

# FREQUENTLY ASKED QUESTIONS



**Q. *What are the check-in and check-out times?***

You can check in any time after 2pm on your arrival day and must check out prior to 10am on your departure day.

**Q. *Where is breakfast served?***

A hot buffet breakfast is available in Homestead restaurant from 6.30am to 9.30am daily.

**Q. *What is the price for breakfast?***

Breakfast is normally \$23 per person but if you check "Add Breakfast" when making your accommodation booking you can get a special price of \$19.

**Q. *What are the opening hours for Thirsty Flamingo Bar & Dining?***

Thirsty Flamingo is open daily from 10am for Snacks, Lunch and Dinner.

**Q. *How far from Cairns city are you?***

We are just 4.5km from the main dining and shopping precinct of Cairns City, the Esplanade Boardwalk, the waterfront swimming lagoon and the Reef Fleet Terminal, the main departure point for excursions to the Great Barrier Reef.

**Q. *Do you offer a shuttle bus service to the city?***

We have a shuttle bus that runs into Cairns city on a fixed schedule for a nominal fee of \$5 each way. See reception desk for departure times and drop off points.

**Q. *How far from the airport are you?***

We're located just 5km from the Cairns domestic and international airport.

**Q. *Do you have an airport shuttle?***

No. Taxi or Uber is the best way to get here from the airport. The trip is normally less than 10 minutes and should cost around \$20-\$30.

**Q. *What hours is the reception desk open?***

Our reception desk is open 24 hours.

**Q. *Do you have wifi?***

We have FREE wifi available in all areas of the resort. The name of the network is CCCR Hotspot. Please dial 9 from your room or see reception desk for a login.

**Q. *How many swimming pools do you have?***

We have 3 sparkling lagoon style pools plus a toddlers' pool. The main pool is located next to Thirsty Flamingo Poolside Bar & Dining and has a sandy beach. It is open from 8am to 10pm daily. The Club Pool has a swim up bar. (Check with reception desk for opening times of the swim up bar.)

**Q. *Do you have parking?***

Yes, we have free on-site parking.

**Q. *Do you have laundry facilities for guest use?***

Yes, we have self-service washers and dryers available for guests to use at a nominal charge of \$4 per cycle. Detergent can be dispensed for \$1. Open from 7am to 9.30am.

**Q. *Do you have a shop on-site?***

Yes, we have a Resort Shop in the main hotel lobby selling gift items, souvenirs, pool wear, sarongs, toiletries, snack food, soft drinks, beer, wine and cigarettes. It is like a little general store! Opening hours are 7.00am to 10.30am then again from 4.00pm to 9.30pm.

**Q. *What activities are there for the kids to do?***

We have lots of things around the resort to keep your little ones entertained. We have three lagoon style pools plus a toddlers' pool and our main lagoon pool has a sandy beach and water slide. We also have a playground, table tennis and hopscotch and for quiet time there is an interactive toddlers' corner and reading and games area in Thirsty Flamingo.

**Q. *Do your rooms have cooking facilities?***

Our Studio rooms have a kitchenette with toaster, microwave and electric frypan as well as crockery, cutlery and glassware.

**Q. *Do your rooms have bathtubs?***

Some of our Studio rooms have bathtubs. If you require a bathtub, please book a Studio room and note in the special request section that you would like a room with a bathtub.

**Q. *Do you have a Tour Desk on-site?***

Yes, we have a Tour Desk on-site or you can book tours from your laptop, tablet or mobile device by going to <http://colonialclubresort.standbycairns.com/>.