on schedule and you will need to be at the passenger terminal at least 45 minutes prior to the ferry's scheduled departure. Baggage loading is finalized 10 minutes prior to the ferry departure time, if your luggage has not been checked in by this time, it will travel on the next scheduled ferry.

5. Luggage Transport Conditions

***** Important Message *****

As Couran Cove Island Resort ferry passenger terminal operates as an "Airline Style" operation, the following conditions of luggage transfer will apply. These are in line with international airline operational specifications.

All luggage is stored in airline-styled luggage containers and loaded on to the rear deck of the passenger ferry. For this reason all items loaded must be appropriately sealed suitcases, suit bags or hand luggage.

There is a maximum of **two (2)** luggage items per person for checked baggage, and these must weigh no more than 32kg per item. Luggage weight exceeding **32kg per item** will not be transported due to Occupational, Health and Safety conditions.

If you exceed the number of pieces allowed there will be a cost of **\$15.00 per item** over this limit charged to your account, and will be transferred on a later ferry.

Couran Cove Island Resort will not transport luggage that contains explosive or dangerous goods, glass, fragile, breakable or perishable items, electronic equipment (eg; laptop computers, cameras, etc) or wedding gowns/suit bags. Luggage transfer to your room will take approximately 45 minutes from the time of arrival onto the island.



Couran Cove Island Resort

Luggage Transport Conditions continued

A maximum of **two (2)** items of hand luggage per person (excluding infants) is permitted on board the passenger ferry - please note that hand luggage must be within standard airline specifications; 56cm(w) x 36cm(h) x 23cm(d) and weigh no more than **22kg per item**. **Kindly note that Couran Cove Island Resort accepts no liability for accidental damage to luggage.**

6. Resort Policy on Smoking and Alcoholic Beverages.

Tobacco products are NOT available for purchase on the resort therefore it is advisable to bring sufficient supplies to last for the duration of your stay. All rooms are non-smoking; smoking is restricted to outside your accommodation room or in designated areas within our Food & Beverage outlets. Please note: smoking is NOT permitted on board the passenger ferry.

Couran Cove Island Resort will not transport alcoholic beverages to the island via our luggage trolleys in order to prevent possible breakages. A general store on the island provides both beverages and other grocery, clothing and gift items you may wish to purchase. Mini bar packs for your room may be purchased from the Boardwalk Bar & Cafe

7. Fire Ban

As the Resort is located within a natural bush setting and as we are surrounded by National Park there are times when the island is subject to a total fire ban. We appreciate your consideration in such circumstances.

8. Resort Facilities

Resort outlet times do 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. The Resort Activity Guide has a comprehensive listing of times and activities.

9. First Aid Station

The resort is located on South Stradbroke Island and is in close proximity of the Gold Coast. The resort has fully trained first aid staff onsite who can attend to general first aid requirements. In the event of any medical emergencies it may be necessary to evacuate patients to the mainland for medical treatment.

10. Meal Packages

Want a good tip? A prepaid meal card is one of the ways to make your stay enjoyable and hassle free. There are two to choose from so you can decide which one best suits your needs. Surcharges may be applied to certain menu items or to upgrade to Special Events and Gala Buffets. Meal cards are available to adults and children, there is a children's menu provided at each dining outlet.

11. Room/Location Requests

Couran Cove Island Resort does not guarantee any specific room number or location with your reservation. Requests can be added to your booking and will be considered in respect to Resort availability and operational processes.

12. BBQ's

BBQ's are available in all 4 Bedroom Villa's only. When staying in a room type that does not have a BBQ fitted, you are welcome to use the complimentary BBQ facility at the picnic ground. BBQ's cannot be hired for your accommodation.

13. Housekeeping Services

Our room servicing occurs between 9am and 4pm daily. Should you require a specific time please be sure to let our reception team know on your arrival and we would be more than happy to accommodate your needs. All of our Marine Rooms are serviced daily, with the exception of the kitchen area. Kitchen and dishwashing cleaning equipment is provided in all rooms for guests to utilise.

We look forward to welcoming you, your family or guests to Couran Cove Island Resort. Should you require any further information or assistance, please do not hesitate to contact our Reservation Team Member's on toll free 1800 268 726 or e-mail reservations@couran.com. Please also feel free to visit our website at www.couran.com for more detailed information on the resort.

Wishing you the best for your visit.

