

WELCOME

Bonjour et Bienvenue!

A very warm welcome to Noosa and to Sofitel Noosa Pacific Resort.

With spectacular beaches, a lush sub-tropical hinterland, award-winning local produce and a vibrant al fresco dining scene, Noosa is a place of true beauty — and we're delighted to share it with you.

We invite you to explore our UNESCO Biosphere Reserve, stroll the iconic Hastings Street, browse boutique shops, and soak up Noosa's relaxed coastal charm over coffee or a long, lazy brunch.

As dusk falls, join us in the lobby for our signature Candle Ritual, a Sofitel tradition that marks the transition from day to night and your arrival into a world of elegance and serenity.

Our friendly Ambassadors are always on hand to assist, from local insights and activity recommendations to valet parking and luggage services.

During your stay, take to the surf, explore the hinterland, enjoy a round of golf or walk a coastal trail. If a slower pace beckons, relax at Aqua Day Spa, where the Art of Wellbeing is celebrated.

We're here to create a truly memorable experience, so please let us know how we can make your stay magnifique.

Merci,
Mark Wilkinson
General Manager, Sofitel Noosa Pacific Resort



HOTEL SERVICES

AIR-CONDITIONING & HEATING

To adjust the temperature and airflow in your room, please use the control panel located beside the entry door. Kindly ensure the balcony door is fully closed when operating the air-conditioning, as the system will not function otherwise.

AQUA DAY SPA

Featuring eight treatment rooms — including a dedicated couples' suite — Aqua Day Spa offers a comprehensive menu of massage therapies designed to restore balance to both body and mind. Guests are also welcome to enjoy the therapeutic benefits of our aqua therapy facilities and steam room.

- Open daily
- Access via the glass door in the lobby, beside the Resort's main entrance

AUTOMATIC TELLER MACHINES

The nearest ATM is conveniently located next door in Bay Village. EFTPOS facilities are also available at Reception for account settlement.

BABY COTS

Cots are available for hire, suitable for infants under two years of age and up to 80 cm in height. To request a cot during your stay, please contact Guest Services.

BOTTLE SHOP

Noosa Wine Cellar offers an exclusive selection of local and imported wines, beers, spirits, and gourmet deli items. Guests may charge purchases directly to their room account for added convenience.

- Open daily
- Located along the Sofitel Terrace, adjacent to Bay Village

CAR PARK & VALET PARKING

Valet and self-parking are available 24 hours a day; daily fees apply. To request the return of your vehicle, please dial 9 to contact Guest Services, and allow up to 15 minutes for delivery to the Resort driveway. For guests using self-parking, your room key will provide access to the car park. For further assistance, please contact Guest Services.

CATERING

Private functions can be arranged in one of the Resort's versatile event spaces or enjoyed in the privacy of your room. Picnic hampers and special catering requests may be organised through our culinary team or selected from the curated offerings of Noosa Wine Cellar.

CHECK-OUT

Check-out time is noon. Should you wish to extend your stay, please contact Guest Services — additional fees may apply. For your convenience, express check-out is also available. Completed forms may be handed to any of our Ambassadors.

CHEMIST

A pharmacy is located on Hastings Street, offering both prescription and over-the-counter medications. For directions or assistance, please contact Concierge.

COFFEE & TEA MAKING FACILITIES

Complimentary tea and coffee are provided in your room and replenished daily. Milk can be found in your minibar fridge. For additional supplies, please contact Guest Services.

CONCIERGE

Located on the Lobby level beside Reception, our Concierge team is available to assist with all guest enquiries and is dedicated to making your stay both comfortable and memorable. Concierge services include:

- Area and jogging maps
- Art, winery and shopping tours
- Baggage storage and collection
- Car rentals and limousine services
- Church service information
- Courier and delivery services
- Directions & local recommendations
- Doctor and dentist appointments
- Fax services
- Florist arrangements
- Mail and message handling
- Packaging and gift wrapping
- Public transport information
- Restaurant reservations
- Sightseeing tours
- Taxi bookings
- Tickets to shows and events
- Umbrella loan
- Wheelchair hire (subject to availability)



CREDIT CARDS

Sofitel Noosa Pacific Resort accepts all major credit cards. A surcharge applies to all credit card transactions.

