



2871 Point Nepean Road, Blairgowrie VIC 3942

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Email: [info@boathouseresort.com.au](mailto:info@boathouseresort.com.au)

Website: [boathouseresort.com.au](http://boathouseresort.com.au)

Reception Hours: 8.30am to 8.30pm

Facebook / Instagram: [@boathouseblairgowrie](https://www.facebook.com/boathouseblairgowrie)

## Welcome to the Boathouse Resort Studios and Suites

We would like to warmly welcome you to the Boathouse Resort Studios and Suites and wish you a very pleasant stay with us.

This compendium is designed to provide you with useful information regarding services and facilities available within our establishment, as well as in the local area.

If for any reason any aspect of your stay is not satisfactory, please let our staff know immediately and we will endeavor to rectify any problems. We appreciate all feedback given and use your comments to improve accommodation and facilities.

Our dedicated and friendly team are here to help make your stay memorable and enjoyable. If you require any assistance or further information, please do not hesitate to let us know.

We look forward to making your stay on the Mornington Peninsula one to remember.

Brett Cadan, Director

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## WI-FI ACCESS

To access the complimentary Resort Wi-Fi, please use the following details:

**Login:** Boathouse Guest

**Password:** BayBeach3942

## TELEPHONE

To contact Reception: Dial “0” then 5988 8088 (free call).

To make an external call: Dial “0” then the number required. Local calls only – no charge.

## ACCOUNT SETTLEMENT

Payment can be made by cash, credit card or EFTPOS on arrival. Company charges or cheque payments will only be accepted by prior arrangement. Major credit cards are accepted including American Express, Mastercard and Visa. We also have EFTPOS available however we do not offer a ‘cash out’ facility. Please note that a 3% surcharge applies when using Amex.

## ARRIVAL AND DEPARTURE

**Check-in is from 2.00pm.**

An earlier check in time can be arranged with prior notice however is subject to availability.

**Check-out time is 10.00am.**

We respectfully request that your room be vacated by this time on the day of departure. Late checkouts can be requested at reception, prior to the day of departure, and are subject to availability and fees may apply.

If you are checking out and Reception is unattended, keys may be dropped into the key box to the left of the Reception door. If you need assistance, simply ring the bell located to the left hand side of Reception. Please look after your Room key. A fee of \$100 applies if the key is lost as a new door lock is required.

## HOUSEKEEPING

We provide a daily service of your room between the hours of 10.00am and 2:00pm. Should you prefer your room not be serviced, we ask that you display the ‘No Service’ sign on your door. This sign can be found hanging on the inside of your front door. Please contact Reception if you wish to arrange a more convenient time. Please note that if the ‘No Service’ sign is on your door, your room will not be serviced that day.

Beds will be remade and fresh towels available. Please either hang your towels for re-use, or leave dirty toweling on the bathroom floor to be replaced. A full service including vacuuming, mopping and change of bed linen is available every 4 or more nights stay.

Tea, coffee, milk & toiletries will be replenished and rubbish bins emptied. Any excess rubbish can be placed in black bins located at the bottom of each stairwell.

Spare blankets and pillows are on the top shelf of the wardrobe. If you require a pool towel for use in the onsite pool area, please collect at Reception. Additional charges apply per night to provide Rollaway Beds, Baby Cot or the setup of Sofa Bed inside your room.

## **CAR PARKING**

A designated car space is provided for each guest room. Additional free parking is available on the nature strip outside of the Resort. Please park in your room's numbered bay so we are able to notify you of any lights left on or windows left down with your vehicle. The Boathouse Resort accepts no responsibility for loss or damage to vehicles parked onsite.

## **HEATING AND COOLING**

All suites and studios are fitted with individual controlled reverse cycle air conditioning units. The mode and temperature can be adjusted by using the remote control located in a holder on the wall. Please place the air conditioner on heat or cool mode before adjusting the temperature and wait a few minutes before any further adjustments are made.

