

PEPPERS

THE SANDS RESORT
TORQUAY

Hotel + Conference Centre + Golf

Directory

Updated: Tuesday, 7 May 2019



Hotel + Conference Centre + Golf

**A very warm welcome to Peppers the Sands Resort,
Torquay.**

Whether you are here for business or pleasure, we are delighted that you have chosen to stay with us at Peppers the Sands Resort Torquay.

The Bellarine and Great Ocean Road is our home and we will do all that we can to ensure that your experience of this unique part of Australia is one that gives you many happy memories for years to come.

This Compendium + Directory contains answers to most of the questions you will have about the hotel, our services and facilities as well as the region and what is on offer. If there is anything that you can't find in these pages, please contact our Reception staff at any time – they take great pleasure in helping you have a safe, enjoyable and memorable stay with us.

**Management and Staff
Peppers The Sands Resort Torquay**



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General Information

TORQUAY

The beachfront town of Torquay has been a popular holiday destination for Victorians since the early 1900s. Located at the northern end of the Surf Coast section of the Great Ocean Road and 95 kilometres south of Melbourne, Torquay is one of Australia's most well-known surfing destinations.

Torquay boasts family friendly beaches and surging surf suited to the experienced surfer, the most famous breaks being Bells Beach and Jan Juc. Some of the biggest names in the surf wear industry are headquartered here while The Surfworld Museum captures the spirit of everything associated with the sport and its lifestyle.

Torquay is a year-round destination with more than just amazing beaches. There are great scenic walks with amazing views, shops and eateries.

Scenic walking tracks extend through much of the town's foreshore including The Surf Coast Walk Trail, an established track stretching from Jan Juc to Moggs Creek, offering stunning coastal views, thick forests, native birds and kangaroos. Breathtaking views can also be admired from Yellow Bluff and at Point Danger where an Anzac Memorial is perched high above the ocean on the headland. The main commercial centre of Torquay extends along Pearl Street and the length of Gilbert Street which joins to the coastal boulevard of The Esplanade dotted with eateries and restaurants.

LOCATION

The Surf Coast is located 95 kilometres south-west of Melbourne, 1 hour and 15 minutes travelling by car via the Surf Coast Highway. Torquay is the official start of the Great Ocean Road which spirals around the stunning coast line. A short drive to Lorne will take about 45 minutes. A drive to Apollo Bay from Torquay will take 2 hours. After 4 hours of breathtaking scenery using the Great Ocean Road you will end up in picturesque Port Campbell.

HISTORY

Torquay was originally occupied by the 'Mon-mart' clan of the Wathaurong tribe of Aboriginal people – "People of the Rivers". The Mon-mart clan land extended from Spring Creek, which runs through the centre of Torquay, to Lake Connewarre and the Barwon River.

Englishman, William Buckley escaped from a small penal colony on the shores of Victoria's Port Phillip Bay in December 1803 and went 'bush'. Struggling to survive in the harsh, unfamiliar surroundings, Buckley was rescued by the Mon-mart clan and lived with them for most of his 32 years in exile - much of it around Breamlea; five kilometres east of Torquay.

The evolution of the town as one of Victoria's first seaside resorts was crowned by the name change to Torquay, after the English seaside resort, in 1892.

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GUEST DIRECTORY

Adaptors

Various adaptors are available from reception upon request.

Air-Conditioning

All rooms at Peppers the Sands Resort Torquay, are air-conditioned and are operated by a remote control that is mounted to the wall in most rooms. Set the air conditioner to your desired room temperature by using the temperature button in the centre of your control. You can also switch between automatic, cooling, heating, and dry fan operations using the Mode button. Please avoid extreme temperatures.

For the suites, you will find a thermostat and fan speed control located in your living area.

Airport Transfers

Airport transfers can be arranged upon request through our friendly reception team.

Alarms

All rooms are fitted with smoke alarms. In the event your alarm is activated please advise reception by dialling "1". If flames are evident evacuate your room immediately and proceed to the evacuation point located in the north-west corner of the carpark.