DOCTOR & DENTAL SERVICES

If you require medical or dental assistance during your stay, please contact Guest Services for support and recommendations.

DO NOT DISTURB

To ensure your privacy, please place the Do Not Disturb sign on your door. If you prefer not to receive phone calls, kindly advise Guest Services.

EARLY DEPARTURE FEE

Guests checking out prior to their confirmed departure date may incur an early departure fee. Any outstanding charges — including minibar consumption — will be automatically charged to your nominated credit card. An itemised tax invoice will be emailed to your registered address.

EMAIL ADDRESS

If you wish to receive emails, the Resort's address is ha617@sofitel.com.

ELECTRICITY

Australia's electrical current is 240 volts AC, 50 cycles, and uses a 3-pin flat earth plug. Should you require a voltage converter or power adaptor for overseas appliances, please contact Guest Services.

ENGINEERING

For any maintenance concerns within your room, please contact Guest Services for prompt assistance.

EVENT PLANNING

Sofitel Noosa Pacific Resort offers the largest conference and event facilities on Hastings Street, with over 720 m² of flexible space. The Resort features seven meeting rooms, including the Noosa Ballroom, which accommodates up to 300 delegates theatre-style, 140 in cabaret, or 180 for a seated dinner. Additional meeting rooms include Laguna 1, 2, and 3, while the Lily Pond Terrace provides a covered outdoor setting ideal for breaks or informal gatherings.

FITNESS CENTRE

Our Fitness Centre offers high-performance equipment, a sauna, and changing facilities, with towels provided for your convenience.

- Open daily
- Located beside the Resort swimming pool

In-Room Gym Kits are also available on request by contacting Guest Services. Each kit includes a gym mat, two 2kg free weights, a towel, and bottled water.

GUEST AMENITIES

Sofitel Noosa Pacific Resort offers a comprehensive selection of guest amenities, available upon request through Guest Services:

- Additional linen and towels
- Bathrobes
- Bathroom scales
- Cotton swabs
- Crockery & cutlery
- Disposable razor
- Extra pillows
- Flower vase
- Guest stationery
- Clothes hangers
- Rollaway beds (additional charges apply)
- Sewing kit
- Shoe horn
- Shoe mitt
- Shower cap
- Slippers
- Toothbrush & toothpaste

HAIRDRYER

A hairdryer is provided for your convenience and is located in the drawer inside your wardrobe.

HOUSEKEEPING

Your room is serviced daily. If you would like your room serviced at a specific time, please contact Guest Services.

IN-ROOM DINING

Enjoy the comfort and convenience of dining in your room. Please refer to the in-room dining menu for a selection of dishes thoughtfully prepared by our hotel chefs. Whether you're in the mood for a light snack or a full meal, our team is pleased to deliver a memorable experience at any hour.





INTERNET

To connect via wifi select the network *accor* and open your internet browser. You will be prompted to enter your Accor membership number or email address, then follow the on-screen instructions to select your preferred package. Should you require assistance, please dial 67.

LAUNDRY & DRY CLEANING

Laundry and dry cleaning services are available. A full price list is provided with the Resort laundry docket, located in your wardrobe along with laundry bags. Please complete the docket and place it inside the laundry bag with your items. For collection or further information, contact Guest Services.

A self-service guest laundry, including a washing machine and dryer, is also available on Level 4. Laundry detergent sachets may be purchased from Reception for \$2 each.

Please note: surcharges apply for express services and on public holidays, laundry services available Monday to Friday only.

LOST & FOUND

If you've misplaced a personal item, please contact Guest Services for assistance.

MINI BAR

A selection of light refreshments and snacks is provided in your room for your enjoyment. Should you require additional items, please contact In-Room Dining. The minibar is replenished daily, and items are charged upon consumption. On the day of your departure, kindly advise Reception of any minibar usage from the previous evening.

NEWSPAPERS

Complimentary copies of *The Australian* or *The Courier Mail* may be requested via Guest Services before 9pm each evening. Additional newspapers are available for a nominal fee or may be accessed free of charge in the Business Centre.

A complimentary digital newspaper and magazine service, PressReader, is also available. To access, visit www.pressreader.com. For assistance, please contact Guest Services.

