



**P O R T   D O U G L A S**

Guest Compendium

9-13 Esplanade, Port Douglas QLD 4877  
07 4099 9100  
[www.peninsulahotel.com.au](http://www.peninsulahotel.com.au)  
[res@peninsulahotel.com.au](mailto:res@peninsulahotel.com.au)

# Relax, Unwind & Dine in Paradise.

Welcome to the Peninsula Boutique Hotel, an adults-only beachfront retreat designed for serene tropical living in the heart of Port Douglas.

Our boutique hotel offers relaxed accommodation, personalised service and an effortless holiday atmosphere, complemented by Hi Tide by the Beach, our oceanfront restaurant, and our tranquil pool, spa and cocktail bar.

Located on the Esplanade opposite the palm-lined sands of Four Mile Beach, the Peninsula is perfectly positioned to explore the Great Barrier Reef, Daintree Rainforest and the vibrant dining and shopping of Macrossan Street — all just moments away.

Whether you are here to unwind, celebrate, or experience the natural wonders of Far North Queensland, our team is here to ensure your stay is seamless and memorable.

We are a 4-star property though positioned in what is widely considered the best location in Port Douglas—no shuttles required. Located directly on the swimming beach and just steps from the main street.

We look forward to welcoming you and hope you enjoy everything our hotel and region have to offer.

Warm regards,

The Peninsula Boutique Hotel Team

Follow us  
[@PeninsulaHotelPortDouglas](https://www.instagram.com/PeninsulaHotelPortDouglas)

Follow us  
[@HiTideByTheBeach](https://www.instagram.com/HiTideByTheBeach)

[peninsulahotel.com.au](https://www.peninsulahotel.com.au)

A top-down view of a swimming pool with blue mosaic tiles. Several long, green palm fronds are visible, some extending from the top left and others from the bottom left. The water is clear, reflecting the light. The text "See you poolside." is written in a white, cursive font across the center of the pool.

See you  
poolside.

# Guest Information

## Reception

Reception is open daily, Monday - Saturday 7am to 6pm, Sunday 7am - 5 pm.

**Check-in** from 3pm

**Check-out** 11am

**Early check-in** Subject to availability and fees may apply

**Late check-out** Subject to availability and fees may apply

Port Douglas Peninsula Boutique Hotel is a small hotel; for this reason, it is not always possible to check out/in at a later time. Luggage storage is available for guests who may wish to leave their luggage outside of these hours. If departing prior to 7 am, please settle your account at reception the night before.

## Late Arrivals

After hours arrivals can collect their key card envelope outside the reception door. After hours access is via the pool gate.

## Key Cards

Please ensure you have your key card with you at all times. Your suite door will self-lock on closing. There is a door wedge to assist when entering or exiting with large items. As this is a fire door, please keep it closed at all other times. Kindly return all room keys upon checkout to reception or the express check-out box. Lost keys will incur a fee of \$10.00.

## After-hours Access

For Entry and Exit from the Hotel outside reception hours, please use the car park entry or the pool gate outside reception. Swipe your room key on the panel beside the pool gate. The gates on the far side of the pool area lead to the internal corridors.

## WIFI Access

Complimentary Wi-Fi is available in all suites and public areas.

**Network** Peninsula Guest

**Password** penInsula (all lowercase, instead of an 'i' use the number '1')

## Communications

Dial 9 from your room to call reception. Alternatively call reception on 07 4099 9100 from your mobile phone. For urgent after-hours assistance or key lockouts call 0439 244 405. After-hours lockout fees may apply.

## Car parking

We have free undercover, off-street parking accessible via Garrick Street. No liability is accepted for any vehicles or contents within vehicles parked on site.

# Hotel Dining



## Hi Tide By The Beach

Hi Tide by the Beach is our relaxed, oceanfront restaurant located on the Esplanade and overlooking the palm-lined sands of Four Mile Beach. It is the only licensed restaurant in Port Douglas with uninterrupted beach views, making it the perfect place to enjoy breakfast, brunch and afternoon drinks.

We focus on fresh, seasonal tropical produce sourced from North Queensland's land and sea, served in a casual yet stylish setting designed for relaxed coastal dining.

## Opening Hours

**Breakfast** Daily from 6.30am to 11.00am

**Brunch** 12.00pm to 2pm (Weather and seasonal dependent, please check our website for updates)

**Dinner** Closed over wet season, open in dry season (Please check our website for updates)

As our dinner hours are seasonal, we recommend the excellent restaurants located within walking distance of the hotel for evening dining. Please see our Local Dining page or speak with Reception for bookings and recommendations.

