



## Frequently Asked Questions - Fairmont Resort Blue Mountains

### Check-In/Check-out

#### **What are your check-in and check-out times, cost and availability of early check-in and check-out?**

Fairmont Resort's check-in time is from 3:00 pm and check-out time is by 11:00 am. Early check-in and late check-out are available on request however we are unable to guarantee.

#### **What are the facilities/services available for early arrival guests?**

Guests can enjoy the leisure facilities provided at the Resort. Complimentary wireless internet access is available for Live Limitless members (sign up for Free). Please consult one of our reception staff for further information. If you want to explore the Blue Mountains before you check-in but would like to leave your luggage, contact our concierge team for assistance.

#### **Where can I store my luggage?**

After check-in, our concierge team can store your luggage until your room is available. Long-term storage is available for conferences and events. Room drops or portage charges apply to groups.

#### **What can I do if I lose or left an item behind?**

While traveling items can be left behind and we understand how important belongings are to our guests. Therefore, contact our reception team who will be able to assist you. Although we cannot guarantee that your item(s) will be located after our search and investigation, we will certainly help you.

### Accommodation

#### **How many different room options does Fairmont have?**

There are several rooms we offer which include Fairmont Room, Superior Room, Courtyard Room or Deluxe Room. For more space and indulgence, you can choose from one of our Suites. For more information go to [Accommodation](#)

#### **Does Fairmont Resort offer interconnecting rooms?**

We have a limited number of interconnecting rooms and two-family suites. Contact the Resort directly to secure these rooms.

#### **Are there smoking rooms available?**

There are no smoking rooms available. The resort has two smoking areas outside the property. Ask at concierge or reception for details.

### **What are the charges for an additional person in the room or extra bedding?**

Additional occupancy is dependent on the type of room you have booked. However, in some rooms extra bedding may be available so please call the Resort for more information.

### **What are the facilities provided in rooms for babies and how much do they cost?**

We provide complimentary standard size travel cots with a single sheet. Moreover, inform the reservation team if there is something else required. Subjected to availability.

### **What facilities are available in room?**

Some facilities are complimentary including minibar (fridge is not stocked), tea & coffee making facilities etc. Please check carefully in the room description on our [accommodation page](#).

### **Does Fairmont Resort have special rooms to support disabilities?**

Fairmont Resort has accessible Fairmont Rooms with additional facilities. At the time of reservation and booking make sure to select the accessible room. If unsure of your selection, please speak with our reservations team.

### **Are there any pet-friendly rooms available at Fairmont?**

Two pet-friendly rooms are available where you can stay with your fur baby. For more details see [Pet Rooms](#).

### **Is there a minimum night stay?**

If you book on a Friday or Saturday night, there is a two-night minimum stay. For example, you can stay Thursday and Friday or Friday and Saturday or Saturday and Sunday.

## **Getting Around**

### **What are the best ways to explore the area?**

The best way to explore the area depends on your choice of transportation: public transport, taxi, ride-sharing - Didi etc. However, you can also book activities with local tour companies that offer trips and cover travel costs.

### **Does the Resort operate a shuttle bus service?**

The Resort does not operate a shuttle service to or from the airport, however you can book via an external supplier through our concierge team (fees apply). There are several public transport options including a train, bus (line routes- 685, 690K, 695), taxi, and the Blue Mountains Explorer Bus.

## How to transfer to Leura Train Station?

Transfer to Leura train station via Taxi, ridesharing (DiDi, etc), or walking (40-minute walk with hills).

## Facilities

### What are the facilities provided by Fairmont Resort?

Most of our facilities are included in your stay such as access to our swimming pools. We have an indoor and outdoor pool. Our ideal indoor pool temperature varies between 25 to 28 degrees Celsius. The indoor pool is 25m in length. Check [Indoor & Outdoor pools](#) for more information.

### What are the leisure facilities operating hours?

Kids Zone, indoor spa and sauna are open from 5.30am to 9pm. The indoor pool is available from 6.30am to 9pm. For all other facilities please enquire at concierge or reception.

### Do you have a Day Spa?

Ubika Day Spa is the largest operating Spa in New South Wales. With 16 treatment rooms, an inviting Zen lounge area, Vichy shower facilities and much more. The Spa is open 7 days a week. Bookings must be made prior to treatments. Please visit [Ubika Day Spa](#) for treatments and how to book.

## Dining

### Is breakfast included in my stay?

Inclusions of breakfast are dependent on the rate you have booked.

### What are the dining options at Fairmont Resort?

Fairmont Resort Blue Mountains offers a unique culinary experience with an enviable selection of stunning on-site restaurants designed to meet any mood or occasion. We highly recommend booking dinner and lunch in our restaurants before arrival.

**Embers Restaurant** is open 7 days a week Lunch: 12pm – 3pm, Dinner: 5.30pm – 9.00pm

Experience a fusion of local flavours in a cosy, fireside atmosphere as you dine by the iconic stone fireplace. Bookings are essential.

**Azzurro Trattoria** is open Friday – Sunday 5:00pm – 8:30pm

As our newest venue, Azzurri is a casual Italian eatery serving contemporary versions of classics using quality local and imported ingredients. Bookings recommended.



**Jamison's Restaurant** is open for breakfast 7 days a week 7am – 10am (10.30am Saturday & Sunday)

**Sublime Lounge** is open 7 days a week 8am – 10pm (Meals available 12pm – 9pm)

Sublime Lounge is the perfect place for lazy days. Grab a coffee or enjoy all-day casual dining, located conveniently in the lobby.

**In-Room Dining** is available 7 days a week 12pm – 9.30pm

Please use the QR Code on your desk or TV to view the menu and place an order.

**Leura Golf Club** is open for lunch Friday to Sunday 12pm – 3pm and dinner Thursday to Saturday 5.30pm–8.30pm

Enjoy clubhouse-style food that the whole family will enjoy, just across the road.

**Two Doctor's Whisky Tavern** is open Friday & Saturday from 6pm – late

Happy Hour is 6pm – 7pm

## Activities

**Are there any resort activities for guests?**

Yes, there are several activities such as movie sessions and children's rides. You can also hire basketballs, tennis rackets and balls etc at concierge. To find out more please see [Discover the Resort](#) for all activities.

**Where can we get more information about Blue Mountains Attractions?**

The Fairmont Resort is located in the perfect position to make the most of this stunning World Heritage-listed region. The most famous attractions to explore include Scenic World, Everglades Gardens, Leura Mall, Josepha's Chocolate shop, Blue Mountains Explorer Bus, Blue Mountains Stargazing, The Megalong Valley Tearooms, etc. Please note opening hours are subject to change.

## Loyalty

**What is your loyalty program, and what rewards program should I sign up for?**

The Fairmont Resort is part of the MGallery Hotel Collection by Accor Hotels. Accor Hotels offers a lifestyle loyalty programme **ALL – Accor Live Limitless** where anyone can discover different rewards and unique benefits.

To find out more visit [All- Accor Live Limitless](#).