

Resort Directory



RACV
Royal Pines
Resort

CONTENTS

Welcome	2
Site Map	3
Services	4
Room Information	6
Restaurants & Bars	9
Golf, Sport & Leisure	12
One Spa & One Lifestyle	14
Conference and Events	15
Resort Etiquette	16
Emergency instructions	18

Phone: (07) 5597 8700
www.racv.com.au/royalpines

WELCOME

On behalf of the team at RACV Royal Pines Resort I extend to you a very warm welcome to the Gold Coast and trust that you enjoy your stay.



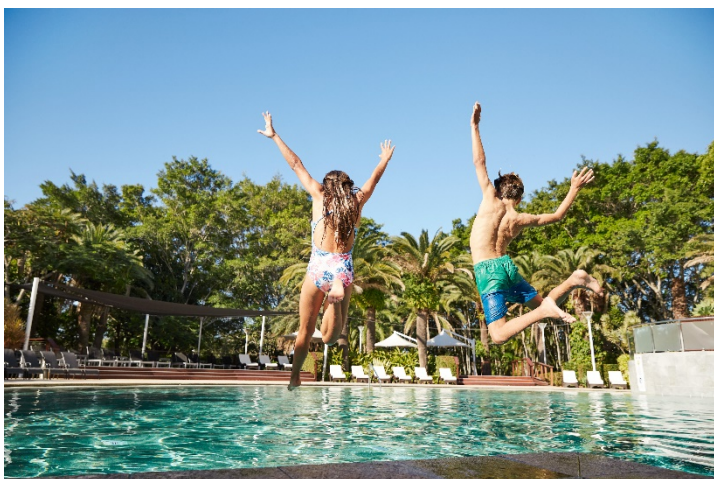
To make the most of your stay, this Resort Services Directory provides a comprehensive overview of the many services and facilities on offer to you.

If at any stage you require information on services that are not covered in this directory, please contact one of our friendly staff who will be more than willing to assist.

Once again, welcome to RACV Royal Pines Resort and thank you for choosing to stay with us.

A handwritten signature in blue ink, appearing to read 'John Morris', enclosed within a thin blue rectangular border.

John Morris
General Manager
RACV Royal Pines Resort



RESORT SITE MAP

1. Hotel
2. Convention Centre
3. One Spa
4. Chapel
5. Undercover Tennis Courts
6. Tees' Clubhouse
7. Golf & Tennis Pro Shop
8. Outdoor Tennis Courts
9. Undercover Car Parking
10. Driving Range
11. Children's Playground
12. Outdoor Pool & Water Park
13. Pirie Sports Field
14. Podium Lawns
15. Lobby Entrance

-- Exercise / Nature Walk

Please note that walking / jogging is not allowed on the Golf Course.

-- Walking Track to Metricon Stadium

Metricon Stadium is an easy 15-minute walk south along Ross Street.

-- Walking Track to Benowa Village

Local shopping centre is a short 5-minute walk



RESORT SERVICES

BUSINESS CENTRE SERVICES & PHOTOCOPYING

A wide selection of business services are available, please contact Reception. Charges will apply for mono and colour printing, scanning and collating.

CAR PARKING

The Resort has extensive complimentary car parking facilities including undercover and open air. Vehicles that are parked and driven are entirely at the vehicle owner's risk including valet parking.

DOCTOR / GENERAL PRACTITIONER

If you require a Doctor or General Practitioner after hours, please contact Reception. Call out fees will apply. Alternatively, First Aid assistance or directions to a nearby GP or hospital can be arranged.

LAUNDRY & DRY CLEANING

Self-operated laundry with washing machines and dryers, is located on level 4. Charges apply. Please contact reception to exchange cash for operation. Dry cleaning laundry bags and slips may be found on top of the safe in the wardrobe. Complete the details on the slip and place it inside the bag with your laundry. Please Dial 4 for collection prior to 9.00am. A same day Express Service is available for garments received after 9.00am. Additional Express Service fee will apply. This is a 7-day service.

