



Frequently Asked Questions - FAQs

Check-in / Check-out

What time is check-in? Can I check in early?

- Check-in is from 2pm.
- If you arrive early, luggage storage is available and you're welcome to use hotel facilities.
- A request for early check-in can be made with reservations but can't be guaranteed (charges may apply).

Do I need my credit card to check in?

- At check-in, a credit card pre-authorisation is required to guarantee any incidentals.
- If a credit card is not available, a current form of photographic identification is required along with a cash deposit of \$100 per stay plus the total of the accommodation charges.
- This can be made with cash or via EFTPOS. There's an ATM in the lobby.
- Any unused amount of this deposit will be refunded on check out.

Do I need to make payment at the time of booking?

- On receipt of your booking, the nominated credit card will be charged the full amount of your stay, including any extras that you've selected.
- On check out, you'll receive a receipt which notes the payment received.

Do you charge any commission or fees for credit card payments?

- All credit card transactions incur a 1.5% transaction charge.

What is the minimum age to check in to the hotel?

- All room reservations require the registered guest to be no less than 18 years of age with a valid credit card in his / her name.
- The hotel reserves the right to refuse a check in if these conditions are not met, and the normal cancellation policy of charging the first night's room cost applies (see Bookings below).

What time is check-out? Is there a charge for late check out?

- Check-out is 10am.
- Charges apply for a late check-out.

Bookings

How do I make changes to, or cancel, my booking?

- If you wish to modify or cancel a booking please contact reservations on (07) 5588 8333.

What is your hotel room cancellation policy?

- Cancellations received within 24 hours of arrival will incur a late cancellation fee of one night's accommodation.

Rooms

Do your rooms have balconies?

- Our rooms do not have balconies.

Do your rooms have any cooking facilities?

- Our rooms do not include kitchen facilities.
- We are a full service hotel (not apartment building) with 2 restaurants and 1 bar.
 - Waves - offering a seasonal seafood buffet plus a great value for money a la carte menu with children's options.
 - Clifford's Grill & Lounge – a modern grill house, offering contemporary share meals and an extensive wine list.
 - Walrus Social House – a social lounge with a signature drinks list, wholesome tapas menu and table service.
- We also offer in-room dining available for all guest rooms.

Do you have smoking rooms?

- We are a non-smoking hotel.
- A designated smoking area is located outside on the ground floor.

Do you have wheelchair access rooms?

- Subject to availability. Please check with the hotel prior to booking.

What sizes are your rooms?

- Our Superior Rooms and Deluxe Rooms are from 26 square metres to 27 square metres.

What is the cost for an additional person and rollaway bed?

- Room rates are based on 2 people.
- For a 3rd adult there is an additional fee of \$40 per night using existing bedding.
- A 3rd person requiring a rollaway bed is \$40.
- Children are free if using existing bedding.
- A child requiring a rollaway bed is a \$40 fee.

What is the cost of a local call in-room?

- 90 cents for the first 19 minutes of call time.
- 17 cents per minute thereafter.

What is the cost of an in-room movie?

- From \$3.95 each, or \$6.95 for new releases.

Facilities & Services

What is the cost of hotel parking?

- Undercover parking is available for \$20 per night.
- Valet parking is available for \$30 per night.
- To arrange, please contact reservations on (07) 5588 8333 or request from concierge on arrival (limited car spaces available).

Do you offer a babysitting service?

- Babysitting services can be arranged through concierge.

Do you offer airport transfer services?

- The hotel does not have an airport transfer service.
- Please contact our concierge desk on (07) 5588 8372 to arrange a suitable local transfer service.

Is there a hotel laundry service?

- The hotel offers a coin operated laundry on Level 2 and a 24 hour dry cleaning service.

Do you have internet access?

- All hotel rooms offer WiFi – \$5 for 1 day, \$10 for 3 days, \$15 for 5 days.

What are the pool and gym opening hours?

- Both facilities are open from 6am until 10pm - available 7 days a week.

What are your swimming pool dimensions?

- Level 1 pool - 15 metres long X 6 metres wide
- Level 2 pool - 19 metres long X 5 metres wide

Visitor information

What is the distance from the Watermark to major tourist attractions and the airport?

Destination	Time
Surfers Paradise shopping, dining and entertainment precinct	5 minute walk
Surfers Paradise Beach	3 minute walk
Cavill Mall	5 minute walk
Skypoint	1 minute walk
Sea World	10 minute drive
Wet'n'Wild, Movie World, Australian Outback Spectacular	25 minute drive
Dreamworld	30 minute drive
Springbrook National Park	45 minute drive
Tamborine Mountain Tourist Village	1 hour drive
Gold Coast Airport – Coolangatta	40 minute drive