



**CALOUNDRA | SUNSHINE COAST**

The Esplanade, Bulcock Beach  
Caloundra Queensland 4551

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[www.RumbaResort.com.au](http://www.RumbaResort.com.au)

Welcome, and thank you for choosing to stay at Rumba Resort.

As Caloundra's premier beachfront accommodation, the management and staff here at Rumba are committed to make sure your stay with us is outstanding!

To guarantee you make the most of your time with us, this Guest Services Folder has been prepared to provide handy information about the resort. As some of this information is important to all guests, we encourage you to read through the folder carefully.

Of course, if there is any other information we can assist with, our Guest Relations Team at the front desk will be only too happy to help.

Once again, welcome and have a fantastic stay.

**Team Rumba**





## GUEST INFORMATION

### ACCESS CARDS

Access Cards are for room entry, the beach access gate, car park level B3 and after hours access to lifts and Reception. The card operates by gently holding the card against the black card reader. Please report lost cards to Reception and return at check-out.

**NOTE: All lifts are secure after 6.30pm and require your Access Card.**

### ACCOMMODATION & GUEST AMENITIES

Rumba Resort's apartments are fully self-contained. You will find a start up pack of tea, coffee and bathroom products etc.

**NOTE: If you require additional supplies they can be purchased from Reception.**

### ACCOUNTS

Any charges to your room account are payable upon departure. For guests departing outside of Reception hours, please ensure your account is settled the day prior. Unsettled accounts will be automatically deducted from guest's credit cards. We accept cash and all major credit cards.

### ADDITIONAL CLEANING

Whilst we want you to enjoy your apartment, it is an expectation that good cleanliness standards are adhered to by guests. Where apartments are considered less than acceptable upon departure, management, at its absolute discretion, reserves the right to charge an additional cleaning fee.

### AIR CONDITIONING

Each apartment has individual controls that allow you to select the desired temperature. Select the correct MODE for cooling or heating located under the flap and adjust the temperature accordingly. Then select the room zone you wish to heat or cool on the nearby touch pad.

**NOTE: Air conditioners will not operate if sliding doors are open.**

### AIRPORT TRANSFERS

Please contact Reception for all your transport needs. Transfers can also be booked directly at [www.RumbaResort.com.au](http://www.RumbaResort.com.au)

### ALCOHOL - BYO

In room alcohol consumption and alcohol around the pools are BYO only. Our closest liquor store is located 200m away in Knox Terrace. Simply walk or drive turning right from Reception past the end of the Bus Interchange.

**NOTE: Glass is not permitted in the pool areas.**

### ATMS

Automatic tellers are easily located in Minchinton and Bulcock Streets.



### **BABY SITTING**

Baby sitting can be arranged through Bo-Peep's Babysitting Ph: 5479 1240.

Fees are payable directly to the babysitter.

Should you require the services of a babysitter please contact Reception at least 24 hours prior.

**NOTE: Children are to be supervised within the resort at all times.**

### **BANKS**

#### **Commonwealth Bank of Australia**

Ph: 13 22 21

47 Bowman Rd

9.00am - 4.00pm Mon – Thurs, 9.00am - 5.00pm Fri

#### **Bank of Queensland**

Ph :5491 6877

20 Bulcock St

9.30am - 4.00pm Mon – Thurs, 9.30am - 5.00pm Fri

#### **Suncorp**

Ph: 13 11 55

50 Bulcock St

9.00am - 4.30pm Mon – Thurs, 9.00am - 5.00pm Fri

#### **Westpac**

Ph: 13 20 32

41 Bulcock St

9.30am - 4.00pm Mon – Thurs, 9.30am - 5.00pm Fri

#### **ANZ**

Ph :5491 7926

55 Bulcock St

9.30am - 4.00pm Mon – Thurs, 9.30am - 5.00pm Fri

#### **NAB**

Ph :13 2265

Shop B1, Stockland Shopping Centre, 47 Bowman Road

9.30am - 4.00pm Mon – Thurs, 9.30am - 5.00pm Fri

### **BARBEQUES**

Bulcock Beach and the waterfront boardwalk provide free BBQ's located to the west of the resort. There is also a park, children's playground and additional barbeques at Happy Valley located to the east of the resort along the beachfront.