## Bar

**Happy Hour** 3pm – 6pm daily

Please note, we do not offer room service.



*Hungry  
for  
more!*

# Local Dining & Shopping

Port Douglas is famous for its dining scene. Below are our favourite evening restaurants, all within easy walking distance from the Peninsula Hotel.

## Fine Dining & Special Occasion

### **Melaleuca**

Contemporary Australian fine dining using premium local seafood and tropical produce. Approx. 15-minute walk

### **Watergate Restaurant & Lounge Bar**

Romantic open-air restaurant with refined Asian-inspired flavours and cocktails. Approx. 10-minute walk

## Relaxed & Stylish

### **Zinc Port Douglas**

Mediterranean-style menu with elegant share plates and a lively atmosphere. Approx. 7-minute walk

### **Salsa Bar & Grill**

A Port Douglas icon serving modern Australian cuisine in a vibrant waterfront setting. Approx. 15-minute walk

## Italian & Tapas

### **La Cucina**

Authentic Italian dining with house-made pasta and classic favourites. Approx. 10-minute walk

### **Seabeen Tapas Bar**

Spanish-style tapas and cocktails, ideal for sharing plates and relaxed evenings. Approx. 15-minute walk

## Seafood

### **Wrasse & Roe**

Sustainably harvested seafood in a modern, stylish setting. Approx. 2 minute walk

### **Odori**

Casual sushi dine-in or takeaway.

## Takeaway & Dessert

**Grant Street** is lined with casual eateries, cafes and takeaway options.

**Macrossan Street** has many ice cream and dessert options. We recommend Capannina.

## Shopping

**Retail stores** line Macrossan Street where you can find souvenirs and boutiques.

We recommend booking ahead, especially during peak season and weekends. Please speak with Reception if you would like us to make a reservation for you.



Time to tour!

# Tours & Experiences

Port Douglas is the gateway to two of the world's most extraordinary natural wonders – the Great Barrier Reef and the Daintree Rainforest. Our team works closely with trusted local operators to deliver the highest-quality experiences.

## Great Barrier Reef

### **Calypso Reef Cruises**

Fast, modern reef vessels offering full-day snorkelling and diving to the outer reef.

### **Poseidon Outer Reef Cruises**

Premium reef experience with multiple reef sites, snorkelling and diving.

### **Quicksilver Cruises**

Large, stable pontoon-based reef experience with excellent facilities and comfort.

## Low Isles & Island Cruises

### **Calypso Low Isles Adventures**

Relaxed reef and island cruises to Low Isles with snorkelling, beaches and glass-bottom boat tours.

## Daintree Rainforest & Mossman Gorge

### **Daintree Discovery Tours**

Premium small-group rainforest and Mossman Gorge tours.

### **Tony's Tropical Tours**

A long-standing Port Douglas operator specialising in rainforest and wildlife tours.

## Scenic Flights & Adventure

### **Nautilus Aviation**

Helicopter scenic flights over the reef, rainforest and coastline.

### **Quicksilver Scenic Flights**

Fixed-wing flights showcasing the Great Barrier Reef from the air.

## Sunset Cruises

### **Sailaway Port Douglas**

Luxury catamaran cruises to the reef, including sunset sailing experiences.

Reception is pleased to assist with recommendations, availability and bookings. Most tours offer complimentary hotel pick-up.

# Pre-book your Tour now!

Below is our unique QR code and affiliate link, allowing you to book and pay for your tours in advance. By using this QR code or link, any discounted pricing available to our guests will be automatically applied.

Simply open your phone camera app and point your phone in photo mode at the QR code below and follow the prompt.



Alternatively, you can also access the affiliate link at the web address below:

<https://peninpd.experienceoz.com.au/en/port-douglas>



*We'll get  
you there.*

# Transport

## **Airport Transfers**

If you require departure transfers to Cairns airport, please contact reception at least 24hrs hours prior to departure with your flight details.

## **Shuttle Bus Service**

Port Douglas offers shuttle bus services within the local area only. If you would like to use the shuttle, please contact Reception at least 15 minutes before your requested pick-up time so we can arrange it for you. Reception will provide you with a shuttle voucher, which you will need to hand to the driver when you board. The shuttle fare will then be charged to your room, and payment can be made at check-out, along with the rest of your stay. Please note: Shuttle services operate locally within Port Douglas only, not to Cairns or the airport.

## **Taxis**

Port Douglas has a limited Taxi and Uber service available. We strongly recommend that you do not book these services as they are highly unreliable even if prebooked. We recommend the shuttle for local travel, and airport transfers for Cairns airport.

Transport should be booked well in advance as services are limited in Port Douglas.

