



Welcome to Stay Margaret River

This compendium has been compiled to assist you during your stay, should you require further assistance please feel free to contact us. There is a myriad of activities in Margaret River so be sure to visit our brochure wall and speak to reception about our partnerships with other businesses in the area.

The team at Stay Margaret River sincerely hope that your stay is an enjoyable one.
Kind regards,

The Team

Stay Margaret River

RECEPTION HOURS

7am – 7pm

RECEPTION DIAL 9

RESTAURANT DIAL 112

ROOM TO ROOM e.g. room 47 dial 347, room 2 dial 302

If you have an EMERGENCY outside reception hours please contact the resident manager.
Contact details are located on the reception door.

In a life threatening emergency please dial

0 000

For Police, Ambulance or Fire.





Hotel Information

Air Conditioning

You can regulate the temperature of your room (heat or cool) with the remote control. Please note your remote control is either attached to the wall next to your air conditioning unit or is on a table near the TV or bedside. Air Conditioning will only be activated if your power tag has been inserted.

Airline Contacts:

Qantas:	13 13 13	Air New Zealand:	13 24 76
Emirates:	1300 303 777	British Airways:	1300 767 177
Singapore Airlines:	13 10 11	Royal Brunei Airlines:	9321 8757
Cathay Pacific:	13 17 47	Malaysia Airlines:	13 26 27
Virgin Blue:	13 67 89	Thai Airways:	1300 651 960

For *international travel* you need to check in three hours prior to your flight departure time. For *domestic travel* check in is at least one hour prior to departure.

Baby Facilities

For baby cots and high chairs please contact reception on ext 9. Cost for a cot is \$10.00 per night. Professional Babysitting services may also be arranged at a fee. Please see reception for information.

Baggage Storage

You may store luggage at Reception.

Banks & Atm's

Bankwest, Commonwealth, Westpac, NAB, Bendigo and ANZ BRANCHES/ATM's are located in town.

Barbeque

The barbeque is located in the pool area and is available from 8am until 8pm daily. The BBQ is activated with \$1 coins; utensils are also available on request. As it is a communal area, we request that the BBQ area is left clean for the next guest. Please return the utensils to reception once you have finished.

Bar

Our bar is available to all guests from 11am – late; chargeback to your room is available.



Books & DVD Library

In the foyer, there is a modest collection of books and DVD's for your entertainment. This is a complimentary service; please remember to return all borrowed items.

Breakfast

Breakfast is available in our restaurant Willow Grill from 7:30am – 10:00am, Monday to Friday & 8:00am – 10:00am on Saturday & Sunday. Continental and hot meals are available, simply come in and provide your room number. Chargeback is available for all rooms if not already included.

Car Parking

Car parking is free of charge however please be careful when parking under the gum trees as our local wildlife has a habit of picking off nuts and dropping them onto vehicles. The Resort will not be responsible for any loss or damage to any vehicle in the car park areas.

Cashier

Reception can exchange Australian traveler's cheques upon request at the hotel's discretion. All other currency may be exchanged at the local banks.

Check-Out Time

Check-out time is 10.00am. Extensions are subject to availability and must be pre- arranged.

Conference Facilities

Conference facilities are available for use upon request, a range of equipment is also available and specialty items can be hired. For bookings and enquiries or to view the rooms please contact the conference team on ext. 9.

Credit Cards

We accept American Express, Visa, MasterCard & Diners Club. EFTPOS facilities are also available.

Doctor/Dentist

If required please contact reception for nearest medical facilities. The Margaret River Hospital is on Farrelly St, Margaret River.



Electricity

Voltage in the resort is 240 volts. Adaptors are available upon request from reception. A deposit of \$20.00 will be placed on your account until it is returned.

Emergency Exit

An evacuation plan with directional signs and instructions is located on the back of your room door. Please familiarise yourselves with the emergency exit procedures. In the event of an emergency, we ask that you please follow staff instructions.

Hotel Room Keys

You are welcome to leave your key at reception when going out, however please remember that reception closes at 7:00pm.

Internet Access

A guest computer is located in reception and is accessible during open hours. As this service is complimentary we ask guests to limit use to a maximum of 30 minutes per session. If you require printing, please speak to reception staff for assistance.

In-Room Wireless Internet

Wireless internet is available in all rooms at no cost. The network is called **GUEST** and the password is [qimr6285](#). Simply connect to the Wi-Fi and login to begin browsing. For connection assistance please call reception.

Laundry

We have a guest laundry located adjacent to Room 36 that is available from 9:00am to 8:30pm. The washing machine requires 2 x \$1.00 coins and the dryer requires 1 x \$1.00 coin. Washing powder can be purchased at reception for \$1.00. The laundry is equipped with an ironing board and iron.

Lost Property

Please contact reception if you have misplaced any items. The housekeeping department keeps a log of any items found on the premises for three months.



Mail

Stamps and envelopes may be purchased from reception; we can also arrange the postage of most items for you. Charges may apply.

Maintenance

In the event of a malfunction or fault in your room, please contact reception on ext. 9.

Mini Bar

The mini bar is with our compliments and we hope you enjoy all it has to offer. Should you wish to order more stock for your mini bar, please contact reception and place your order from the price list below. These additional items will be charged to your room account.

