

RAFFLES
MOOLOOLABA

Guest Compendium

Resort information, safety, local dining and things to do during your stay.

65–69 First Avenue, Mooloolaba QLD 4557

+61 7 5444 0077

A warm welcome

We're delighted to have you with us at Raffles Mooloolaba, right in the heart of Mooloolaba's boutique shopping and restaurant precinct. Beautiful Mooloolaba Beach is only a short stroll away, so the very best of the coast is on your doorstep.

This guide has everything you need for a relaxed stay: how the apartment and resort work, who to call, and our favourite places to eat and explore nearby.

Your Resident Managers, **Chris, Siarna and Rachael**, are available during reception hours and can be reached for after-hours emergencies on **+61 7 5444 0077**. We always welcome your feedback, so please let us know if there's anything we can do to make your holiday everything you imagined.

Reception hours

Monday to Friday	8:30 am – 4:30 pm
Saturday & Sunday	9:00 am – 12:00 pm
Public holidays	Closed

Reception and after-hours emergencies
+61 7 5444 0077

From your apartment phone
Dial 9

Email
info@rafflesmooloolaba.com.au

Web
www.rafflesmooloolaba.com.au

Address
65–69 First Avenue, Mooloolaba QLD 4557

At a glance

Check-out
10:00 am

Call reception
Dial 9 from your apartment phone

Outside line
Dial 0

Open the front door
Dial 15# from your apartment phone

WiFi
Network "Raffles", password in your welcome letter

Pool & spa
Open daily, 8:00 am – 9:00 pm



Resort information A–Z

How everything works, from the air conditioning to the BBQ.

Accessing the building

Wave your fob over the pad at the main foyer door, wait for the light to flash green, then pull the door open. If your fob fails, your key will also open this door.

After-hours entry & lock-outs

An after-hours lock-out fee of **$50** applies, and photo ID is required before entry can be provided.

Air conditioning & heating

Keep doors and windows closed while it's running. In summer we recommend **24°C**; in winter, use heat mode at around **18–20°C**.

Please only use **Cool** (snowflake), **Heat** (sun) or **Fan** modes. Auto and Dry modes can cause the units to stop working.

Animals

Animals are strictly prohibited. If an unauthorised animal is found, guests may be asked to leave and extra cleaning fees will apply. Support animals must be registered and approved by management before check-in.

Apartments

All apartments are privately owned, so furnishings and appliances vary. Everything has been provided by the owner for your comfort, so please treat it with care. If your group is staying across more than one apartment, please keep each apartment's belongings in place; items that need to be returned after departure may incur a fee.

BBQ

The gas BBQ is undercover in the entertaining area beside the pool. To start it, push the knob down and hold for 10 seconds, then turn anti-clockwise.

After use, turn off both gas knobs, clean the plate using the products in the cupboard below and put rubbish in the bin provided. Please leave the cooking utensils in this area.

Beach trolley hire NEW

Fully loaded beach trolleys are now available to hire, with chairs, a cabana, cooler bag and more. See the **Beach trolley hire** section for prices and everything that's included.

Car parking

Secure basement parking is provided for one vehicle per apartment. Please use your apartment's allocated space; ask reception about extra spaces. A **$50** fee may apply if management needs to resolve a car parked in the wrong space. If someone is parked in your space, please contact us straight away.

Check-out & departure

Check-out is **10:00 am**. If you're leaving before reception opens, exit the car park first, then leave your keys in the key drop box near the reception door.

Before you go, please put items back where you found them, wash the dishes (or leave them running in the dishwasher), take out all rubbish and let us know about any damage. Additional charges apply for exceptional cleaning, damage or missing items, and **$100** for any evidence of smoking.

Children

Children must be supervised in the pool and common areas at all times, and must not play in the lift or car park.

Cooking in your apartment

The oven and stove top have a safety switch at benchtop level: it's the middle switch between the power points.

E-scooters & e-bikes

Charging e-scooters and e-bikes is prohibited anywhere in the complex, including apartments and common areas.

Housekeeping

Apartments are not serviced daily. Guests staying **7 nights or longer** receive a complimentary mid-stay service, and extra cleans can be arranged through reception at an additional cost.

You'll find a complimentary starter pack of toiletries and condiments in your apartment; ongoing supplies are available from the shops opposite.

Intercom

Visitors can call your apartment from the foyer entrance by pressing your apartment number followed by #. To let them in, press **15#** on your apartment phone. Once the light around the fob pad flashes green the door can be opened; this may take a few seconds.

Keys

Lost keys incur a replacement charge of **$150**.