EFTPOS FACILITIES

EFTPOS facilities are available at Reception and all outlets. RACV Royal Pines Resort accepts American Express, Diners Club, Mastercard, J.C.B., VISA and most EFTPOS cards. Please note: a surcharge applies to AMEX and Diners cards.

ICE

Complimentary self-serve ice machines are located on floors 4, 7, 10, 14, 17 and 20. For ice delivery please contact In-Room Dining. Fees apply.

KIDS CLUB

During School Holidays – the resort provides an evening Kids Club for children aged 4 – 12 years between the hours of 5.30pm to 8.30pm. For a small fee, kids are entertained, provided dinner and a range of fun activities. There is a minimum number of children required so please contact Concierge.

LOBBY SHOP

Located adjacent to Reception, please visit our Lobby Shop for a great selection of holiday needs, gifts, snacks, souvenirs, RACV Merchandise and a selection of pharmacy products. Open from 7.00am – 10.30pm daily.

MAIL AND DELIVERIES

Outgoing mail should be handed to staff at Reception. If you are expecting mail, please contact Reception.

MAINTENANCE

For any maintenance matters, please contact Reception.

RESORT TELEPHONE DIRECTORY

The resort's telephones have pre-programmed buttons for all useful contacts within the resort such as: In Room Dining, Restaurant Bookings, Reception and Golf Shop. Other useful numbers include:

Room to room: Dial the room number

Outside line: (Charges Apply) Dial 0 or use pre-set button

Security, 24 hours: Dial 8734 or 888 in an emergency

TOURIST INFORMATION

A large selection of brochures and tourist activities are on display adjacent to the reception desk in the Lobby. Our Concierge staff will be happy to answer questions and assist in making reservations for you.

ROOM INFORMATION

AIR CONDITIONING AND HEATING

The air conditioning and heating in your room may be adjusted at the control panel located adjacent to your bed. The recommended temperature setting is 23 degrees. If you require assistance, please contact Reception.

BABY FACILITIES

Cots, linen, baby baths and high chairs are available on request. These items are complimentary and subject to availability. Professional babysitting services are available at a fee. Please contact Reception.

CHECK OUT TIME

To assist in accommodating arrivals, please vacate your room by 11.00am on the day of departure. An extended check out time may be available on request by contacting Reception. Charges may apply.

DO NOT DISTURB

We respect your privacy at all times. Should you wish to use your "Do Not Disturb" sign, simply hang this sign on the exterior door handle of your room.

DRINKING WATER

Gold Coast tap water is safe to drink. Bottled water is also available from in-room dining and other resort outlets for a fee.

ELECTRICITY SUPPLY

Australian electricity supply is 240 volts. Each Bathroom has an electricity socket of 100 and 240 volts. For transformers or adaptors, please contact Concierge.

FIRE ALARMS

For your safety, the resort is equipped with advanced fire detection equipment which includes smoke detectors in all guest rooms and corridors. Activities which can potentially activate the smoke detectors include smoking in the room, spraying aerosols near detectors, burning candles or using toasters are strictly prohibited.

Any alarm activation will automatically call the Fire Brigade to respond and will incur a cost to the resort. This cost will be passed onto the guest if the alarm could have been prevented. It is an offence to tamper with any fire safety equipment.

HOUSEKEEPING

Housekeeping services are available 24 hours, 7 days a week. Please contact reception to organise service. Rooms will not be serviced on the day of your departure. Should you require an additional daily service, fees will apply. For extra blankets, pillows, towels, toiletries, room servicing, luggage racks, flower vases or any other miscellaneous items, contact Reception.

KEYS

Guest room key cards are programmed for access to your room at time of check in and will cease to work at 11.00am on the day of your departure unless prior arrangements have been made with Reception. For an additional or replacement key, please contact Reception - identification will be required.

LOST PROPERTY

The Resort makes every attempt to return lost Property and will store lost property for 3 months. Please contact Housekeeping. Postage charges may apply.