Baggage

The hotel can assist with short term luggage storage prior to your arrival or departure from the resort. Speak with the reception team to make the appropriate arrangements.

Balcony Furniture

Available on request – please contact Reception by dialling "1".

BYO Alcohol

Peppers the Sands Resort Torquay is a fully licensed resort; you are only permitted to consume privately bought alcohol in the privacy of your room or balcony. It is an offence to consume this alcohol in any common areas of the resort.

Car Parking

We have a 240 open space car park located in front of the hotel. This is a non-secured area. The area is well lit. Feel free to park where you please.



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Car Rentals and Taxis

If you require information or would like us to arrange a booking for a taxi or car rental please contact reception by dialling "1".

Please give as much notice as possible as we can experience lengthy delays with the limited supply of local taxis.

Check-Out Time

Check out time is 10am. Please contact reception if you wish to request a late check out. Please note that late check outs can not be guaranteed and are subject to availability. Charges may apply.

Coffee & Tea Making Facilities

Coffee and tea making facilities are provided in your room with our compliments. Should you require additional tea and coffee, please contact reception.

Complimentary bathroom amenities

A selection of complimentary bathroom amenities is supplied in your room.

Cots and additional bedding

Please be aware that the resort has a limited number of cots and rollaway beds available and bookings are essential. Charges apply for rollaway bedding/additional guests.

Courtesy

We appreciate you are here to enjoy yourself, as are other guests, so please be mindful to keep noise to a minimum between 10.00pm and 7.00am. Should you encounter a noise disturbance please contact reception by dialling "1".

Credit Cards

The Resort accepts most major credit cards, surcharges do apply.

Driving Range

Our driving range is available for guests to unwind with 35 (\$9.00), 70 (\$12.00) or 100 (\$15.00) range balls. Practice your swing on our manicured driving range tee, with a range of targets available. Driving range tokens can be purchased from the Pro Shop between 7:00am and 5:00pm daily. The range dress code is neat casual.

Golf Lessons are available by appointment.

Do Not Disturb

'Do Not Disturb' door hangers are located on the back of your entrance door. Please note Housekeeping will not service the room if the sign is displayed.



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Electricity

Peppers the Sands Resort Torquay operates at 240 volts.

Facsimiles and Photocopying

Although we do not have a dedicated business centre, facsimiles can be sent via the reception desk 24 hours a day. Any incoming facsimiles will be delivered directly to your room. The fax number for Peppers the Sands Resort is (03) 5264 3300. The reception staff can also assist with all your photocopying requirements. Charges apply for these services.

Foreign Currency and Travellers Cheques

Peppers the Sands Resort Torquay is unable to accept foreign currency and travellers cheques. There is a National Australia Bank, Westpac, ANZ and Commonwealth Bank located in Gilbert Street, Torquay that should be able to assist you with currency conversion.

Foxtel

A number of Foxtel channels are available to view in your room. You will find a channel list in your room close to the TV.

Gift Vouchers

Give that special Peppers feeling to the ones you cherish most. A Peppers gift card is the most personal and intimate gift of all. It is a gift that can be completely tailored to every desire. It can be a romantic island escape, a rejuvenating spa break, an indulgent gourmet celebration or an adrenalin-charged adventure. While it is a gift that perfectly reflects each individual's personal tastes, it is also one that speaks volumes about yours.

To give the gift of a Peppers gift card, call 1300 987 600 or visit www.peppers.com.au
Full terms and conditions are available at www.peppers.com.au/gift-vouchers

Golf & Pro Shop

Bookings are essential.

The picturesque and challenging championship golf course, designed by renowned Australia golfer Stuart Appleby, offers 18 holes, 5 tee positions, pitching and putting greens along with a practice range. Our resident PGA licenced pro is available for both private and public lessons whilst our golfing academy offers club fittings along with lessons suitable for all ages and all levels of expertise.

The course dress code is smart casual. No denim is permitted and men are required to wear a collared shirt. Bookings are essential. For more information you can visit the website at www.thesandstorquay.com or by contacting the Pro Shop by dialling "3307" from your room phone.