# Housekeeping

Suites are serviced daily between 8am and 3pm. Our staff respect your privacy, and should you wish not to be disturbed, please place your "Do Not Disturb" sign on the door handle outside. To assist our staff, we recommend you display the "Please Make Up My Room" sign on the outside door handle before leaving for the day.

## **Daily Service Includes:**

- Rubbish removal
- Towel replacement if left on the floor
- Bed refresh
- Restock of tea bags, coffee, toilet paper, tissues, milk, etc.

## **Linen Change:**

Every 4 nights for longer stays, or upon request.

## **Please note:**

- Dishes are not washed as part of daily service
- Full cleans are not provided daily

If you need additional room supplies (towels, amenities, pillows), just let us know.

Upon check out, please leave your suite reasonably clean and remove all rubbish. Rubbish bins are located in the car park. If additional cleaning is required, a fee of \$100 per hour will be charged.

## **Laundry**

Complimentary guest laundries are located on the upper two levels of the hotel. We ask you to only use these facilities between 7am and 9pm to restrict noise to surrounding rooms. A free-standing clothes rack is in each suite. Iron and Ironing boards are located in each suite in the wardrobe.



# Suite Details

## **Air Conditioning and Ceiling fans**

For your comfort, your suite is equipped with a split system air conditioner as well as ceiling fans. A remote control is located next to your bedhead.

We strongly recommend setting the air conditioner to 24°C for the best comfort and reduced condensation.

As Port Douglas has a tropical, humid climate, please keep all doors and windows closed while the air conditioner is operating. This helps keep the room cool, reduces humidity, and allows the system to work properly. If you notice condensation on your doors, floors or walls this means your air conditioner is set too cold. Increasing the temperature will reduce condensation.

Please ensure the key card for power remains firmly inserted into the slot just inside the entry door at all times, as this supplies power to the air conditioning and other electrical systems. This helps prevent mould and moisture build-up. If the balcony door is open, consider turning off the air conditioner to preserve energy.

## **Kitchenette**

Your suite is equipped with cooking facilities. Should you wish to utilise these, please consider opening your balcony sliding door to reduce the possibility of activating the smoke detector. Do not leave cooking food unattended.

## **Smart TV**

Your suite is equipped with a smart TV offering local free-to-air channels and streaming using your own login. Port Douglas, unfortunately, does not enjoy good signal during inclement weather, i.e. cloud cover, high winds and stormy weather. Pictures may become pixelated during these conditions.

## **In-room Safe**

Port Douglas is a very secure community. However, for your peace of mind, we recommend that you do not leave valuables or money unattended. A safe is located in the wardrobe, which can be accessed by tapping your room key on the front panel. You will find an instruction card in the safe for your reference.

## **Coffee Machine**

Please see the instructions for the coffee machine located next to the machine. Complimentary coffee pods are available for your enjoyment.

## **Maintenance & Damages**

Please let us know if you notice anything not working correctly in your suite. Our maintenance team is available Monday to Friday and will attend to the issue as soon as possible. Please note that we apologise for any delay that may occur, as spare parts and tradespeople are not always readily available on the same day the service request is logged. All guests will be liable for any loss or damage to their accommodation room and its contents; fair wear and tear accepted. Damages will be assessed and charged to the credit card we have on file.

# Amenities & Activities

## Spa & Pool

The pool and spa are for the use of in-house guests only. Hours are 7.00am to 10pm. Please maintain low-level noise in consideration of other guests. As no lifeguard is present in our pool areas, swimming is at your own risk. Please make yourself familiar with pool depths, steps and uneven floor surfaces before entering and obey all signage. No entry is permitted to the waterfall areas. Glassware must not be taken into the pools or spas. Plasticware is available from reception.

## Pool Towels

Fresh pool towels are available from the pool area. Return baskets for used towels are located near the ground floor toilet area and beside the lift. If towels are used at the beach, please remove excess sand before returning them. For the availability of all guests, we kindly ask guests to limit use to one pool towel per person, per day. Reducing towel use also helps minimise environmental impacts by reducing our water, energy, and detergent consumption.

## Beach Umbrellas and Chairs

The hotel has portable beach chairs & beach umbrellas available for your use. Guests are required to sign in and out for these items at reception.

## Bicycles & Electric Scooters

Bicycles are available from reception and are complimentary. We ask you to limit usage to 2 hrs so all our guests can enjoy them. Helmets are required by law and are available at reception. You are required to sign a waiver at reception. Please return bikes before reception closes. An external company offers electric scooters, available to hire and stationed directly outside our restaurant, for your convenience.

