

# STAY ROTTNEST

## Frequently Asked Questions

### Stay Rottnest Accommodation

As a condition of booking accommodation, the Primary Guest and/or Keyholder must be 18 years of age or older and stay overnight in the accommodation through the term of the booking. Any breach of the booking conditions will result in cancellation of the accommodation license without refund. Unaccompanied minors may be issued with caution notes or infringements for non-compliance with the Rottnest Island Regulations 1988 or the accommodation booking conditions. This will result in the cancellation of the accommodation booking, and they will be made to return to the mainland on the next available ferry.

#### Q. How do I get to Rottnest Island?

- A. Getting to Rottnest Island is easy, with various transport options close to Perth. You can hop on a ferry, take a scenic flight or head over on your own boat.

Choose from three ferry providers to embark on your Rottnest Island adventure:

#### **Rottnest Express**

Phone: (+61) 1300 467 688 or (+61) 1300 GO ROTTO  
email: [reservations@rotnnestexpress.com.au](mailto:reservations@rotnnestexpress.com.au)  
Website: [www.rotnnestexpress.com.au/luggage](http://www.rotnnestexpress.com.au/luggage)

#### **Rottnest Fast Ferries**

Phone: (+61 8) 9246 1039  
email: [reservations@rotnnestfastferries.com.au](mailto:reservations@rotnnestfastferries.com.au)  
Website: [www.rotnnestfastferries.com.au/need-to-know-before-you-go](http://www.rotnnestfastferries.com.au/need-to-know-before-you-go)

#### **Sealink Rottnest Island**

Phone (+61) 1300 QUOKKA or (+61 8) 9325 9352  
Email: [Rottnest@sealink.com.au](mailto:Rottnest@sealink.com.au)  
Website: [www.sealinkrotnnest.com.au/ferry/luggage-info](http://www.sealinkrotnnest.com.au/ferry/luggage-info)

#### Q. Where can I stay?

- A. Stay Rottnest offers accommodation across several different locations on the island. From the heart of the main settlement, to soaking up the sun on one of the ocean side bays, there are many options giving you the freedom to find the perfect location.

To find the right accommodation for you, explore our options by location and accommodation type. You can also download maps for each location for a more detailed breakdown of the accommodation.

#### Q. What accommodation options are available?

- A. On the island, there are accommodation types ranging from comfortable cabins, shared hostels, and dormitories for group bookings, through to premium, ocean view units and heritage cottages for family, friends, and getaways. No matter what your preference is, Stay Rottnest accommodation offers something to suit all tastes and budgets.

#### Q. How much does accommodation on Rottnest Island cost?

- A. The prices of Stay Rottnest accommodation vary based on the type of accommodation chosen, the time of year, and the availability. To ensure you secure the best available price, we encourage you to book in advance. To check prices for all available accommodation, select your preferred dates, location, number of guests and accommodation features.

A 25 per cent deposit is required at the time of booking with the balance due 30 days prior to arrival.

#### Q. Is there a minimum stay requirement?

- A. Some minimum night stays are required, and these vary according to the season.

#### Q. How do I book accommodation?

- A. Stay Rottnest accommodation is available to book online at [stayrotnnest.com](http://stayrotnnest.com) (or via telephone on 1800 111 111 (Monday to Friday, 8:30 am to 5:00 pm excluding public holidays). Booking online is the quickest and easiest way to secure Stay Rottnest accommodation and receive instant confirmation.

If you need wheelchair accessible accommodation please send your request to [stay@rotnnestisland.com](mailto:stay@rotnnestisland.com) (after 8:30 am on Open Day) and don't forget to attach a copy of your ACROD card (front and back).

#### Q. What details do I need to make a booking?

- A. You will need:
- Your preferred list of accommodation locations
  - Your check-in and check-out date and if they are flexible
  - The type of accommodation you would like to stay in
  - The number of beds/bedrooms you require
  - Your contact details, including your mobile number and email address
  - Your credit card details

### Q. Can I alter or cancel my booking?

A. Yes, however cancellations and modifications, either in part or in full, may incur a cancellation fee depending on the amount of notice you provide. Further details on how to cancel or alter your booking can be found in the [Stay Rottnest booking terms and conditions](#).