## **TEA AND COFFEE MAKING FACILITIES**

Tea and Coffee making facilities are provided free of charge in each room with the compliments of management. These items will be re-stocked each day by the cleaning staff. Milk for tea and coffee is provided in the refrigerator. A Nespresso Coffee machine and frother is setup for you in the kitchenette with coffee pods in drawer for your convenience. Our coffee pods/capsules are biodegradable, ethically sourced and freshly roasted locally by Australian company Urban Brew.

Nespresso Coffee Machine Instructions:

1. To turn on, simply press on one of the buttons or open the slider on top
2. Fill the water tank located on the left hand side of the unit
3. Select your preferred button of choice, small, medium or large
4. Insert capsule, close the slider
5. The flow will start automatically. You can stop the flow at any time by slightly opening the slider.
6. To heat milk, pour in one (1) Devondale UHT milk into the container located on the right hand side of unit

## **BOATHOUSE RESORT BEDS**

The Boathouse Resorts' beds have been supplied by The Sandman Mattress Factory, a trusted bedding family owned and operated manufacturer in Victoria, Australia.

Our king size beds are made from high quality products and techniques to offer premium ultra-soft mattresses, and luxurious pillow tops for warmth and comfort.

## **MEDIA**

Local Free to Air channels are available on your television and are free of charge to view. Instructions for the television and blu-ray DVD player can be found inside this information folder. You are welcome to connect to Netflix using your personal account during your stay. We also have a selection of DVD's available to loan free of charge at Reception. Charging outlets for digital devices are in-built in all our Suite room bedside tables.

## **SWIMMING POOL AND BBQ FACILITIES**

The swimming pool is available during daylight hours. Rowdy and noisy behavior is not permitted. It is the responsibility of parents or accompanying adults to supervise children whilst in the pool area. No glass to be taken into the pool area at any time. If you require plastic cups, please ask Reception and we will provide them for you. Pool towels may be obtained from Reception.

The electric BBQ in the pool area is available for use, along with the BBQ utensils hanging adjacent to the BBQ. If the BBQ requires cleaning, please speak to Reception.

## **LINEN & LAUNDRY**

Towels are changed daily during your stay and bed linen is changed every fourth day. Pool towels are available on loan at Reception. Please note if you leave your towels hanging up then the House Keepers will assume you are opting to help us save water and will not replace them. A clothes drying rack is available in every room's cupboard for your convenience.

If you are seeking laundry facilities, please visit Squeekie Clean located at 2281 Point Nepean Road, Rye who offer a Coin Launderette (Serviced and Self Service), Personal Laundry Service and Dry Cleaning.

## **IRONING FACILITIES**

An iron and ironing board can be found in the cupboard of each of our suites and studios.

## **PETS**

With the exception of assistance guide dogs, guests of the Boathouse Resort Studios and Suites are not permitted to bring any animals into the Resort or Rooms.

## **IN-ROOM MASSAGE**

We can arrange in-room relaxation massage and beauty treatments on your behalf every day of the week. Please talk to Reception who can contact the Day Spa and make arrangements for you. Subject to availability.

## **VISITORS: are not permitted to use our facilities or amenities**

Visitors are welcome into our rooms after 8.30am and before 8.30pm. You will be charged an additional fee for any guest staying in your room overnight. Visitors invited to the premises are asked to leave their vehicles outside the grounds. Guests are advised that we do not allow pets at the Resort. The only exception is for assistance guide dogs.

## **SMOKING**

No smoking is permitted within the accommodation. Ashtrays are provided on the balconies, courtyards and outside patios for your convenience. Please ensure that doors are kept closed when smoking outside of your room and be mindful of other guests nearby. Smoking inside rooms will incur a \$500 cleaning fee.

## **LOST PROPERTY**

We respectfully remind you that any items brought into the Hotel, its car parks or grounds including valuables and audio visual equipment, are brought in at your own risk. The Hotel shall not be held responsible for the damage or loss of any property owned by the guest or anyone connected to the guest's event/stay at the Hotel, whether the items were left before, during or following the stay.