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Tee times for hotel guests (subject to availability and pre booking)

Monday – All Day
Tuesday – After 10:00 am
Wednesday – After 12 noon
Thursday – After 11:00 am
Friday – All day
Saturday – Limited. Contact the Pro Shop. Twilight available
Sunday – After 10:00am

Goods and Services Tax

A 10% goods and services tax (GST) applies to all consumer goods and services in Australia. GST reimbursements are available at all international airports.

Guest Feedback

We would love to hear about your stay with us so please visit our Trip Advisor page to post your review. If we haven't met your expectations, please come and talk to us directly.

Guest Services

Our knowledgeable reception staff will be delighted to assist with your mail, messages, local information and a range of other services/activities. Feel free to stop by at any time with your enquiry or by dialling "1" from your room phone.

Hair Dryer

There is a hair dryer located in your bathroom.

Health Club, Gymnasium and Lap Pool

At Peppers the Sands Resort Torquay, the Health Club and Gymnasium is privately owned and operated, therefore the use of the facilities, including the pool, is restricted to members, residents, and hotel guests. Please note all guests must sign in at the Health Club reception before using the facilities and follow the rules for your safety.

There is no life guard on duty and parents/guardians are responsible for the safety of children under 16 years of age. No children under the age of 16 years are permitted in the pool unsupervised. We ask that you are mindful of your fellow guests and keep noise to a minimum.

Health Club, Gymnasium and Lap Pool (Cont.)

Work out in the fully equipped gymnasium and take advantage of the state-of-the-art equipment and air-conditioned facilities or swim in our 25-metre indoor heated lap pool which features a panoramic vista across the golf course. It is the perfect place to relax and unwind, no matter what the temperature is outside.

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You will need your room key to access the Health Club. There are 2 additional white towels in your room to use for the pool.

The Resort Health Club and Gymnasium is open 7 days a week and is located on the ground level.

Monday to Friday – 6am until 8.45pm (Public Holidays may affect these hours).

The facilities must be vacated at the advised closing time.

Health Club access is limited to the pool only on Good Friday and Christmas Day.

For further information please contact the Health Club by dialling “3314” from your room phone.

Housekeeping

Your room will be serviced daily during your stay. Should you wish to have your room serviced at a particular time or require any additional pillows or extra blankets, please contact reception by dialling “1” from your room phone.

Ice

Should you require ice, please contact our reception team at the front desk by dialling “1”.

Internet

Complimentary WiFi is available in all rooms and throughout the resort. You do not require a password to use this service, simply connect your device to the appropriate network. If you require any assistance with this feel free to contact the reception staff by dialling “1”.

Ironing Facilities

An ironing board and iron is located in the wardrobe in your room

Laundry and Dry-Cleaning facilities

If you require laundry or dry-cleaning services, place your clothes in the bag provided and contact reception. Refer to the laundry docket in your wardrobe for operating hours, associated costs and turnaround times.

Given the limitations of our local suppliers we are not able to provide a same day service.

Lost & Found

In the event you have lost or misplaced your personal belongings, please contact reception by dialling “1”, 24 hours a day.

Maintenance

Should you experience any maintenance issues in your room, please contact reception by dialling “1”.

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Massage Therapist

Relax and unwind with a luxurious massage in the convenience of your own room. For information please contact reception, please note we may not be able to provide this service with less than 24 hours' notice. Charges apply.

Meeting Room

The Resort can arrange a private suite (subject to availability) for meetings for up to 8 people. We also offer numerous meeting rooms for both small and large groups. For more information please contact reception. Charges apply.

Mini Bar

A mini bar indulgence pack menu can be found in your room. If you wish to purchase a mini bar pack or anything additional, please contact reception staff by dialling "1". Please note we do not provide in-room mini bars at our resort.

Newspapers

Complimentary newspapers are provided daily in Hanners Restaurant and Bar.

Non-Smoking Rooms

Peppers the Sands Resort support a smoke-free environment. Therefore, all of our rooms, restaurant and bar areas are non-smoking. All internal areas are equipped with heat and smoke detectors.

Pets

The resort has a no pet policy; however, we do allow for certified assistance animals to remain with guests throughout their stay.