### Q. Can I transfer my booking to someone else?

A. For bookings made from 4 January 2023, bookings are unable to be transferred to another person, however the original guest may nominate a person as authorised to check in to their island accommodation on their behalf. The original guest's details will remain on the booking, and they will be liable for any costs related to accommodation for the duration of their booking. This may include damage, cleaning fees or charges related to the behaviour of the guests staying within the accommodation.

## Accommodation Details

### Q. When do I find out my accommodation number?

A. Your accommodation number will be emailed to you approximately three weeks prior to your arrival date.

### Q. Is there a shuttle to our accommodation?

A. There is a shuttle bus to Geordie Bay, Longreach Bay, Fay's Bay, and to Kingstown Barracks. A small fee of \$3 per day or \$5 per week applies for each per person using the shuttle service. Children under five years of age travel free.

### Q. When can I check-in?

A. The check-in time is from 2 pm, with keys available from the Visitor Centre, found at the end of the main jetty.

If you arrive at the Visitor Centre before 2 pm, you can provide your mobile phone number and staff will send you an SMS if your unit is ready for an early check-in.

Check-in must be completed by the person whose name is on the booking, or who lives at the same address as listed on the booking. Suitable photo identification will be requested.

If you are staying at the Campground, please check-in at the Visitor Centre and collect your sticker, which should be attached to your tent to confirm your site allocation.

### Q. When do I check-out?

A. The check-out time is by 9 am and we ask that you drop your keys back to the Visitor Centre. If you are staying at the Campground, your check-out time is 10 am.

### Q. How do I find my accommodation?

A. To locate your accommodation please refer to our Accommodation Maps.

All our accommodation is easily accessible either by leisurely stroll, bike, or a short shuttle bus ride. Please check with the Visitor Centre on arrival if you have any questions regarding locating your Rottnest Island home.

### Q. Are there quiet times?

A. To ensure all visitors can always enjoy the peace and serenity of the island, please observe the following quiet times:

- 11 pm – 7 am in all areas
- 9 pm to 7 am at the Campground
- 9 pm to 9 am at Kingstown Barracks and Governor Circle

We appreciate your consideration.

### Q. What is included in my accommodation?

A. Accommodation Inventory and Inclusions

[4 Bed Heritage Inclusions \(PDF\)](#)

[6 Bed Heritage Inclusions \(PDF\)](#)

[8 Bed Heritage Inclusions \(PDF\)](#)

[Commander's Cottages \(PDF\)](#)

[Standard, Premium & Premium View \(PDF\)](#)

[Ocean View Inclusions \(PDF\)](#)

[Governor Circle Inclusions \(PDF\)](#)

[Bungalow, Chalet & Cabin \(PDF\)](#)

### Q. How do I hire additional items for my stay?

A. If you require additional items, for example: highchairs, cots, or foldabeds, you can request these at the time of booking or complete one of the Hire Items Booking Forms.

Please make sure to contact Stay Rottnest reservations at least 48 hours prior to arrival to book hire items, particularly during peak seasons.

Guests staying at Stay Rottnest accommodation wanting to hire adult pedal bikes are eligible for a discounted rate if booked at least 24 hours in advance. Please call (+61) 1800 111 111 to book any additional items.

Linen is supplied to all accommodation except Campground, Caroline Thomson Cabins, Kingstown Barracks dormitories and Governor Circle (Group Bookings).

Standard, Premium, Premium View, Ocean View and Heritage accommodation have a zipped king bed in the main bedroom with single beds in the secondary bedrooms as standard. Any requests for additional zipped king beds need to be received at least seven days prior to arrival.

