

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. \$75 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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# FREQUENTLY ASKED QUESTIONS



## DAY SPA FACILITIES

Everything you need to know before  
booking your spa treatment!

Amaroo Retreat & Spa  
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# FREQUENTLY ASKED QUESTIONS

Q. Can we book as a couple?

A. Yes, any two treatments can be booked as a couples' treatment to be done together at the same time.

All of our treatments are generally booked as a couple unless you ask otherwise.

Q. Can we have separate rooms?

A. Yes, this must be specified at the time of booking.

Q. Can I book a treatment if I am pregnant?

A. Yes, but you must be past your first trimester, and we have specific prenatal treatments for you to select from.

If you are under 12 weeks, we cannot perform a treatment on you.

Q. What is the deposit, and is it non-refundable?

A. 50% of the total booking costs. No, it is not refundable.

Q. Can I swap my current treatment to a special?

A. No, specials are for new bookings only.

Q. Can I use a gift voucher as payment?

A. Yes, absolutely! Standard payment terms & conditions apply.

Q. Can I have a spa treatment while undergoing chemotherapy or radiation?

A. Yes you can, but a medical certificate from your treating specialist will be required stating you are able to receive treatment from us.



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## THE LOUNGE

Everything you need to know before  
booking your table!

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# FREQUENTLY ASKED QUESTIONS

Q. What days and times are you open?

A. Breakfast is available 7 days a week 8am - 10am.

Lunch is available Thursday - Sunday 11.30am - 2.30pm.

Dinner is available 7 days a week 6pm - late.

Q. Can we bring our child/children?

A. The Lounge permits children aged 10 years and older for breakfast, lunch and dinner. Children & infants younger than 10 years old are not permitted on site.

Q. Can I BYO?

A. No, we are fully licensed.

Q. Do you offer gluten free/coeliac options?

A. Gluten free - yes. Strict coeliac - no, this we cannot guarantee.

Q. Do you offer dairy-free options?

A. Yes.

Q. Do you offer vegetarian & vegan options?

A. Yes.

Q. Is there a deposit for a group booking?

A. Yes, any bookings over 10 people will require a \$20 deposit per person which can be used towards your final bill for the day/evening.



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