Pool Towels

There are 2 additional white towels located in your room for the indoor pool.

Power

For the use of electricity in your room, place your room key in the power slot next to the door. You will hear an audible click once the power engages in the room.

Promotions and Special Deals

If you would like to be first to know about any upcoming promotions or special deals at Peppers the Sands Resort Torquay, please ensure your email address is added to our upcoming promotions database by advising reception during your stay or upon checkout.

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Refrigerator

You will find a refrigerator located in your room for personal use.

Restaurant

Hanners Restaurant and Bar is located in the clubhouse adjacent to reception and is open for breakfast 7am-10am; lunch 12noon-2pm; and dinner 6pm-8:30pm with limited menu items are available outside of these times. Please note trading times may vary during the winter months/public holidays.

The buffet breakfast is \$24.00 AUD per person.

Reservations are highly recommended to avoid disappointment and can be arranged through the restaurant by dialling "3310" from your room phone.

All special dietary requirements can be catered for. Please notify staff if you have any special requirements.

Room Cleaning

Bathroom linen is changed every day and bedroom linen changed every second day. Please contact Reception by dialling "1" if you would like any amendments to this schedule.

Room maintenance

Should you have any issues with the cleanliness or facilities in the room, please contact Reception for assistance by dialling "1".

Room Service

In-room dining options are available during the operating hours of the restaurant. A menu is available in room and is located in the draw under the TV cabinet. To order room service, dial "3310" from your room phone.

Alcoholic beverages can be purchased through room service from 10:00 am until midnight and is subject to the responsible service of alcohol legislation as set out by the Victorian commission for gambling and liquor regulations.

All room service orders will incur a \$7.50 AUD tray charge.

Service hours can be affected by public holidays due to restrictions for the consumption of alcohol.

Room Key Cards

We have a secure key lock system for all guest rooms at Peppers The Sands Resort Torquay.

There is a privacy lock on the inside of your door but when leaving the room please ensure this is turned off otherwise you will be locked out.

Should you misplace your key card, please advise reception and we will organise a replacement card for you.



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Tennis Courts

Our courts can be used for tennis or any other ball sports. This is complimentary for hotel guests and can be booked through the front desk. Once a time has been arranged you can collect the keys and any other sports equipment you may need for your leisure activities. Please dial "1" from your room phone for assistance.

Vending Machines

For your convenience we have vending machines located on the ground floor of the first accommodation building, next to the entrance to the health club.

Wake Up Calls

Should you require a wakeup call, please contact reception, alternatively your room has a clock radio with an alarm feature. If you require assistance in setting the alarm please contact Reception by dialling "1" from your room phone.

Weddings

Nestled amongst the sandy dunes of the Surf Coast and looking out to incomparable views of a world class golf course, Peppers the Sands Resort, Torquay, delivers a tranquil and secluded wedding destination. Our resort caters for small intimate weddings of just 10 guests, to extravagant wedding receptions with up to 250 guests.

Peppers the Sands Resort offers various settings for wedding ceremonies and receptions, including three premium indoor venues with floor to ceiling windows featuring breathtaking golf course views. Our team of event organisers have comprehensive local knowledge and experience. Coupled with an extensive dining and beverage selection, your wedding celebrations will be a unique and personal experience.

Please contact reception for a copy of our wedding kit or visit www.peppers.com.au/sands/weddings

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TV Channel list

1.10 Bold	78. Racing.com
2.ABC	90. 9 HD Melbourne
3.SBS One	91. 9 Melbourne
7.7 Melbourne	92. 9 Gem
9.9 Melbourne	93. 9 Go!
10.Studio 10	94. 9 life
11.10 Peach	95. Your money
12.10 Bold	99. Go!
13.10 HD	101. Fox 8
14.TVSN	102. Showcase
15.SpreeTV	103. Binge
20. ABC HD	104. Comedy
21. ABC	105. Fox Classics
23. ABC me	106. Lifestyle Food
24. ABC News	107. Fox Cricket
30. SBS One HD	108. Fox Footy
31. SBS VicelandHD	109. ESPN
32. SBS Viceland	110. EuroSport
33. SBS Food	111. Sky News
34. NITV	112. CNN
36. SBS Arabic24	113. CNBC
37. SBS Radio 1	114. National Geographic
38. SBS Radio 2	115. Discovery
39.SBS Chill	116. History
70. 7HD Melbourne	117. Nickelodeon
71. 7 Melbourne	118. Disney
72. 7two Melbourne	119. MAX
73. 7 mate Melbourne	120. MTV
74. 7 food network	200. Double J
76. 7 flixMelbourne	201. ABC Jazz
	301 –307. SBS Radio Channels