NON-SMOKING

Sofitel Noosa Pacific Resort is a 100% non-smoking property, including the use of e-cigarettes. A cleaning fee will apply for smoking in guest rooms, on balconies, or anywhere within the Resort grounds.

PILLOW MENU

A selection of specialty pillows is available to enhance your comfort. To request a pillow from the menu, please contact Guest Services.

SWIMMING POOL & SPA

Located on the Lobby Level, the Resort's swimming pool is open daily from 6am to 10pm. For your enjoyment, facilities also include a jacuzzi, sun lounges, dry sauna, and gymnasium. Robes are provided in your room for convenience, and pool towels are available from Water's Edge poolside.

TAXIS & TRANSPORTATION

Taxis may be arranged through Concierge, with pick-up from the Resort driveway. Please note that availability may be limited on weekends or during periods of inclement weather. For further transportation options, please contact Guest Services.

WAKE-UP CALLS

To request a wake-up call, please contact Guest Services.



HOTEL SERVICES

TELEPHONE SERVICES

Each guest room is equipped with one analogue line for your personal use. Should you require any further assistance, please contact Guest Services.

ROOM-TO-ROOM DIALLING

To connect with another guest room, simply dial the corresponding room number.

LOCAL CALLS

Dial 0 to access an outside line, then enter the desired telephone number.

CALLS WITHIN AUSTRALIA

Dial 0, followed by the appropriate area code and telephone number.

AUSTRALIAN AREA CODES

Adelaide – 08
Brisbane – 07
Canberra – 02
Darwin – 08
Hobart – 03
Melbourne – 03
Perth – 08
Sydney – 02

All long-distance and mobile phone calls are charged based on telephone pulse rates. Charges vary depending on the duration and destination of the call.



INTERNATIONAL CALLS

To place an international call, dial 0, followed by the international access code, the country code, the area code, and the local telephone number.

Example – Calling Los Angeles, USA (275 5200):

- Dial 0 to access an outside line
- Dial international access code: 0011
- Dial country code: 1
- Dial area code: 310
- Dial telephone number: 275 5200

For international country codes, or for operator-assisted or person-to-person calls, please contact Guest Services. All international calls are charged based on telephone pulse rates, which vary according to duration and destination.

TOLL-FREE NUMBERS

A local call service charge applies when dialling toll-free numbers. Please note: To receive an approximate cost for national or international calls, we recommend contacting Guest Services prior to placing your call. Resort telephone charges are set to reflect the costs associated with providing this service.

VOICEMAIL

A message indicator light will appear on your telephone if you have received a voicemail. To retrieve messages, simply press the message button on your handset. Should you require assistance, please contact Guest Services.



EMERGENCIES

EMERGENCY EVACUATION PROCEDURES

If you are instructed to evacuate your room and the door is not hot:

- Exit with caution — first, feel the door for heat.
- If the door is cool, open it slightly and check both directions for the nearest illuminated exit sign.
- Take your room key card, exit the room, and close the door behind you.
- Proceed to the nearest stairway and exit the building. Do not use the lifts

If you are instructed to evacuate your room and the door is hot:

- Do not open the door.
- Press the emergency button on your in-room telephone and advise our emergency response team of your situation.
- Place wet towels or clothing under the door and over air vents to prevent smoke and fumes from entering.
- Remain calm and wait for further instructions.
- If you are unable to exit, your room is the safest place to remain until help arrives.
- If you require assistance due to a disability, please press the emergency button on your telephone to request help.
- Familiarise yourself with the location of all stairway exits and fire alarms.



IN CASE OF FIRE — DO NOT USE ELEVATORS

If you discover fire or smoke in your room:

- Activate the nearest fire alarm. If you are in a hallway, alarms are located next to each stairwell exit.
- Call Emergency Services by dialling 000 (dial 0 first to access an outside line), and provide your location:
Sofitel Noosa Pacific Resort
14–16 Hastings Street
Noosa Heads, QLD
- Press the emergency button on your in-room telephone to alert the hotel's emergency response team.
- Take your room key card, exit the room, and close the door behind you.
- Alert others in the area.
- Walk to the nearest stairway — do not use the elevator — and exit the building.
- If smoke is present, stay low to the ground.
- Remain calm at all times.