We may be able to forward items left behind if you provide us with an address. Please note a \$20 plus postage fee applies for the return of any lost property. Lost property is disposed of after one month. Please note that all food and beverage items left in the rooms are disposed of once you have departed.

## **DAMAGE OR LOSS OF HOTEL PROPERTY**

The guest is responsible for any damage caused by any member of his/her party, whether in the reserved accommodation or in any part of the Hotel and shall pay for such damage or loss of business caused as a result.

All items and furniture in your suite is the property of the Hotel. We therefore reserve the right to charge you for the full replacement cost for any item or piece of furniture removed from your room. If you, or any member of your party, damage any bedding or linen, we reserve the right to charge you for specialist cleaning. Lost keys will result in a charge for replacement keys being levied.

## **MAINTENANCE**

Should you experience the need for any maintenance or encounter any faulty equipment during your stay, please contact Reception to register the request. We will do our utmost to assist and rectify the issue as soon as possible. If for some reason you are dissatisfied about equipment or services at the Resort please do not hesitate to inform us. This feedback allows us to constantly improve our resort and its services.

## **NOISE**

We ask that you respect the needs of others by refraining from loud discussions, playing loud music or allowing entry doors to slam. We ask that this courtesy is shown to all guests staying in the motel. Failure to comply will result in all guest being removed and no refunds. The Boathouse Resort Studios and Suites has a very strict No Party Policy.

## **EMERGENCY CONTACT**

For any life threatening situation call **000** for police, fire or ambulance. Download the Vic Emergency App, it uses the GPS functionality of smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.

People who are deaf, hard of hearing, or who have a speech/communication impairment can contact VicEmergency Hotline via the National Relay Service on 1800 555 677. For help with English, please call the Translating and Interpreting Service on 131 450 (freecall) and ask them to telephone VicEmergency Hotline.

## TRANSPORTATION

Taxi services include:

Peninsula Taxis on 0404 843 222

Mornington Peninsula Taxis on 0449 680 853

For taxis booked during your stay, please provide your name and room number. If you need assistance, please ask at Reception.

Metlink operates a reliable bus service, route 788, located across the road from the Resort on Point Nepean Road. Timetables can be viewed in the window at Reception.

Uber also operates on the Peninsula, accessible by downloading the UBER App from your App Store or Google Play on your smartphone.

## NEARBY AMMENITIES

Squeekie Clean Launderette	2281 Point Nepean Rd, Rye	Phone: 5981 3333
IGA Supermarket and Liquor	2835 Point Nepean Rd, Blairgowrie	Phone: 5988 8550
Newsagency and Gifts	2825 Point Nepean Rd, Blairgowrie	Phone: 5988 8842
Pharmacy	2823 Point Nepean Rd, Blairgowrie	Phone: 5988 8845
Post Office	2849 Point Nepean Rd, Blairgowrie	Phone: 5988 8309
South Coast Medical Centre	2841 Point Nepean Rd, Blairgowrie	Phone: 5988 8745
Dental Clinic	2831A Point Nepean Rd, Blairgowrie	Phone: 5988 8745
Other People Hairdresser	2829 Point Nepean Rd, Blairgowrie	Phone: 0488441186
Meat Heath Butchers	2817 Point Nepean Rd, Blairgowrie	Phone: 5988 8742
United Fuel Station	2867 Point Nepean Rd, Blairgowrie	Phone: 5988 9566
Boathouse Gym	30 Recreation Rd, Rye	Phone: 0439356299