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Mantra Group Privacy Policy

We recognise that your privacy is important and we are committed to protecting the personal information that we collect from you. To view our Customer Personal Data Protection Charter (Privacy Policy) please visit: <https://www.accorhotels.com/security-certificate/index.en.shtml> .

However, if you are in Australia or New Zealand and you wish to access or correct the personal information that Mantra Group Limited and its subsidiaries (Mantra, us or we) hold about you or you have a complaint about how we collect, hold, use or disclose your personal information or have a privacy related issue such as refusal to provide access or correction, please use our processes below so that we can help.

ACCESS AND CORRECTION

Access

You may request access to the personal information that we hold about you at any time by contacting our Privacy Officer using the details set out in this Privacy Policy. We will respond to any such request for access to personal information within a reasonable time frame and will provide you access to the personal information that we hold that belongs to you, unless we are authorised not to do so by law. We may charge you a reasonable fee for processing your request and should we decline you access to your personal information; we will provide you with a written explanation setting out the legal reasons for doing so.

Correction

If, upon receiving access to your personal information, or at any other time, you believe the personal information that we hold about you is inaccurate, incomplete or out of date, please notify our Privacy Officer using the details set out in this Privacy Policy.

Where you notify us that your personal information is inaccurate, incomplete or out of date, we will take reasonable steps to correct the information unless we are authorised not to do so by law. Should we decline your request to correct your personal information we will provide you with a written explanation setting out the legal reasons for doing so.

Contact Details

Email: privacy@mantragroup.com.au
Phone: +61 (0)7 5631 2500
Post: Mantra Group
Att: Privacy Officer
PO Box 8016
Gold Coast Mail Centre QLD 9726
Australia

Feedback

If you have any comments, queries or concerns about our Privacy Policy or the way in which we handle your Personal Information, please contact our Privacy Officer using the details set out in this Privacy Policy.

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Complaints

Should you believe that we have not fulfilled our obligations under the Privacy Act or the NZ Privacy Act, each as applicable, have not complied with the terms of our Privacy Policy, or would like to appeal a decision made by us relating to your Personal Information, you can make a complaint in writing to our Privacy Officer using the details set out in this Privacy Policy. We will respond to you within a reasonable period of time to acknowledge your complaint and inform you of the next steps we will take in dealing with your complaint.

If you are unhappy with a response that you have received from Mantra Group, and if Privacy Act applies, you may direct your complaint to the Office of the Australian Information Commissioner (OAIC) in Australia, or if the NZ Privacy Act applies, in New Zealand to the Office of the Privacy Commissioner (OPC). The details of the OAIC and OPC are as follows:

- OAIC - listed on their website: www.oaic.gov.au
- OPC - listed on their website: www.privacy.org.nz

*As amended 31 May 2018.

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THINGS TO DO IN THE AREA

Torquay is renowned as the 'Surf Capital' of Australia and it's easy to understand why; surrounded by spectacular surf breaks such as Bells Beach and endless golden sandy beaches. Save some energy after you've caught a wave or two, shopped 'till you dropped or taken a stroll on the sand, because in Torquay, there's so much to do!

Art Galleries

Tigerfish (03) 5264 7271

Shop 12/15 Bell St, Torquay

What happens when a designer, who surfs, decides to open an art gallery? An interesting little gallery surf shop and an equally interesting bunch of regular customers who like quality, original, limited edition, carefully designed or handmade items that are worth a second look. Tigerfish is hard to define. Take a look, and get inspired! Art, t-shirts, books, jewellery, surf movies, collectables and loads of other cool stuff.

