



Information Sheet

Car Hire:

We can arrange car hire from a local company, which you can pick up from the airport and drop off in Palm Cove (if you do not want the vehicle for your entire stay).

Holiday Grocery & Liquor Shopping Service:

What a great idea! There is a local company that can take all of the worry and stress from shopping while on holiday, even if it is just a starter pack to bid you over while you get settled in your accommodation.

This company is called "Please Shop For Me". If you like to Dine out a lot, they also have a Restaurant Card that gives a discount in 40 Restaurants in CBD, Northern Beaches and Port Douglas.

You can view their services on: www.pleaseshopforme.com.au

Insurance:

The landlord and his agents take no responsibility for loss or damage to your personal belongings and we recommend travel insurance be purchased.

Keys:

To be collected from our office (Cnr Veivers Rd & Captain Cook Hwy Palm Cove) during office hours 9.00 am to 5.00pm Monday to Friday and 9.00am to 12 Noon Saturday.

If you are arriving outside of these times, please contact our office to make alternative arrangements. Our office phone number is (07) 4055 3233 or mobile 0400 136 061.

Services:

The accommodation that you have chosen is fully self-contained including bed linen and towels etc, however we do not provide beach towels. Our housekeeper will provide a linen service to guests staying longer than a week.

If you require your accommodation to be serviced at any other time, this can be arranged for a small fee.

Shopping Centre:

Clifton Beach Shopping Centre is 2 kilometres from Palm Cove. There is a Coles Supermarket, Medical Centre, Chemist, Bottle shop, Butcher & other variety stores

Smithfield Shopping Centre is approx 15 minutes drive south of Palm Cove. It houses, Coles, Kmart, Woolworths and many variety stores.

Telephone:

Most of our accommodation has a courtesy phone for local calls only. However if you require the phone open to STD & ISD calls during your stay, this can be arranged for an admin fee of \$20.00.

Calls are then made at normal Telstra rates. Telstra then meters every call and emails us a printout (which we can forward onto you if required) once the bar has been replaced on your vacate day.

If you would like this service we will require a credit card No (Visa or MasterCard) from you, to pay for these charges.

Terms of Payment:

Would you please forward the residual (balance) amount of your accommodation to this office by MasterCard, Visa, or direct deposit, 30 days prior to your arrival.

Transfers:

Palm Cove is approximately 20 – 25 minutes north of Cairns Airport. A Taxi (Black & White Taxis) will cost around \$55+ or there is a local “Meet & Greet” service available, which will collect your keys from our office, meet you at the airport and take you straight to your accommodation. Their fee is \$15 per adult, half price for children (4 – 14), and they have a minimum charge of \$45.00.

If you would like us to book the Meet & Greet option for you, we will require your flight details.

Tours:

As we are a tourist information centre in Palm Cove we have loads to offer in the way of tour bookings. The “Tour Dex” stand in our office has all of the brochures available and we would be happy to make your bookings for you.

Please note we do receive a small commission from these bookings and appreciate your loyalty.

If you have any further queries or concerns, please do not hesitate to contact us as we are in the business of making your holiday run as smoothly and pleasantly as possible.

Have a lovely stay and please help us to make others aware of our accommodation.