

EXPRESS CREDIT CARD CHECK OUT

I authorise Couran Cove Island Resort to debit all charges incurred during my stay to the following Credit Card-

Card Type

Card Number Card Expiry Date

Card Holders Name

Address

..... Postcode Contact Number

Room # Departure Date

Signature



Couran Cove Island Resort
G O L D C O A S T A U S T R A L I A
www.couran.com



Welcome to Couran Cove Island Resort

**IMPORTANT RESORT
INFORMATION
FOR YOUR STAY**

CHECK IN

Our guaranteed check in time at the resort is from 2.30pm. Should your room be clean and available before our designated check in time, you are quite welcome to occupy it earlier. Our Hospitality room is available as a guest facility prior to your room being available from 2.30pm.

LUGGAGE ARRIVAL

On arrival at the resort, your luggage will be delivered to your room by our friendly Concierge Staff. As the resort is quite large please allow up to an hour for delivery time.

GENERAL STORE

We do have a store on the island stocked with a variety of food, beverage, gifts and souvenirs. **Tobacco items are not sold at the resort.** Please check opening hours on the Activities Guide.

FERRY TRANSFERS AND TIMES

Our Island Ferries do run to a set schedule, so it is most important that you are at Reception in plenty of time to board. To secure your seat we strongly recommend that you confirm your departure ferry time at least 24 hours prior to your journey. If you intend to go off the island for the day, please see Reception to obtain your ferry tickets prior to boarding the ferry.

FROM HOPE HARBOUR TERMINAL

1100am

1430pm

*1800*pm*

FROM COURAN COVE ISLAND RESORT

930am

1300pm

1700pm

*1900*pm*

** Water Taxi Service - Bookings Essential*

DINING

Whether your after a casual coffee and cake or an elegant dinner, there are 3 delicious places to dine during your stay. **Boardwalk Bar and Café (BBC), The Restaurant and Spa Island.** For further information and bookings please refer to our Weekly Dining Guide, available from Reception and Tours/Business Centre.

TOURS/ACTIVITIES

A vast range of exciting and fun activities can be found for those who are both adventurous and not so adventurous. A resort activities guide, showing times, dates and prices can be collected from Reception and Tours/Business Centre. We recommend bookings 24 hours prior for any activities listed on the Resort Weekly Activities Guide.

The In Room Guest Compendium, provides detailed information on all resort services. Alternatively, you can dial #9 to speak to our informed Resort Operator.

CHECK OUT

Our check out time on the resort is **10.30am**. Please make sure any bikes that have been hired are returned prior to check out. Our Hospitality room and towels are available for those guests that wish to freshen up before their journey home. Unfortunately room charge facilities cannot be provided after 10.30am on your day of departure for activities or meals.

LUGGAGE DEPARTURE

On your day of departure luggage collection will be pending on your ferry boarding time. **For guests travelling on the 9.30am ferry, luggage collection will commence from 8.00am. For 1.00pm and 5.00pm ferry departures, luggage collection will be from 10.30am.** Please ensure all luggage is tagged and left inside your front door.

PAYMENT OF YOUR ROOM ACCOUNT

There are choices in the way accounts may be finalised. One of our preferred methods and most convenient way is the **EXPRESS CHECK OUT** (credit card check-out). On the morning of your departure you can request a copy of your account details at Island Reception for your perusal. When you have checked your account and are satisfied, completed the details on the **back of this page** and drop it in our **Express Box**, located in Reception area. Should you wish to pay at Island Reception, we suggest you allow **one hour** prior to your ferry to prevent any delays. Early departure or cancellations received after check-in will be charged an applicable accommodation fee as set by resort management, in addition to the cost of the accommodation night's already utilised.

On behalf of all Staff and Management at Couran Cove Island Resort, we wish you a most pleasant and enjoyable stay and look forward to seeing you again soon