Beaches

Choose from a variety of beaches to suit a range of activities. Torquay and Jan Juc back beaches for surfing and body surfing, Torquay front beach for picnics and family fun, Point Danger for Kite Boarding, Fisho's to launch your watercraft or simply walk out our back door and go for a walk along Whites beach.

Whilst you are here you can't forget the internationally famous Bells Beach, home of the Rip Curl Pro Surf & Music Festival, formally known as the Bells Beach Surf Classic. Wherever you swim, the rules are the same. Stay between the flags, wear plenty of sunscreen, don't take glass onto the beach and be aware that the town is alcohol-free in all public areas.

Shopping

The Dunes Village

97 Merrijig Dr, Torquay VIC 3228

A short five-minute drive or 25 minute walk from the hotel, The Dunes Village is the newest addition to Torquay's shopping options. Anchored by a Woolworth's Supermarket, there are multiple retail and dining options available including Bakers Delight, BWS, Pharmacy4Less, Republika Salon, Surfcoast Travel & Cruise, Mr. Archer Wine Bar, Town & Country Pizza & Pasta as well as a Caltex service station.

Surf Coast Plaza

Geelong Rd, Surf coast Hwy, Torquay

Growing into worldwide corporations, Torquay is the birth place to international surf brands Quiksilver and Rip Curl. Known as Australia's specialist shopping centre for surfers, you will find all the top retail brands such as Billabong, Reef, Oakley, Roxy, Globe, Blunt, Strapper and housing all your needs such as clothes, wetsuits, shoes, boards and much more. All shops are open 7 days a week.



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Surf Shop Warehouse Sales

14 – 16 Baines Court, Torquay

If you're into grabbing a bargain; head around the corner first to Baines Court. You will find Surf seconds shops for Rip Curl, Quiksilver and Rojo. Styles and sizes vary so start hunting. It's worth a look.

Surf World Musuem

Surfworld Torquay (03) 5261 4606.

Surf City Plaza, Beach Road, Torquay

Surf World was opened in December 1993 and within a short period was recognised by the International Surfing Association as one of the most significant centres of world surfing heritage. The Surf World Museum in Torquay, Australia's surfing capital, celebrates the story of surfing.

The Great Ocean Road

Recognised as one of the world's most scenic drives, the Great Ocean Road follows the stunning coastline of Victoria's south-west. Stretching 243 kilometres from Torquay, just south of Geelong, to Allansford, just east of Warrnambool, the road winds along cliff tops, up to breathtaking headlands, down onto the edge of beaches, across river estuaries and through lush rainforests offering panoramic views of Bass Strait and the Southern Ocean at every turn.

The stretch between Lorne and Apollo Bay is considered by many to be the most picturesque section of the Great Ocean Road. The highway is carved into sheer cliffs that drop away into the ocean, offering commanding views of the waves swelling and crashing onto the rocks and beaches below.

Outside Apollo Bay the road winds through the centre of the Great Otway National Park with its beautiful untouched rainforests, before returning to hug the coast for the entire length of the Port Campbell National Park. This is the most famous section of the Great Ocean Road featuring an amazing collection of rock formations known as the Twelve Apostles which have been carved out of the headland by the fierce waves of the southern ocean.

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GETTING AROUND

Driving Times

All driving times are from the resort. These are only approximate times so please keep in mind the traffic and time of day depending on where you are headed to. We are more than happy to assist with maps and directions, please contact Reception by dialling "1".