SAFETY

ROOM KEY

Please safeguard your room key as you would the key to your own residence.

If your key is lost or stolen, report it to the Front Desk immediately. Kindly return your room key upon check-out. For your security, do not leave your key unattended in your room.

ROOM DOORS & WINDOWS

Your guestroom door is equipped with a double-locking system. Please ensure the door is locked from the inside while the room is occupied. Before retiring for the evening or leaving the room, confirm that your guestroom door is secure and that all windows and balcony doors are closed and locked.

IN-ROOM SAFES

Each guestroom is equipped with a complimentary in-room safe, located in the wardrobe, for your personal use. The safe is large enough to accommodate a laptop computer. Please note, the Resort is not liable for any loss unless items are stored in a safe-deposit box at the Front Desk.

ALLOWING ENTRY TO YOUR ROOM

For your safety, do not admit strangers or maintenance personnel without first confirming their identity with Resort Management. Please exercise caution when approached with unsolicited deliveries.

YOUR PLANS

For your personal safety, do not share your room number or details of your stay with strangers. Avoid discussing your plans to leave the Resort in public areas or with unfamiliar individuals.



CHECK-IN & CHECK-OUT PROCEDURE

For your security, please do not leave your luggage unattended while checking in or out. If at any time during your stay you observe anything suspicious or require special assistance, please contact the Manager on Duty.

Sofitel Noosa Pacific Resort is equipped with the latest fire protection systems.

For your safety, we kindly ask that you take a moment to review the following fire safety information and the emergency evacuation procedures located on the back of your guestroom door.

UPON CHECK-IN

- Locate the nearest fire exits from your room.
- Count and remember the number of doors between your room and the nearest emergency exit.
- Identify the location of the nearest alarm station and fire extinguisher.

INSPECT YOUR ROOM

- Familiarise yourself with the layout of your room and note anything that could assist or impede emergency evacuation.
- Review the fire emergency instructions and evacuation map located on the back of your door.
- Always keep your room key within easy reach near your bed.



RESTAURANTS & BARS

RIVIERA BAR & LOUNGE

Relax into the rhythm of Noosa at Riviera Bar & Lounge — a chic, light-filled space where coastal elegance meets effortless comfort. Overlooking the water and framed by swaying palms, it's the perfect setting for a morning espresso, a leisurely lunch, or a sunset cocktail.

By day, enjoy artisanal coffee and light bites in a serene lounge setting. As the sun dips, the atmosphere shifts with a curated selection of fine wines, craft cocktails, and signature share plates designed for grazing and gathering. Whether you're starting your day or winding it down, Riviera is your place to pause, indulge, and soak in the Noosa spirit.

- Open daily 10am - late
- Located on the Lobby Level, adjacent to Reception

WATER'S EDGE & THE CABANAS NOOSA

Soak up the sun in our lagoon-style pool or unwind in the outdoor jacuzzi, then enjoy light bites, ice-creams, and refreshing beverages delivered directly to your lounge — or swim up to the bar and order in style.

With casual poolside dining and tropical cocktails served against a backdrop of blue skies and palm trees, Water's Edge Pool Bar is the essence of resort relaxation.

- Open daily 10am - 5pm during summer and 11am to 4pm during winter (weather permitting)
- Located beside the Resort swimming pool



TRAVELLER ACCOMMODATION PROVIDERS (LIABILITY) ACT 2001

The ***Traveller Accommodation Providers (Liability) Act 2001*** changes the common law about ***innkeeper's liability***.

Under the Act, an ***accommodation provider*** may be liable to make good any ***loss*** of a ***guest's property*** in certain circumstances even though the loss is not caused by the ***fault*** of the accommodation provider, or the provider's ***agent***.

The strict liability of the accommodation provider under the Act -

- applies only to a guest of the accommodation provider on a day when an ***accommodation unit*** is ***provided*** for the use of the guest
- is limited to \$250 for each accommodation unit provided for the use of the guest on the day, unless the guest's property was ***placed in safe custody facilities***
- does not cover ***motor vehicles*** and things owned by the guest left in or on motor vehicles.

Note: Words appearing in italics and bold have a special meaning under the Traveller Accommodation Providers (Liability) Act 2001.