Mini Bar Item	Price
Beers	\$9.5
Water	\$3
Coke Can	\$3
Coke Zero Can	\$3
Sprite Can	\$3
Crisps	\$3

Mini Golf

If you wish to take on our 9 hole course then putters and balls are available from reception at no cost.



Newspapers

Margaret River local newspapers are available at reception. All other papers can be purchased from the newsagent in town.

Non - Smoking Rooms

All the rooms at Stay Margaret River are non-smoking. In the interest and comfort of all guests, any person wishing to smoke should do so outside using the ashtray provided. As per the property CODE OF CONDUCT (displayed at reception) if smoking in the room does occur, a fee of \$250.00 will be charged for the cleaning of the soft furniture items, carpets and curtains.

Noise

The hotel's accommodation and facilities are for all guests; please respect the comfort and wellbeing of others and keep noise at a decent level. Noise levels must be reduced by 10.00pm (or earlier if requested by staff). Should we receive complaints, the hotel reserves the right to apply additional charges or evict the offending guests.

Outdoor Activities (Bocce, Giant Chess, Giant Jenga, Swing)

Our Bocce Course is situated near the top Lake.

Our Giant Chess is situated to the left of reception.

Our Giant Jenga (available during summer months) and the swing are located behind Rooms 32 and 33.

You can find the location of all our outdoor activities on the property map on the reverse side of your welcome note.

Playground

Our children's playground is located at the back of the property near Room 30. Children must be supervised at all times by an adult.

Pool Area

This area is open between 8.00am & 8.00pm (hours may vary according to season). Pool towels can be obtained from reception. Children under the age of 16 years must be accompanied by an adult. Running, diving or bombing is prohibited in this area as well as any glassware. Please consider other guests and keep noise to a minimum.



Restaurant

Willow Grill is open for dinner from Monday to Saturday, 6:00pm – 9:00pm (last orders – 8:30pm) & closed on Sunday night. We serve a full a la Carte grill menu and a popular Chinese menu so you can mix cuisines in the same restaurant. Come and dine with us alfresco on the deck or if it's a cold night, enjoy a drink in front of the fireplace. Room service is available during evening service and a full menu is located in your room compendium.

Room Servicing

Rooms are serviced daily and linen changes are provided on every 3rd day. Should you require fresh towels in the interim, please see reception. If you do not wish to be disturbed, then please hang the **Do Not Disturb** sign on both doors and a complimentary pack of towels and amenities will be left outside the door.

Taxi Service

We recommend Taz's Taxi's 08 9757 5178. Please contact reception if you would like us to arrange a taxi booking for you.

Television

All television channels can be viewed via the menu button on your remote control. There is a DVD player located in the room. Some are built in to the television on the right hand side and others are separate to television. For the built in DVD players, please insert your DVD with the 'shiny side' facing you after you have selected DVD on the source menu. For the separate DVD players, please select HDMI1 on the source menu.

Tour Bookings

Brochures and general information are available from reception. We will be more than happy to assist you with your tour bookings.

Wake Up Calls

Wake up calls can be set for you by reception, please call between opening hours to book.



Breakfast Menu

To Drink

Please help yourself to complimentary Tea, Coffee and Fruit Juice from our buffet selection.

Barista Beverages 4 (sm) 6 (L)

Espresso | flat white | latte | cappuccino | long black | long macchiato short macchiato | chai Latte | hot chocolate

To Start

Honey Nut Yoghurt (gf)(lactose free) 7.50

Natural yoghurt, locally farmed honey and walnut kernels

Fresh fruit salad & natural yoghurt (V)(gf)(Lactose free) 9.50

Hot Porridge (V) 8.50

Cooked fresh every morning. Served with Honey and freshly sliced banana.

Toast & Preserve (V) 8.50

Toasted ciabatta served with Berry Farm jam & marmalade

Toasted Muesli (V) 9.50

Honey toasted muesli with fruit and nuts, natural yoghurt & berry compote

Fruit toast (V) 7.50

Served with butter

Banana Bread (V) 11.50

Toasted banana bread, maple syrup and thickened cream

Belgian Waffles (V) 13.50

Stack of 2 waffles with Maple syrup, thickened cream and berry compote.



Breakfast Menu

Hot Selection

Big Breakfast 21.00

2 poached, fried or scrambled eggs, bacon, grilled tomato, mushrooms, chipolatas, fried potato, toasted ciabatta bread

Big Vego Breakfast 21.00

2 poached, fried or scrambled eggs, grilled tomato, baby spinach, mushrooms, fried potato, toasted ciabatta bread

Eggs Florentine 16.50

2 poached eggs, spinach, hollandaise, toast

Eggs Benedict 18.50

2 poached eggs, ham, hollandaise, toast

Eggs Atlantic 19.00

2 poached eggs, spinach, salmon, hollandaise, toast

Bacon & Eggs 17.00

2 poached, fried or scrambled eggs on toast with grilled bacon

Eggs Your Way 14.00

2 poached, fried or scrambled eggs on toasted ciabatta bread

Smoked salmon & scrambled eggs 19.00

- **Gluten Free Bread available with all the above options**

French Toast 18.00

Maple syrup & Bacon

Mushroom & Peanut Congee 10.50

Extras Your Way 3.00

Choose from: bacon, chipolatas, mushrooms, grilled tomato or hash browns