Along the Great Ocean Road

Anglesea	15 minutes
Aireys Inlet	30 minutes
Lorne	45 minutes
Apollo Bay	2 hours
Port Campbell	2 hours and 10 minutes (inland) or approximately 4 hours via the Great Ocean Road
Warmambool	3 hours and 35 minutes
Port Fairy	4 hours

Driving times can be reduced by driving inland rather than the Great Ocean Road

Bellarine Peninsula

Barwon Heads	20 minutes
Wallington	30 minutes
Portarlington	50 minutes
Queenscliff	40 minutes

Sorrento via the ferry, 1 hour and 10 minutes



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Geelong and the City of Melbourne

Geelong	25 minutes
Melbourne	1 hour and 15 minutes

Airport Transfer Services

Avalon Airport Shuttle (03) 5278 8788

Car Rental Services

Avis Geelong (03) 5247 4044
13-15 Curtis Street, Belmont

Bus Services

VLine Bus services 136 196

Taxi Services

Geelong Taxi Network 131-008

Ferry

Queenscliff Sorrento Car and Passenger Ferry (03) 5258 3244

Port Philip Ferries (03) 9514 8959



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TELEPHONE INFORMATION

Outside Call

For an outside line press '0'
Local, STD & IDD calls include a surcharge.

Interstate calls

Dial '0' + Area Code + Phone Number.
Calls include a surcharge.

International access

Dial 0 for the outside line, 0011 for the international code, the country code, the area code, followed by the telephone number you wish to call.
Calls include a surcharge.

Room to Room

To call another room dial '3' followed by the room number you wish to call e.g. 3001, 3101, 3201 or alternatively dial reception on '1' to be transferred.

Telephone Extension Numbers (Internal)

Reception	Ext 1	24 hours
Housekeeping	Ext 3367	9am – 5pm
Restaurant & Bar	Ext 3310	7am – 9pm
Pro Shop	Ext 3307	7am – 5pm (hours vary from time to time)
Health Club	Ext 3314	6am – 8.45pm Monday-Friday
Functions & Events	Ext 3305	9am – 5pm Monday - Friday

In the event that any of the above opening or closing times have changed, as they may from time to time, please dial Reception who will be able to assist you 24 hours a day.

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SAFETY AND SECURITY

In case of an emergency, the assembly area is located in the Hotel car park.

Please take the time to familiarise yourself with the location of the nearest fire exit and hose reel to your room. Always know where your room key-card is and upon returning to your room keep it in easy reach. In the unlikely event that there is an emergency, please follow the steps outlined below.

- Know precisely where the fire exit is. Memorize how many doors there are between you and the exit and in which direction, so that if smoke interferes with your vision you can find your way along the wall.
- If you smell smoke call Reception by dialling '1'.
- You will be notified if evacuation is considered necessary.
- Feel the doorknob. If it is hot do not open the door. If it is not hot look carefully outside and if there is not too much smoke, go to the fire exit and descend to the ground level.
- Always take your key-card with you. You may need to get back into your room where it could be safer.
- When leaving the building, walk, do not run, and close all the doors behind you. If the area around the room has too much smoke, go back into your room.
- DO NOT use the elevators during an evacuation, please use the stairs at the end of each wing.

If you are forced to stay in your room:

- Do not break the windows.
- Place wet towels and sheets around the door, and turn air conditioning and ventilation off.
- If the doors and walls are hot, bail water on them. Keep everything wet. Place a wet cloth over your face and mouth.
- Contact reception on extension 1 to notify them of your situation.

Your safety is important to us. If you suffer any injury or accident during your stay please report it to Reception on Extension 1 so we can offer assistance.

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Loss of or damage to guests' property

Part 5.2 of the *Australian Consumer Law and Fair Trading Act 2012* may make an accommodation provider liable to make good the loss of a guest's property in certain circumstances even though the loss is not caused by the fault of the accommodation provider, or the provider's agent.

The liability of the accommodation provider under the Act—

- applies only to a guest of the accommodation provider;
- applies only for the period for which the guest is provided accommodation;
- is limited to \$300 for each room provided for the use of the guest on the day, unless the guest's property was placed in a safekeeping service;
- is limited to \$3000 for each room in respect of a guest's property that was placed in a safekeeping service (excluding a safe in a room);
- does not cover motor vehicles and property owned by the guest left in or on a motor vehicle.

Part 5.2 does not limit any other right or remedy available under the *Australian Consumer Law and Fair-Trading Act 2012*.

PEPPERS



THE SANDS RESORT
TORQUAY

2 Sands Boulevarde

Torquay, Victoria,

Australia. 3228

Tel: +61 03 5264 3333

Peppers.com.au/sands