

# HOTEL DIRECTORY



PORT DOUGLAS  
**PENINSULA**  
BOUTIQUE HOTEL



# Relax, Unwind & Dine in Paradise.

Welcome to Port Douglas Boutique Adults Only Hotel, the perfect place to enjoy a weekend getaway, a bucket-list trip, a special event or an indulgent night away.

Our laid-back, boutique-style hotel offers stylish accommodation, refreshed interior, warm personalised service and exceptional dining experiences at Hi Tide By The Beach, our onsite restaurant.

We are located on the Esplanade, by the tree-fringed sands of four-mile beach. The streets are lined with hip cafes and bars. Port Douglas is full of picture-perfect moments starting with one of the world's seven natural wonders, the Great Barrier Reef. Another ancient wonder is the Daintree Rainforest full to the brim with waterfalls, gorges and Aussie adventure. If you're looking to come to Port Douglas to just breathe and relax we have a jacuzzi, waterfall pool deck and cocktail bar onsite.

Whatever your vice, drop into reception to find out more about the memorable experiences we recommend (we've tried them all).

On behalf of the Peninsula Boutique Hotel, we look forward to welcoming you and hope you enjoy everything the hotel and region have to offer. If you require assistance, please don't hesitate to contact our friendly team.

Warm regards,

**Peninsula Boutique Hotel Team**



**FOLLOW US**  
**/PENINSULAHOTELPORTDOUGLAS**



**FOLLOW US**  
**/HITIDEBYTHEBEACH**

**[PENINSULAHOTEL.COM.AU](https://www.peninsulahotel.com.au) | [HITIDE.COM.AU](https://www.hitide.com.au)**

# Dining



## **HI TIDE BY THE BEACH RESTAURANT**

Welcome to Hi Tide Restaurant, located at the Peninsula Boutique Hotel in Port Douglas.

We blend exceptional food with awe-inspiring views for a truly memorable experience! Situated on the picturesque Esplanade, overlooking the pristine Four Mile Beach, we've become a beloved destination for both locals and visitors.

At Hi Tide, we take delight in our commitment to local suppliers and sustainable ingredients, thoughtfully curated to compose our menu. Our relaxed, contemporary setting invites you to unwind in our tropical sanctuary.

Kindly note that as part of an adults-only resort, we only accept reservations for guests aged 12 and above. Experience friendly service, casual dining, and the ultimate "eat, drink, relax" mantra at Hi Tide by the Beach.

[View Restaurant Menus](#)

## **HI TIDE BY THE BEACH OPENING HOURS**

Breakfast: Daily from 7 am to 11.30 am

Light lunch: Wednesday - Saturday from 11:30 am to 2 pm.



# Guest Information

If you need to get in contact with us from your room, please dial 9 to call us at reception.

## WIFI ACCESS

Complimentary Wi-Fi is available in all suites and public areas.

Login: Peninsula Guest

Password: penInsula (all lowercase, instead of an 'i' it's a number '1')

## RECEPTION

Reception is open daily, 8 am - 6 pm Monday - Saturday, 8 am - 4 pm Sunday.

Outside these hours please dial 9 for emergencies.

## ARRIVAL & DEPARTURE

Check-in is from 3.00 pm, If you require to check in earlier please call our friendly team to organise. Early check-in is subject to availability.

Check-out time is 11 am. If you require a late check-out please contact our friendly team. There will be an additional charge, and it is subject to availability.

Port Douglas Peninsula Boutique Hotel is a small hotel; for this reason, it is not always possible to check out at a later time. Luggage storage is available for guests who may wish to leave their luggage after checkout time.

If you require departure transfers back to Cairns airport, please contact reception at least 24hrs hours prior to departure with your flight details.

If departing prior to 8 am, please settle your account at reception the night before. Please see reception if you require an early morning breakfast tray (delivered the night before).

## KEY CARDS

Please ensure you have your key card with you at all times. Your suite door will self-lock on closing. There is a door wedge to assist when entering or exiting with large items. As this is a fire door, please keep it closed at all other times. Please return all room keys upon checkout. Lost keys will incur a fee of \$10.00.

