

FREQUENTLY ASKED QUESTIONS

How do I get to Hamilton Island?

Hamilton Island is easily accessible, with flights from Sydney, Brisbane, Melbourne and Cairns with Jetstar, Virgin Australia and Qantaslink. Hamilton Island Holidays can assist with airfares and travel insurance if required.

If you are travelling locally you can reach Hamilton Island by ferry. Cruise Whitsundays operate regular ferry services daily from Shute Harbour (near Airlie Beach) and can be contacted on 07 4946 9303. There is also car parking facilities available at Shute Harbour run by Secure Car Parking who can be contacted on 07 4846 9438.

What is the weather like on Hamilton Island?

Hamilton Island enjoys a year-round warm climate with an average temperature of 27.4 degrees celsius. Our average monthly temperatures are listed below:

January	31°C - 87°F	July	22° C - 71° F
February	30° C - 86° F	August	23° C - 73° F
March	29° C - 84° F	September	25° C - 76° F
April	27° C - 80° F	October	28° C - 82° F
May	24° C - 75° F	November	29° C - 84° F
June	22° C - 71° F	December	30° C - 86° F

What options are there for dining and do you have meal packages?

With over 10 restaurants and takeaway outlets to choose from on Hamilton Island you do not need to pre-arrange meal packages, there's something new and exciting to tempt every taste bud and budget. Enjoy a huge range of cuisine including Italian, Modern Australian and the freshest seafood. For a full range of dining options and indicative prices, visit www.hamiltonisland.com.au/foodandwine

What facilities are available on Hamilton Island?

With over 20 boutique and specialty stores throughout the Marina Village and Resort Centre we cater for all your shopping needs.

- A range of restaurants, bars and a nightclub
- 7 pools (beach towels are supplied at each reception)
- General Store, newsagent, TAB, Video Shop (which also hires CD and DVD players)
- Hairdresser and beautician
- Medical centre, National Australia Bank and ATM's
- Post office, pharmacy, florist, chapel
- Commercial marina / marina tavern / bottle shop

What activities are available on Hamilton Island?

Hamilton Island offers a range of over 40 activities, most running on a daily basis. These include Great Barrier Reef and Whitehaven Beach cruises, waterskiing, windsurfing, catamaran and yacht sailing, tennis, game fishing, nature walks, sea kayaking, scenic flights, safari tours or simply relaxing by one of the many pools or on Catseye Beach.

On arrival you will be given an Activity Guide with daily activities you may wish to participate in, such as fish feeding, learn to paint, beach volleyball, snorkelling lessons, buggy rally's, golf driving range, quad bike tours, jet ski tours, casino/karaoke nights and happy hours. For more information on activities available, visit www.hamiltonisland.com.au/activities.

What do I do when I arrive onto Hamilton Island, how do I get to reception?

When you arrive at either the airport or the marina you will then be asked to collect your luggage and make your way to the complimentary shuttle, which will transfer you to your accommodation reception for check in. If you are staying at the Hamilton Island Holiday Homes, the reception is located at the airport. Guests arriving via boat must ensure they board a boat that stops at the Great Barrier Reef Airport on Hamilton Island and disembark at the airport jetty.

Why is it so important to advise my arrival details?

We will endeavour to have your room ready as early as possible. If no details are provided, it may result in your room not being available until the 2pm check-in time. If you are arriving prior to 2pm, every effort will be made to accommodate you as soon as possible, however this is not guaranteed. Please note, that arrival details are essential for Beach Club and Reef Suite guests to ensure that VIP transfers can be provided. In case your room is not ready upon your arrival at Hamilton Island, we suggest you pre-pack your bathers or a change of clothes into your hand luggage so that you can do some exploring whilst your accommodation is being prepared for you.

Do you get stingers on Hamilton Island?

Summer is traditionally stinger season in Tropical North Queensland, however on Hamilton Island, being as far offshore as we are, we do not have a problem with the Box Jellyfish. In recent years there have been rare instances where the Irukanji Jellyfish has caused illness in some individuals with pre-existing medical conditions. We keep all guests fully up to date, with information delivered to all rooms if we consider it a risk to swim in the ocean. We do also have stinger suits available for hire or purchase from our Beach Sports Hut.

Is there anything else I need to know?

- If you are travelling with children and require a complimentary cot or highchair to be placed in your room, please request this prior to arrival to avoid any inconvenience.
- Please note that all credit card transactions will incur a fee as follows: 1.25% fee for Visa & MasterCard will apply, whilst a fee of 3.36% will apply if paying by American Express or JCB. Alternatively EFTPOS is available upon check out which has no transaction fee.
- Mobile phones do work on Hamilton Island.
- You do not need to pack your own beach towels if you are a guest staying in Hotel accommodation, they are available from all of our Reception Desks, and can be replaced when required. If you are a guest staying in Holiday Homes, you will need to pack your own beach towels.
- CD players and DVD players can be hired from the island video store.