Kitchen appliances

- **Smoke detectors** are very sensitive. Turn on the range hood and open a window when cooking or using the toaster.
- **Dishwasher:** rinse food off dishes first. If you can't find the start button on the front, open the door and check the top edge.
- **InSinkErator:** keep water running while in use, and please don't put prawn shells in it.
- **Fridge:** please leave it on setting 4. Higher settings don't make it colder, they just ice it up.

Lift

Please no jumping in the lift, and supervise children at all times. Damage or breakdowns caused by misuse will be charged to cover costs.

Maintenance

If anything is broken or not working, let us know and we'll fix it as quickly as possible.

Noise & parties

Parties and large gatherings are not permitted at any time, in apartments, on rooftops or balconies, or in the pool area. Please be mindful of noise day and night, as some guests may be sleeping off long journeys, and keep it down when returning late or leaving early.

Please report excessive noise to the Resident Managers straight away, whatever the time.

Pillows

Apartments have medium and high pillows. If you'd prefer a low pillow, just ask reception.

Rubbish & recycling

Rubbish chutes are on every floor, to the right of the lift. Wrap food scraps and use the bags provided. **No bottles, glass or oversized items down the chute.**

Larger items go in the big bin in the basement garbage room near the lift (your key opens the door). Recycling (yellow lid) is on Level 1, with more recycling and glass (blue lid) bins in the basement by the lift.

Security

24-hour surveillance cameras are positioned around the resort, and QSEC Security patrols overnight. Please lock your car and remove valuables, and lock your apartment whenever you leave. Items left outside apartments are at your own risk.

Smoke-free building

No smoking or vaping anywhere in the complex: apartments, balconies, gardens, the pool area, common areas and within 5 metres of any entrance. A **$100** charge applies for any evidence of smoking in an apartment.

Sundries

Beach towel hire	**$5 per stay**
Replacement bath towel	**$3 each**
Toilet rolls	**$1 each**

Swimming pool & spa

Open daily **8:00 am – 9:00 pm**. Please follow the rules displayed, supervise children at all times and keep glass out of the pool area. Rinse off sand at the shower by the pool steps.

Dry off before leaving the pool area: wet stairs, tiles and the foyer are slippery.

Television

The living room TV has 85 Foxtel channels plus all free-to-air channels; use the Guide button or scroll through, and press On Demand for the movie vault.

To stream Netflix, YouTube, Stan and more, press the cast button at the bottom left of the remote and follow the prompts. Your device needs the Google Home app installed. The master bedroom TV has free-to-air channels.

WiFi

Complimentary unlimited WiFi throughout. Select **“Raffles”** on your device and use the password in your welcome letter. You can also press Home on the TV remote, scroll to WiFi and scan the QR code to connect.

Safety & emergencies

In a life-threatening emergency, always call **000** first.

Emergency numbers

Police, Fire, Ambulance	**000**
Policelink (non-urgent)	**131 444**
13 HEALTH	**13 43 25 84**
Sunshine Coast University Hospital	**07 5202 0000**
QSEC Security	**1300 828 547**
Resident Managers (after hours)	**+61 7 5444 0077**
Reception from your apartment	**Dial 9**

If the lift stops

1. Stay calm. Help is on the way as soon as you call.
2. Use the lift phone or press the emergency button.
3. KONE lift technicians are alerted automatically.
4. Sit down and rest until help arrives.

Power cuts

Storms can occasionally cut power to the Mooloolaba area. If this happens, the resort's emergency generator will light all foyers and stairwells. Please stay calm, remain in your apartment until power returns and **do not use the lift**.

Fire evacuation

1. Read the evacuation plan on the inside of your apartment door when you arrive.
2. Report any fire to reception immediately, including its location.
3. Fire extinguishers are in the stairwells and fire hoses are on every floor.
4. Close doors and windows, go to the exit on your floor and walk down the stairwell to ground level. Follow the exit signs out through the main entrance. Do not use the lift.
5. Assemble on the grassed area in front of the main entrance, or along Venning Street near the school gate. Stay calm and help others where you can.

Beach trolley hire NEW

Make the most of your time at the beach! We're hiring out fully loaded beach trolleys for you and your family to use during your stay.



Deluxe Beach Trolley

A bigger trolley with extra room and a roof

$65 per day

$40 half day



Standard Beach Trolley

A compact option with no roof

$55 per day

$40 half day

Each trolley includes

- ✓ 2 beach chairs
- ✓ 1 cooler bag
- ✓ 1 beach mat
- ✓ 1 boogie board
- ✓ 2 camping chairs
- ✓ 2 beach towels
- ✓ 1 large cabana (Coolcabanas®)
- ✓ The beach trolley

Book at reception Call in during reception hours, or dial 9 from your apartment phone.