## AFTER HOURS ACCESS

For Entry and Exit from the Hotel outside of these hours, please use your room key at the side pool gate near Reception Entry or Car Park door. Place your room key in the card reader above the pool entrance gate. Pull to enter / Push to Exit. Please use the intercom located outside reception that will call the manager if you cannot access your room after hours.

## **CAR PARKING**

We have free undercover and off-street parking accessible via Garrick Street. Use your room key for after-hours access. No liability is accepted for any vehicles parked or contents within the vehicle parked within the hotel grounds.

## **COFFEE MACHINE**

Please see the instructions for the coffee machine located next to the machine. Two complimentary coffee pods are available for your enjoyment.

## **KITCHENETTE**

Your suite is equipped with cooking facilities. Should you wish to utilise these, please consider opening your balcony sliding door to reduce the possibility of activating the smoke detector. Once the door is open, turn off the air conditioner to further reduce false alarms.

## **HOUSEKEEPING**

Suites are serviced daily between 8 am and 3 pm. Our staff respect your privacy, and should you wish not to be disturbed, please place your "Do Not Disturb" sign on the door handle outside. To assist our staff, we recommend you display the "Please Make Up My Room" sign on the door handle outside before leaving for the day.

Upon check out, please leave your suite reasonably clean and remove all rubbish. Rubbish bins are located in the car park. If additional cleaning is required, a fee of \$100 per hour will be charged.

## **AIR CONDITIONING & CEILING FANS**

For your comfort, your suite is equipped with a split system air conditioner as well as ceiling fans. A remote control is located next to your bed head and is easy to use. We strongly recommend leaving the air conditioner temperature setting at 24 degrees. Whilst the air conditioner is in operation, please keep all doors/windows closed. Please ensure that the key card for power to your suite remains in the slot just inside the entry door at all times. This must be firmly inserted into the slot.

## **SMART TV**

Your suite is equipped with a smart TV offering local free-to-air channels and streaming using your own login. Port Douglas, unfortunately, does not enjoy good signal during inclement weather, i.e. cloud cover, high winds and stormy weather. Pictures may become pixelated during these conditions.

## **SAFE - IN ROOM**

Port Douglas is a very secure community. However, for your peace of mind, we recommend that you do not leave valuables or money unattended. A safe is located in the wardrobe, which can be accessed by tapping your room key on the front panel. You will find an instruction card in the safe for your reference.

## **LAUNDRY**

Complimentary guest laundries including laundry powder are located on the upper two levels of the hotel. We ask you to only use these facilities between 7 am and 9 pm to restrict noise to surrounding rooms. A free-standing clothes rack is in each laundry. Please return the clothes rack after use for other guests to use. Iron and Ironing boards are located in each suite in the wardrobe.

## **4-MILE BEACH**

Located directly opposite the hotel, 4-Mile Beach is perfect for swimming, walking, bike riding or just lazing in the sun or any number of beach activities.

During the summer season predominately (November to May) stingers can be prevalent in the sea waters. The local surf club together with a stingers enclosure is located just 50 metres to the right of the hotel. We always recommend that if you do swim at the beach make sure it's between the lifesaving flags and the lifesaving team is present. Always follow the directions noted on the beach and never swim at night.

When returning from the beach or any activity you can use the shower at the southern beachside entrance to the hotel or the shower facilities located next to the Swimming Pool.

## **SPA & POOLS**

The pool and spa are for the use of in-house guests only.

Hours are 7.00 am to 10 pm with low-level noise in consideration of other guests.

As no lifeguard is present in our pool areas, swimming is at your own risk. Please make yourself familiar with pool depths before entering.

**Glassware must not be taken into the pools or spas.** Plasticware is available from reception.

## **POOL TOWELS**

Fresh pool towels are available for your use from reception and wooden baskets are located near the lobby area on the ground floor near the lift to return your used pool towels. We respectfully ask you to remove excess sand if you have used them on the beach. Towels are provided for your convenience. We ask that you consider the impact on the environment.

## **SUN UMBRELLAS & BEACH CHAIRS**

The hotel has portable beach chairs & umbrellas available for your use. Guests are required to sign in and out for these items at reception. The chairs & umbrellas are available any time for guests. Sunscreen is available in the reception area.