**HELPFUL TIP: For the best positions, reserve your preferred BBQ early.**

### **BEACHES & BOARDWALK**

Bulcock Beach is situated directly opposite Rumba Resort on the Esplanade. The Caloundra Boardwalk enables guests to reach many of the adjacent beaches in the area by walking, jogging or cycling. Please be sure to swim only at patrolled beaches and always between the flags. Remember to take plenty of water and sunscreen.

**HELPFUL TIP: Take a walk to Kings Beach east along the beach boardwalk.**

### **BICYCLE HIRE**

To enjoy the region's extensive network of scenic bike paths, bicycle hire is available at Reception. Helmets, maps and child seats are included. Check with Reception for availability.

½ day hire \$15.00 (return before 12noon or hire after 12noon)

Full day hire \$20.00 (return before 5.00pm weekdays, 4.00pm weekends)



## **BUSINESS SERVICES**

A limited range of business services is available at Reception. We can arrange couriers and we also provide a printing, photocopying and facsimile service. For guests with additional business needs, please contact Reception.

Black & White photocopies	25c per page
Colour photocopies/scans	50c per page
Send fax	\$1.00 per page
Receive fax	25c per page
A4 laminating	\$1.50 per page
A3 laminating	\$2.50 per page

## **CAR PARK**

Free undercover parking is available to guests on a first in basis. Resort Suite guests may use available red spaces on Level B2 and Ocean Apartment guests may use available red spaces on Level B3.

## **CAR RENTAL**

### **Thrifty Car Rental**

Ph: 136 139 or [www.thrifty.com.au](http://www.thrifty.com.au)  
121 Bulcock St, Caloundra

### **Hertz Airport**

Ph: 5448 9731 or [www.hertz.com.au](http://www.hertz.com.au)

### **Budget**

Ph: 5492 5400 or [www.Budget.com.au/Caloundra](http://www.Budget.com.au/Caloundra)  
21 Daniel St, Caloundra

## **CHECK IN/OUT TIMES**

Check in time is 3.00pm and check out time is 11.00am. Please be considerate of new arrivals by adhering to the check out time.

Guests wishing to extend their check out time up to 4.00pm may do so for an additional fee of \$20.00 per hour subject to availability.

## **CHEMIST**

### **Caloundra United Discount Chemist**

Ph: 5491 1313  
32 Bulcock St  
8.00am - 6.00pm Mon – Fri,  
8.30am - 5.00pm Sat, 8.30am - 1.00pm Sun

### **Pulse Pharmacy**

Ph: 5491 1540  
1 Ormuz Ave  
8.00am - 5.00pm Mon – Fri, 8.00am - 4.00pm Sat

### **Priceline Pharmacy**

Ph: 5438 1477  
23/25 Bulcock St  
8.00am - 6.00pm Mon – Fri,  
9.00am - 5.00pm Sat & Sun



### **CINEMAS**

Caloundra Cinemas located at 11 Bulcock Street offer a local 'village style' movie experience.

The Sunshine Coast's largest cinema complex is BCC Maroochydore, Sunshine Plaza, Horton Parade, Maroochydore. Ph: 5479 2799.

### **COFFEE MACHINES**

Each apartment is equipped with a personal espresso machine. Clear instructions on how to operate the machine are wall mounted in your kitchen. For coffee lovers, pods are available at Reception for \$1.00 each. A kettle and instant tea and coffee are also provided in your apartment.

When filling the water reservoir, remove the whole bottom tray, not the centre tray.

**NOTE: After pressing and holding down the flush button, please remove the milk container from the machine after use.**

### **COT & HIGH CHAIR HIRE**

The hire of items such as cots and high chairs can be arranged at Reception.

24 hours notice is generally required.

### **DAMAGE/BREAKAGES**

Any breakages or property damage is the responsibility of the guest. Please advise Reception immediately in the case of any damage or breakage. Any damages or breakages found after departure will be charged to the credit card supplied on check in. Where a cash bond is held in lieu of a credit card, costs will be deducted accordingly.