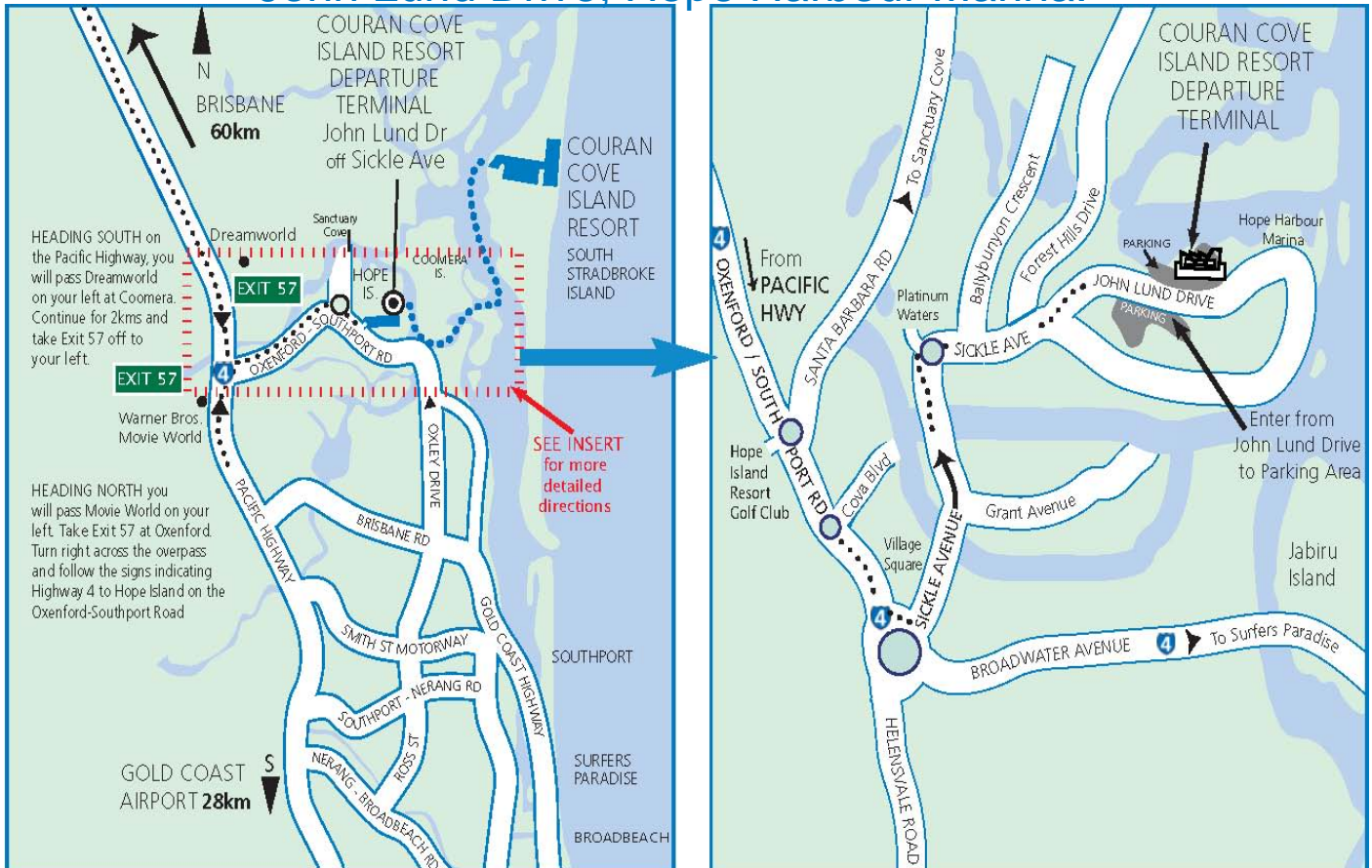
Kind Regards

Couran Cove Island Resort Reservations Team



HOW TO GET TO COURAN COVE ISLAND RESORT FERRY TERMINAL

John Lund Drive, Hope Harbour Marina.



FROM THE NORTH

Heading south along the Pacific Highway, turn left at Exit 57 to Hope Island, two kilometres past Dreamworld. Follow the signs indicating Highway 4 to Hope Island on the Oxenford-Southport Road. Continue through the roundabout that leads to Sanctuary Cove. Travel one kilometre, view the blue COURAN COVE FERRY TERMINAL road sign, and then turn left at the following roundabout into Sickle Avenue. Follow Sickle Avenue along until you come to John Lund Drive on your left hand side. Departure terminal is located on the left hand side in John Lund Drive with the car park access on the right hand side, opposite the departure terminal.

FROM THE SOUTH

Heading north on the Pacific Highway take Exit 57 at Oxenford. Turn right across the overpass and follow the signs indicating Highway 4 to Hope Island on the Oxenford-Southport Road. Continue through the roundabout that leads to Sanctuary Cove. Travel one kilometre, view the blue COURAN COVE FERRY TERMINAL road sign and then turn left at the following roundabout into Sickle Avenue. Follow Sickle Avenue along until you come to John Lund Drive on your left hand side. Departure terminal is located on the left hand side in John Lund Drive with the car park access on the right hand side, opposite the departure terminal.