

## FREQUENTLY ASKED QUESTIONS



# ACCOMMODATION FACILITIES

Everything you need to know before  
booking one of our Luxury Chalets!

Amaroo Retreat & Spa  
1200 Alison Street, Mount Helena WA, 6082

# FREQUENTLY ASKED QUESTIONS

Q. How many people can sleep in a chalet?

A. 2 adults

Q. Do you offer twin/separate beds?

A. No

Q. Can children or infants stay with parents?

A. No

Q. Do you allow pets?

A. No, unless they are a medical assistance animal and certification is provided.

Q. What is check in time?

A. 3pm

Q. What is check out time?

A. 10am

Q. Can we check in early?

A. Yes, at 2pm, subject to availability. \$30 fee applies.

Q. Can we check out late?

A. Yes, at 11am, subject to availability. Not guaranteed.

Q. Is breakfast included in my room?

A. If you booked direct with us, yes it is. If you booked through a third party such as booking.com, expedia or agoda etc, then you need to check the inclusions for confirmation.

Q. Can I book a 1 night stay on a weekend?

A. We have a minimum 2-night stay requirement for Fridays and Saturdays.

Q. How far in advance should I book?

A. We are increasingly getting busier, so the earlier you book the better!

Q. Do you have room service?

A. Yes - only when the restaurant is open, and for Lunch or Dinner.

Q. Do you have wheelchair accessibility?

A. Yes, this needs to be requested at time of booking if it is required. We only have 1 chalet which is wheelchair-accessible.

Q. Is there a deposit at time of booking?

A. Yes, 50% of the TOTAL cost of your stay, including extras.

Q. Can I book spa treatments, too?

A. Yes, absolutely.

Q. Do we have an all-inclusive package?

A. No. Accommodation, spa treatments & restaurant bookings all need to be booked separately.

Q. What is your address?

A. 1200 Alison St, Mount Helena, 6082

Q. What is your phone number?

A. (08) 6244 4800

Q. Do you offer industry rates?

A. No



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