### **DAY SPA**

Please visit Reception for brochures and contact details for local Day Spa operators.

### **DOCTOR**

**Centrepoint Plaza Medical Centre**

Ph: 5491 7466

50 Bulcock St. Caloundra

**Caloundra Bulk Billing Surgery**

Ph: 5438 1488

68 Bulcock St. Caloundra

**House calls - After hours only.**

**Family Care Medical Services**

Ph: 1300 550 911

### **EMERGENCIES**

In an emergency that requires a quick exit such as fire, please exit the building via the external stairwells located on every floor. Rumba's wardens will direct you to the appropriate evacuation zones.

For emergency services, dial 000. The resort's address is 10 Leeding Terrace, Caloundra.

Please familiarise yourself with the fire evacuation procedures in case of an emergency. These are located inside the front door to your apartment.

To contact the Night Manager after hours, please contact Reception from your room phone and follow the instructions.



## **ENTERTAINMENT**

### **Caloundra RSL**

Ph: 5491 1544

Complimentary pickup service.

### **Caloundra Power Boat Club**

Ph: 5492 1444

The Esplanade, Golden Beach

Complimentary pickup service.

## **EXPRESS CHECK-OUT**

For the convenience of guests, a card return slot is located at Reception. If departing early, please settle your room account the day prior to departure and drop your room cards in the slot. Guest Comment Forms are also most welcome.

## **FAULTS / DAMAGES**

Should you find anything in your apartment either broken or missing, please advise Reception so we can immediately rectify the problem.

## **FAX SERVICE**

Fax and photocopying services are available from Reception during business hours for the convenience of guests. For receiving faxes, the fax number is 07 5492 0556, Intl. +61 7 5492 0556.

## **FIRE**

In case of fire, please dial 000 and notify Reception. Exit the building via the stairwell. **DO NOT USE LIFTS.**

## **FLORIST**

### **Val Sparks Florist**

Ph: 5491 4177

22 Bulcock St. Caloundra

## **GARBAGE**

All rubbish should be left in securely fastened bags.

General rubbish will be removed daily by your housekeeper. Should you have an excessive amount of rubbish it can be disposed of in the bins located in the basements next to the lifts.

## **GOLF**

There are a number of outstanding public and championship golf courses in the region. Contact Reception for further details.

## **GUEST COMMENT FORMS**

We highly value any constructive feedback from guests to improve our level of service. We would be most grateful if you take the time to complete the guest comment form provided at check-in. Simply drop it into the Access Card Return slot at Reception anytime.



## **GYMNASIUM**

Although Rumba does not have an on-site gym, one of Queensland's best health clubs is located at 54 Caloundra Rd, Caloundra. Resort guests can purchase casual daily gym passes for \$20.00 which include all equipment, sauna & steam room facilities, and all classes. A class calendar can be viewed at [www.goodlifehealthclubs.com.au](http://www.goodlifehealthclubs.com.au) or by contacting Reception.

## **HOUSE RULES**

The Resort is managed by a Body Corporate and there are by-laws that must be adhered to at all times.

Rules relating to guests include:

- no pets allowed
- smoking is not allowed anywhere except on balconies
- no rubbish to be placed outside rooms or in stairwells
- no items are to be hung over balconies and,
- noise to be kept to an acceptable level.

Your assistance in adhering to these rules is appreciated.

## **HOUSEKEEPING**

All apartments are light serviced daily and any stay of 8 days or more will receive a full service mid stay. So as not to be an intrusion, daily light services are limited to bed make-ups and rubbish removal.

Should you require additional linen or any other housekeeping services please contact Reception. Please note that additional charges may apply.

**NOTE: If you do not wish to have your room serviced place the Do Not Disturb sign on the outside of your door. Room servicing is only available prior to 12noon.**

## **ICE MACHINE**

There is an ice machine available for guests located on the pool deck on Level 1 outside Reception. Ice buckets are provided in all apartments.

## **INTERCOM**

Each apartment has an intercom handset located near the front door. Visitors can contact rooms by following the directions at the intercom station both at the Beach Access Gate and the main entry into Reception after hours. Upon answering, press the "key" button to allow visitor access directly from your room.