## 4-Mile Beach

Located directly opposite the hotel, 4-Mile Beach is perfect for swimming, walking, bike riding or just lazing in the sun. When returning from the beach you can use the shower at the southern beachside entrance to rinse off sand or the shower facilities located within the accessible bathroom in the swimming pool area. During the summer season predominately (November to May) stingrays can be prevalent in the sea waters. The local surf club together with a stingray enclosure is located just 50 metres to the right of the hotel. We always recommend swimming within the nets, between the lifesaving flags and when the lifesaving team is present. Always follow the directions noted on the beach and never swim at night.

## Yoga & Pilates

We recommend Yoga in the Tropics (approx 2 minute walk from the hotel) which hosts regular classes over the week. They also offer Yoga on the beach, dependant on the season and weather.

# Considerations

## No Smoking or Vaping

No smoking or vaping is permitted on hotel grounds. All rooms are strictly no smoking and vaping-free zones. A fine of \$400 will apply for any smoking or vaping in rooms.

## Smoke detectors

All suites have thermal heat/smoke detectors. We ask you to ventilate the room, open the doors and have the fan turned on when cooking. Excessive steam from your shower, candles or any product producing smoke, steam or vapour may also trigger the alarm. Should you activate the fire alarm within your suite, the reason will be assessed and a fee of \$500.00 may be charged to your room account.

## Emergency

Dial '000' for Fire, Police or Ambulance and await instruction from the operator.

## Fire

The property is equipped with sophisticated fire detection and prevention facilities. Please acquaint yourself with the evacuation information on the back of your entrance door. In the unlikely event of a fire, **DO NOT USE THE ELEVATOR**; proceed to the nearest exit.

## Medical Services/Hospital

**Dial 000** if it is a medical emergency.

**A Defibrillator** is located on the wall, opposite the bar in the lobby area.

## Mossman Hospital and Emergency Department

Hospital Street, Mossman (The hospital is a 15-minute drive north of Port Douglas).  
Phone: 4084 1200 or dial 000 for an ambulance.

## Doctor

Village Medical Centre: PH: 4099 5043

## Pharmacy

LiveLife Pharmacy - 21 Macrossan Street - 9 am - 6 pm PH: 4099 5651

LiveLife Pharmacy - Coles Shopping Centre - 8 am - 6 pm PH: 4099 5223

## Children

We are an adults-only resort. Guests and visitors must be aged 18 years or above. Children over 12 years old are permitted in the restaurant area. Children using the restrooms must be accompanied by an adult. The pool and spa are strictly adults only.

## Pets

No pets are permitted on site. However, certified assistance animals are welcome at the hotel.

# Nature

## **Cyclone Season**

In the unlikely event of a tropical cyclone DO NOT USE THE ELEVATOR, and follow our hotel team's instructions. Our hotel has a cyclone emergency plan.

## **Crocodiles**

Be croc-wise. Crocodiles do exist along our beach, local rivers and in waterways. Never take unnecessary risks and always obey crocodile warning signs. Never swim at night. We always recommend that if you do swim at the beach, swim within the nets, between the lifesaving flags and when the lifesaving team is present.

## **Marine Stingers**

During the summer months several types of jellyfish are found in our coastal waters. They inflict a sting that can cause major complications. Vinegar is available at the beach stations to ease pain and see the lifeguard on duty if you are stung.

During wet season a stinger enclosure is installed at the beach. During the winter months, the risk is lower and the enclosure is removed. Please be guided by the swimming signs located on the beach and the local surf patrol.

## **Insects and wildlife**

Living in the tropics means sharing our beautiful environment with a variety of insects and animals. Ants are a common part of tropical life. We conduct regular pest treatments, however we recommend not leaving food uncovered on benches. During periods of higher humidity, you may notice small insects. While unexpected, this is normal in tropical regions and does not indicate a cleanliness issue.

Mosquitoes and sandflies are generally common within the hotel, though they may be more noticeable at dawn and dusk. Guests prone to bites may wish to wear light-coloured clothing and use a good insect repellent. We recommend keeping a safe distance from any other wildlife in the area and to close the balcony door when your room is unattended.

## **Power Cuts**

Due to weather events and the relative isolation of Port Douglas, power cuts can occur mainly in the summer months (November to May). Please don't be alarmed. Management will work with the relevant authorities to have power resumed to normal as quickly as possible.

# Share your Stay

## Keep in Touch!

Follow us on social media for the latest news.

Share, like and comment on our Instagram and Facebook profiles.



@peninsulahotelportdouglas  
@hitidebythebeach  
#peninsulaportdouglas #hitide



Join us on Facebook!  
Port Douglas Peninsula Boutique Hotel  
Hi Tide by the Beach