Eat & drink

A few guest favourites, from special-occasion dinners to easy waterfront meals.



Heading to the pub beside Coles? Show them your Raffles key and you'll get a discount on food (sadly not drinks).

Restaurants

Bella Venezia

Italian dining on the Esplanade, equally good for a relaxed dinner or a special occasion, with pasta and classic Italian dishes.

95 Mooloolaba Esplanade 07 5444 5844 bellavenezia.com.au

Rice Boi

A lively, casual spot at The Wharf serving modern Asian street-food-style dishes made for sharing.

The Wharf, 123 Parkyn Parade 07 5444 1297 riceboi.com.au

Fish House Steak & Grill

Seafood and steak near the marina, for when you're after a more elevated dinner.

25 Parkyn Parade 07 5444 4711

Flo's Crêperie

French-style crêpes and café fare at The Wharf. Great for breakfast, brunch or something sweet.

The Wharf, 123 Parkyn Parade 07 5444 1680

Dune by Pavilion

Beachfront dining with ocean views, plus drinks and rooftop options.

Mooloolaba Esplanade dunebypavilion.com.au

Casual eats

Augello's

Family-friendly pizza and pasta for when everyone wants something familiar.

Mooloolaba Esplanade augellos.com.au

Seafood around The Spit

The Spit and marina precinct are the place for fresh local catches. Options vary with the season.

Parkyn Parade and surrounds

The Surf Club Mooloolaba

A classic coastal club with beach views and relaxed dining. Check guest-entry details before you go.

1 Mooloolaba Esplanade mooloolabasurfclub.com.au

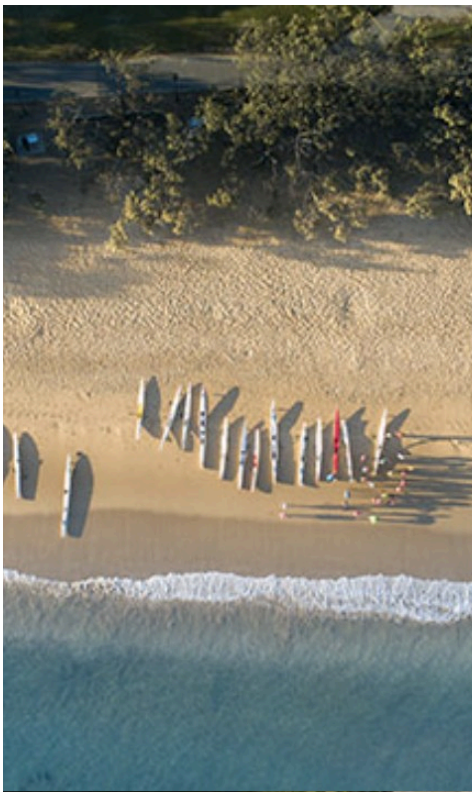
The Wharf Mooloolaba

Dining, drinks, cafés and bookable experiences all in one waterfront precinct.

123 Parkyn Parade thewharfmooloolaba.com.au

Things to do

Ocean, wildlife and a little Sunshine Coast fun, most of it within walking distance.



SEA LIFE Sunshine Coast

Sharks, rays, turtles, seahorses, Little Blue Penguins and the Ocean Tunnel, plus seal and penguin encounters. Buy tickets online and check session times.

Parkyn Parade, Mooloolaba visitsealife.com

Aquaduck Sunshine Coast

A one-hour amphibious tour that takes in the beach and Esplanade before splashing into the river. Kids may get a turn in the captain's seat. Booking recommended.

Departs Parkyn Parade, outside SEA LIFE aquaduck.com.au

Coastal Cruises Mooloolaba

Sightseeing cruises and seasonal ocean trips from the marina. Check current trips and weather policies.

The Wharf, Shop 8/123 Parkyn Parade 0419 704 797 coastalcruises.com.au

Whale One

Ocean experiences including whale watching in season. Tours depend on weather, so confirm dates before you go.

The Wharf, 123 Parkyn Parade 07 5444 5656 whaleone.com.au

Mooloolaba Beach & foreshore

The simplest pleasure of all: a beach walk, a swim between the flags or a stroll along the foreshore.

Right on your doorstep visitsunshinecoast.com

A family day

Start at SEA LIFE, wander around The Wharf and grab a casual waterfront lunch. Add an Aquaduck tour if the kids still have energy.