## **INTERNET**

Each apartment is equipped with broadband internet access. This is available free of charge up to a download limit of 50Mb. Additional downloads can be purchased online by following the directions displayed on your browser. WiFi is available to all guests in the foyer and throughout the pool deck.

## **LAUNDRY**

Each apartment is equipped with a front loading washing machine and dryer, should you require additional washing detergent this can be purchased from Reception. Please do not hang any laundry over balconies. If your apartment's laundry is locked, please contact Reception.



### **LIGHTS**

The lights in your apartment offer programmed lighting scenes as labelled and dimming options. To brighten or dim lights, press and hold the button until the desired brightness is reached.

### **LIMOUSINE HIRE**

We are proud to recommend Ashjade Limousine's Super Stretch.  
Ph: 0417 084 007 or Ph: 0447 718 715.

### **LOST PROPERTY**

Please check your apartment thoroughly before departure, including the in-room safe. No responsibility will be taken for lost property or articles left behind.

The return of property by post may incur additional postage charges.

### **LUGGAGE**

A luggage store is available for the convenience of guests arriving early or departing late. Feel free to arrange storage requirements with Reception.

### **MAPS**

A map of the local area is available at Reception.

### **MARKETS**

Bulcock Street Markets operate in Caloundra's main street every Sunday morning. On Wednesday and Saturday mornings, a 45 minute drive north to Eumundi Markets is also a great local experience.

**HELPFUL TIP: Eumundi Markets are best when you arrive early.**

### **MESSAGES / VOICE MAIL**

Voice mail is available on your in-room phone. If either Reception or an outside caller has left a message, the light will come on. Messages can be retrieved by lifting the handset and pressing the message button.

All apartments have a unique in-dial phone number. The number is displayed on the handset.

### **MILK & BREAD**

Long life milk is provided in all apartments. Fresh milk and bread is available from the Night Owl Convenience Store in Centrepoin Arcade, Bulcock Street.

### **MOVIES ON DEMAND**

Rumba offers access to over 200 recent cinema released movies. This is a pay per view facility and once selected through your television will be automatically added to your room account. Movies can be viewed multiple times within a 24 hour period at no additional cost. Movie charges vary depending on guest selections.

**NOTE: A parental block is available for adult titles.**



### **NEWSPAPERS**

Daily newspapers, along with all your daily needs can be found at the Night Owl Convenience Store in Centrepoint Arcade, Bulcock Street.

### **PARTIES**

Rumba Resort has a no party policy. Additional fees may apply if security staff are required to deal with noise complaints.

### **PETS / ANIMALS**

Animals are not permitted due to Health Regulations and Body Corporate restrictions. Only assistance dogs may be brought onto the premises.

### **PILLOW MENU**

For your comfort, hypoallergenic medium profile pillows are provided on your bed. Additional low and high profile pillows are located in your robe.

### **POOL BAR**

Rumba's pool bar offers a relaxing venue for a light lunch, afternoon snacks and cocktails. Open afternoons depending on the season; the Pool Bar is also open to the public. Please note: The consumption of liquor is limited to the licensed area.

**HELPFUL TIP: There is normally a happy hour between 4.30pm - 6.00pm.**

### **POOL TOWELS**

Guests are free to use the towels provided in each room as pool towels. If you require additional towels for the pool, please ask at Reception.

### **POOLS & JACUZZI**

Rumba's pool deck is a feature of the resort. We have a large un-heated resort pool and spa, a heated lap pool and the Sunshine Coast's largest hot Jacuzzi.

Children must have adult supervision at all times. The comfort of other guests must be respected by keeping noise to a minimum whilst using the pool. NO GLASS is permitted in the Pool area. The pools are open from 6.00am until 9.00pm.

**NOTE: Your courtesy and consideration of other guests is appreciated.**

### **RADIO**

Use the TV Remote and press ALL ON. Select Radio from the buttons at the top and use the numbers at the bottom as the pre-set channel selectors. 1, 2, 3, 4 and so on. All local stations are pre-tuned and will display on the TV.