To book linen or extra equipment, please complete the booking form:

[Stays from 1 July 2024 Hire Item Booking Form](#)

[Stays from 1 July 2025 Hire Item Booking Form](#)

### Luggage Delivery

#### Q. How do I book my luggage transfer?

A. Transfers across to Rottnest Island can be booked through one of the three ferry operators:

##### **Rottnest Express**

Phone: (+61) 1300 467 688 or (+61) 1300 GO ROTTO

email: [reservations@rotnnestexpress.com.au](mailto:reservations@rotnnestexpress.com.au)

Website: [www.rotnnestexpress.com.au/luggage](http://www.rotnnestexpress.com.au/luggage)

##### **Rottnest Fast Ferries**

Phone: (+61 8) 9246 1039

email: [reservations@rotnnestfastferries.com.au](mailto:reservations@rotnnestfastferries.com.au)

Website: [www.rotnnestfastferries.com.au/need-to-know-before-you-go](http://www.rotnnestfastferries.com.au/need-to-know-before-you-go)

##### **SeaLink Rottnest Island**

Phone (+61) 1300 QUOKKA or (+61 8) 9325 9352

Email: [Rottnest@sealink.com.au](mailto:Rottnest@sealink.com.au)

Website: [www.sealinkrotnnest.com.au/ferry/luggage-info](http://www.sealinkrotnnest.com.au/ferry/luggage-info)

Your chosen ferry operator will produce your luggage labels with your accommodation and travel details printed on them, for both your travel to and from the island. Your specific accommodation number must be handwritten on any luggage labels with a permanent marker prior to loading your luggage at the ferry terminal, to enable correct delivery to your accommodation.

If any change is made to your ferry departure time or date, new luggage labels must be collected from the island Visitor Centre with the old labels removed to avoid confusion.

On the day of your departure, your luggage will be collected from outside your gate (or the communal luggage points at Caroline Thomson, Governor Circle, Kingstown Barracks, and the Campground) at 8 am.

Guests staying at the Campground or in the Kingstown Barracks will have their luggage collected at 9 am from the communal luggage points.

For those departing the island on a ferry leaving before 10 am please contact the Visitor Centre 24 hours in advance to arrange for an early luggage pick-up at 7 am.

For more information regarding luggage or if you need to reschedule your ticket due to a change in circumstances, please contact your ferry operator directly.

#### Q. Can I bring hand luggage?

A. Any medication or fragile items should be carried in your hand luggage. Please be aware that once your stored luggage is removed from the ferry you will not be able to access it until it has been sorted and delivered to your accommodation.

#### Q. Are there luggage weight restrictions?

A. Please be aware that to comply with occupational health and safety regulations, size and weight restrictions apply to your luggage.

- Each bag with handles – maximum 22 kg
- Each cardboard box – maximum 10 kg
- Each luggage item must not exceed 800 mm x 500 mm x 400 mm
- No 'piggy-backing' of baggage items is allowed. For example: attaching a sleeping bag to a suitcase.

#### Q. What luggage can be delivered to my accommodation?

A. To ensure the smooth delivery of your luggage, it is essential that it is correctly labelled with the luggage tags supplied by your chosen ferry operator. We are only able to deliver luggage up to a maximum weight of 22 kg per piece.

We aim to deliver all correctly labelled luggage within three hours of your arrival on Rottnest Island. Further delays will be experienced if your luggage is overweight, unlabelled or has the incorrect accommodation noted. Additional charges may be applied for overweight luggage.

#### **Delivery of non-standard luggage items**

Items such as surfboards, kayaks and golf bags will not be delivered as standard items.

These non-standard luggage items can be delivered for a fee of \$12.50 each way, which can be arranged and paid for at the Visitor Centre on arrival.

These items must be picked up by passengers from the ferry after disembarkation and placed on the marked bench at the end of the main jetty.

A non-standard luggage label is obtainable from the Visitor Centre and must be placed on the item of luggage to enable delivery to your accommodation.

**Non-deliverable luggage items**

Adult bicycles, craypots, unfolded trolleys, fishing rods (unless in tubes), dive cylinders and gas cylinders will not be delivered and must be picked up from the ferry when disembarking.

Any alcohol will not be delivered to Kingstown Barracks or the Campground.