## **BICYCLES**

Bicycles are available from reception and are complimentary. There are 4 available so we ask you to limit usage to 2 hrs so all our guests can enjoy them. Helmets are required by law. Please return bikes before reception closes.

## **SHUTTLE BUS SERVICE**

Port Douglas has shuttle bus services for the local area only. We can call you a shuttle from reception 5-10 minutes before you are ready to depart. You will need to pay the shuttle company in cash or by card directly to the driver.

## **TAXI**

Port Douglas has a limited Taxi and Uber service available. We recommend that you book these services well ahead. Please contact reception if you wish to book this service or call 131008.

## **MAINTENANCE**

Please let us know if you notice something not working correctly. Our maintenance team will correct the problem as soon as possible. We apologise for any delay that may occur as spare parts and tradesmen are not always readily available the same day the service call is logged.

## **DAMAGES**

All guests will be liable for any loss or damage to their accommodation room and its contents; fair wear and tear accepted. Damages will be assessed and charged to the credit card we have on file.

## **POWER CUTS**

Due to the relative isolation of Port Douglas, power cuts can occur mainly in the summer months. Please don't be alarmed. Management will work with the relevant authorities to have power resumed to normal as quickly as possible.

## **INSECTS**

Insects are not so much a danger as an irritation. Ants are a fact of life in the tropics. We conduct regular treatments but suggest you do not leave food out on the benches. Generally, we do not experience sandflies and mosquitoes at the hotel; please note that they may be more prevalent at dawn and dusk on some occasions. We suggest you cover up if you are prone to bites; we recommend wearing light colours and using good repellent.

## **PETS**

No pets are permitted on site. However, certified assistance animals are welcome at the hotel.

## **SMOKING**

No smoking or vaping is permitted on hotel grounds. All rooms are strictly smoking and vaping-free zones. A fine of \$400 will apply for any smoking or vaping in rooms.

## **SMOKE DETECTORS**

All suites are filled with thermal heat/smoke detectors. We ask you to ventilate the room, open the doors and have the fan turned on when cooking. Excessive steam from your shower may also trigger the alarm. Should you activate the fire alarm within your suite and, in turn, the hotel, a fee of \$500.00 will be charged to your room account.

## **EMERGENCY/ FIRE**

Dial 0 then '000' for Fire, Police or Ambulance and await instruction from the operator.

Dial 9 to alert the on-site manager.

The property is equipped with very sophisticated fire detection and prevention facilities. Please acquaint yourself with the information on the back of your entrance door. In the unlikely event of a fire, DO NOT USE THE ELEVATOR; proceed to the nearest exit, where a fire warden will direct you to the designated assembly area.

## **MEDICAL SERVICES**

HOSPITAL: Mossman Hospital and Emergency Department - PH: 4084 1200  
Hospital Street, Mossman (The hospital is a 15-minute drive north of Port Douglas)  
DOCTOR: Village Medical Centre: PH: 4099 5043  
PHARMACY: LiveLife Pharmacy - 21 Macrossan Street - 9 am - 6 pm PH: 4099 5651  
LiveLife Pharmacy - Coles Shopping Centre - 8 am - 6 pm PH: 4099 5223

## **CYCLONE SEASON**

In the unlikely event of a tropical cyclone DO NOT USE THE ELEVATOR, and follow our hotel staff's instructions. Our hotel has a cyclone emergency plan.

## **CROCODILES**

Be croc-wise. Crocodiles do exist in our local rivers and waterways. Never take unnecessary risks and always obey crocodile warning signs. Never swim at night in rivers or the ocean. We always recommend that if you do swim at the beach then swim between the lifesaving flags and the lifesaving team is present.

## **MARINE STINGERS**

During the summer months several types of jellyfish are found in our coastal and estuarine waters Irukandji & Chironex fleckeri are two of the most common. They inflict a nasty sting that can cause major complications. During summer a stinger enclosure is situated at the opposite end of The Esplanade.

During the winter months, there is very little danger from stingers and the enclosure is removed and it is generally safe to swim in the sea. Please be guided by the swimming signs located on the beach and the local surf patrol.