## NEARBY CAFES AND RESTAURANTS

Café, Restaurant & Bar 'Panda' Closed Tuesday/Wednesday	On-site, 2871 Point Nepean Rd, Blairgowrie	Phone: 5988 8261 Bookings Essential
Saint Ernest (Restaurant/Bar)	2827 Point Nepean Rd, Blairgowrie	Phone: 5988 0700
White Nest (Café/Gift Shop)	2829 Point Nepean Rd, Blairgowrie	Phone: 5988 9676
Blairgowrie Café	2837 Point Nepean Rd, Blairgowrie	Phone: 5988 8188
Pizza D'Oh (Italian Pizza & Pasta)	2845 Point Nepean Rd, Blairgowrie	Phone: 5988 8089
Social Blairgowrie (Indonesian)	2839 Point Nepean Rd, Blairgowrie	Phone: 5988 8325
Cornell's Seafood (Fish n Chips)	2847 Point Nepean Rd, Blairgowrie	Phone: 5988 8311
Blairgowrie Beach Box (Café)	2821 Point Nepean Rd, Blairgowrie	Phone: 5988 8276

## GETTING HERE

**BY CAR:** Follow the coastline from Melbourne via Frankston to access Port Phillip bayside towns (Mt Eliza, Mornington, Rosebud, Rye, Blairgowrie, Sorrento, Portsea). To access villages alongside Westernport Bay (Tyabb, Hastings, Flinders), take the M1 linked with the Western Port Highway. For a faster journey (approximately 60 minutes) take the M1 and join the Eastlink tollway. Take the Mornington Peninsula Freeway and then Moorooduc Freeway to quickly reach the Mornington Peninsula. At the roundabout, take the third exit to Jetty Road and at the next roundabout take the first exit onto Eastbourne Road. Continue straight along Eastbourne Road, veer right onto Elizabeth Avenue and follow the road left to turn into Nepean Highway / Point Nepean Road. Turn left into The Loop and our Resort is located immediately on your right handside along with onsite café, restaurant and bar Panda Blairgowrie. Turn into the first driveway and park across from Reception.

**FROM AIRPORT:** Melbourne Airport, known as Tullamarine Airport is located 125.7 kilometers from our location of 2871 Point Nepean Road in Blairgowrie. Please allow at least 2 hours travel time from the airport to our Resort to account for differing traffic conditions.

**BY FERRY:** Choose the scenic option and spot dolphins as you make the stunning ferry crossing from Queenscliff on the Great Ocean Road to Sorrento. Searoad Ferries depart daily from Sorrento Pier and Queenscliff Harbour, every hour on the hour from 7am until 6pm, all year round. Foot passengers, bicycles, cars, towed caravans and trailers, motor homes, motorcycles and truck are all welcome. The Boathouse Resort is located just 4 minutes' drive from the Searoad Ferries terminal.



## RESORT RULES

Guest and invitees of guests are expected to behave in a manner which is conducive to the safety, comfort and convenience of other guests.

A breach of any house rules may result in the eviction of the offender at the discretion of the manager

A breach of house rules includes:

- Noisy, offensive and/or unruly behavior. Be considerate of other guests, ceasing all noise between 22:00 and 08:00.

- Damage or destruction of property. Guests are expected to take liability for any damage or items missing from within your accommodation.

A \$20 handling fee applies plus costs for postage of items left behind.

- Improper conduct or any act of omission which in the opinion of the manager, adversely affects or brings discredit upon the manager, the owner or other guests.

- Failure to leave your accommodation in a clean, reasonable condition.

A \$200 cleaning fee may apply if anything beyond normal housekeeping is required.

- Failure to notify Reception of correct guest numbers staying inside accommodation.

- Extra guests using existing bedding or use of the sofa bed will be charged to your credit card as follows; \$10 per infant, \$20 per child, \$30 per adult.

### **SMOKING IS PROHIBITED INSIDE ALL OF OUR ROOMS**

Ashtrays are located outside of your room. Please respect other guests when smoking outside of your room. Failure to comply will incur a cleaning fee of \$500.





## Friends of the Boathouse Resort



**In-Room Publications – For Your Reading Pleasure  
Please Do Not Remove**

Your Guide to the Peninsula

# **FOUND**

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The Mornington Peninsula offers a variety of attractions, sights, tours, events and wine & dine opportunities. Reception holds various information flyers about the surrounding areas for your convenience. Upon your departure, please be sure to check all cupboards and drawers for your belongings. We trust you enjoy your stay and please contact reception if anything is required as we will be happy to be of assistance.