### **RECEPTION HOURS**

Reception is open 7 days however opening hours vary from season to season. If you require after hours assistance, please dial Reception and you will be transferred to our on-site after hours supervisor.



## RESTAURANTS

Rumba has four great eateries located on The Esplanade. For reservations, free direct dial from your room phone.

**Channel Sports Bar & Bistro** – Very popular with the locals

**Coffee Club** – Cafe Bar Restaurant great for anytime of the day

**Hogs Breath Cafe** – Famous for their prime rib steaks

**La Dolce Vita** – Rumba's signature Italian restaurant

**HELPFUL TIP:** Feel free to phone our general manager for other local restaurant recommendations.

## RUMBA ROOM

Please consider our fabulous Rumba Room for your upcoming function or conference. Our experienced functions co-ordinators will be happy to discuss your individual requirements. Catering for events of 12 – 200 guests, state of the art facilities and first class catering make the Rumba Room an excellent choice for the most discerning clientele.

## SAFE

Your apartment has a safe located in the main bedroom. Simply follow the instructions for use and leave open upon departure.

## SECURITY

In addition to a number of CCTV cameras operating throughout the Resort, Rumba provides night time surveillance of the premises by security contractors. Guests however, are responsible for the safety of their vehicles and other property at all times. Ensure vehicles remain locked and store valuables in your room safe.

## SHOPPING

The Sunshine Coast is a haven for shoppers. Caloundra's main street provides a shady strip shopping experience and plays host to the famous Sunday morning markets, very popular with locals. Local shopping centre Stockland is ideal for supermarket shopping whilst the Sunshine Plaza in Maroochydore is an award winning regional Myer Centre. Maps are available at Reception for shopping Centre locations.

## SMOKING

This is a strictly non-smoking apartment. Smoking is however permitted on the balcony. Please use the ashtray provided and do not drop butts over the balcony rail. If smoking triggers a fire alarm, guests may incur a fee of up to \$2,500.00.

**NOTE:** Smoking indoors will incur a mandatory \$200.00 cleaning and deodorising fee.

## SPAS

In room spas are sanitised prior to the arrival of each guest. Please take care climbing in and out of the spa and please do not hold on to towel rails as they may come loose from the wall.

**HELPFUL TIP:** Try not to sit on the plug as it may open up and drain the water.



### **STAIRWELL**

Stairwells are for fire escape only. These are only to be used in the event of a fire evacuation and must be kept clear at all times.

### **TAXI**

A taxi can be booked by dialling Suncoast Cabs on 131 008 or direct dial from your room phone.

### **TELEPHONE**

A local telephone book is located in your apartment.

Your apartment is equipped with a direct dial phone, please dial "0" to get an outside line. To receive direct incoming calls, please note the phone number for your apartment on the telephone handset.

**Directory Assistance**                      **1223**

### **TOUR DESK**

Our Tour Desk is open on Level 1 during Reception Hours. Feel free to browse our full range of brochures for tours and attractions 24 hours. All tour bookings can be made at Reception or online at [www.RumbaResort.com.au](http://www.RumbaResort.com.au).

### **TV / VIDEO GAMES**

Rumba's home theatre systems cannot be configured for Play Stations, X-Boxes or similar (we've tried!). Where cables and settings are interfered with, a \$60.00 reprogramming fee will apply. We apologise for any inconvenience.

**HELPFUL TIP: Don't touch the cables on the home theatre system.**

### **TV – CABLE & FREE TO AIR**

All apartments have access to Austar (Foxtel) sport and news channels and digital free to air TV. To operate, select the ALL ON on the remote control and use the TV button at the top to toggle between digital and cable TV. Use the channel selector to browse available channels.

### **TV – CD – DVD – MOVIES ON DEMAND – IPOD**

To operate, point the TV Remote at the screen and press ALL ON until both the TV and the Denon™ console power up. Simply choose the mode you wish to operate from the buttons at the top, and the system does the rest automatically.

**NOTE: See the menu on the resort's home screen for more detailed instructions for the use of the remote control. Access this by pressing ALL ON and then press SELECT.**

### **VALUABLES**

We recommend you do not leave any valuables in your apartment or your vehicle. We accept no responsibility for missing personal and/or monetary items.