A coastal afternoon

Stroll the beach and Esplanade, stop for coffee or gelato, then head to The Wharf for dinner or a sunset cruise.

When the weather turns

SEA LIFE is indoors, and the cafés along the Esplanade and at The Wharf are perfect for sitting out a shower.

Beach safety. Swim between the red and yellow flags where lifeguards are on duty, follow posted signs and listen to lifeguard advice. Conditions can change quickly. In an emergency, call 000. More at beachsafe.org.au.

Local services

Getting around, healthcare, shopping and everyday essentials.

Airport transfers

Sunshine Coast (Maroochydore) and Brisbane airports

Emjays Airport Transfers & Tours
0417 789 418 or 0420 364 468

EV Alternative
0493 206 231

4U Transfers and Tours
0498 761 184 or 0476 298 728 | 4utransfersandtours.com.au

Beyond Transfers
0412 590 404 | beyondtransfers.com.au

Con-x-ion
Brisbane Airport only
1300 266 946 | con-x-ion.com

Buses

Translink
Timetables online or in the Translink app
13 12 30 | translink.com.au

Heading north
Maroochydore, Sunshine Plaza, Noosa: bus stop in front of Seaview Resort

Heading south
Kawana Shopping World, Caloundra, Australia Zoo: bus stop opposite Northwind Resort

Paying your fare
Tap on and off with a contactless card or device (one per traveller), or buy a go card at the newsagency near Coles or any 7-Eleven.

Taxis & car hire

Sunshine Coast Cabs
Pick-up address: 65-69 First Avenue, Mooloolaba
13 10 08

Sunny Coast Car Hire
0421 380 380 | sunnycoastcarhire.com.au

Network Car Rentals
1800 736 825 | networkrentals.com.au

Alpha Car Hire
1300 227 473 | alphacarhire.com.au

Hertz
07 5443 3108 | hertz.com.au

Banks & ATMs

Bank of Queensland
Walan Street, Mooloolaba

ATM
Near Coles, opposite Raffles

ATM
Behind Frankie's Café, Mooloolaba Esplanade

Suncorp ATM
The Wharf, Mooloolaba

Pharmacies

Infinity Pharmacy
Across the road, near Coles
07 5444 1833

Mooloolaba Beach Pharmacy
Mooloolaba Esplanade
07 5444 7404

Doctors

Mooloolaba Surgery
23 Brisbane Road, Mooloolaba
07 5665 9899

Mooloolaba Family Medicine
15/21 Smith Street, Mooloolaba
07 5444 6266

Kawana Waters Medical Centre
Cnr Nicklin Way & Kensington Drive, Minyama. Open 7 days
07 5376 2700

Shopping

Coles shopping centre
Venning Street, opposite Raffles. Coles, BWS, Bakers Delight, post office, pharmacy and newsagency

Sunshine Plaza
Horton Parade, Maroochydore, about 10 minutes' drive north. Myer, David Jones, Target, Coles, Woolworths, cinemas and 200+ stores

Kawana Shopping World
Nicklin Way, Buddina, about 10 minutes' drive south. Big W, Aldi, Coles, Woolworths, cinemas and 110+ stores

Cinemas & clubs

Event Cinemas Sunshine Plaza
Maroochydore
07 5409 7222 | eventcinemas.com.au

Event Cinemas Kawana
Kawana Shopping World
eventcinemas.com.au

Mooloolaba Surf Club
Southern end of the Esplanade, about 5 minutes' walk
mooloolabasurfclub.com.au

Club Mooloolaba (Bowls Club)
Brisbane Road & Kapala Street, Mooloolaba

Good To Book disclaimer

Last updated 7 March 2022

We are a member of Good To Book, a risk management database for Short Term Accommodation Providers (STAPs) ('GtoB database'). We will use the GtoB database to search your name and the names of guests booking or staying with you at our accommodation.

If we find an entry on the GtoB database, this indicates that there was some problem caused by you, or one of your guests, at a previous accommodation you have stayed at. Based on information on the GtoB database, we may refuse to accept your accommodation request or booking (and will refund any money you have paid) or we may impose additional restrictions on your stay (for example, an additional security bond).

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About this guide

Venue details, opening hours, prices, menus and tour times can change. Please check with each venue directly for current information, bookings, dietary requirements and accessibility. Listings are a helpful starting point and don't imply a formal endorsement.

Thank you, and enjoy your stay

Please call into reception if there's anything we can help with. We welcome your suggestions on anything that would make your stay at Raffles even better.

The Raffles Mooloolaba team

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