LUGGAGE STORAGE

Facilities for short term luggage storage are available after vacating your room. This is a complimentary service. Contact Concierge.

ROLLAWAY BEDS

Rollaway beds are available for a fee per night.
Please contact Reception.

SAFETY DEPOSIT

A safe is located in your wardrobe for personal use. Facilities for the safe storage of valuables are available at Reception. The resort will not take responsibility for misplaced valuables that were not stored in your safe.

TELEPHONE, INTERNET AND COMMUNICATIONS

Internet Access

Wireless internet facilities are available,
Complimentary.

To activate:

1. Connect to RACV guest network.
2. Open your browser, e.g. internet Explorer or Safari.
3. Choose Activate.

Wake-Up Calls

Please contact Reception to book your wake-up call or use the pre-set buttons on the phone.

Phone Voicemail

A fixed red light on the top right-hand corner of your room phone will indicate you have a voice mail. To retrieve; dial 1 or use pre-set Voice Mail button on your phone and follow the prompts.

External Emergency Number

Fire, Police, Ambulance - Dial 0 for an external line, then 000.

TELEVISION & MOVIE SELECTION

From the in-room television, you can select from Free to Air, Foxtel, Radio and Movielink options. A wide selection of the latest movie releases and classic movies are available for viewing 24 hours a day. Charges apply.

RESTAURANTS & BARS



KALINDA RESTAURANT – LEVEL 2

Start your day with a hot breakfast, continental options, specialty pastries from our in-house pastry kitchen and plenty of coffee and refreshing juice.

Opening Hours:

Breakfast 7.00am – 10.00am | Monday – Friday

6.30am – 10.30am | Saturday – Sunday

For bookings, please contact reception.

TEES' CLUBHOUSE – CASUAL ALL-DAY DINING

Enjoy a great menu selection. Perfect for a cold beverage before or after a round of golf.

Opening Hours:

6.00am – 6.00pm | Sunday – Wednesday

6.00am – 8.00pm | Thursday – Saturday

For bookings, please contact reception. [View Menu](#)





PANORAMA LOUNGE – LOBBY LEVEL

The perfect place to relax and enjoy your choice from our espresso coffee range, light snacks or high teas. For high tea bookings book online [here](#) or call 5597 8715. [View Menu](#)

Opening Hours:

8.00am - 9.00pm | 7 days a week

High Tea* 10.00am – 3.00pm | Monday – Friday



VIDERE – LEVEL 21

Videre offers a modern Signature High Tea overlooking the Gold Coast's skyline. For high tea bookings book online [here](#) or call 5597 8715. [View Menu](#)

Opening Hours:

High Tea* 10.00am - 3.00pm | Saturday – Sunday



ARIKA POOL BAR AND TERRACE

Relax beside the Resort's tropical outdoor pool and enjoy a delicious range of snacks and light meals.

Opening Hours:

From 10.00am | 7 days a week

[View Menu](#)

**Bookings essential*



IN ROOM DINING

Enjoy a selection of light snacks and meals in the comfort of your own room. Dial 2. **View Menu**

Opening Hours:

12.00pm - 9.00pm | Sunday – Thursday

12.00pm - 10.00pm | Friday – Saturday



TRATTORIA
amici

TRATTORIA AMICI RESTAURANT – LEVEL 2
Enjoy delicious Italian cuisine, wood fire pizza, Italian wines, and an alfresco dining atmosphere. Takeaway available.

Opening Hours:
Dinner 5.30pm – Late | Friday – Saturday

For restaurant bookings book online [here](#) or call 5597 8715. **View Menu**

ARAKAWA JAPANESE RESTAURANT – LEVEL 2

Offering traditional a la carte, private Tatami dining and the thrills of the teppanyaki tables.

Opening Hours:

Dinner 5.00pm – Late | Friday – Saturday

For restaurant bookings book online [here](#) or call 5597 8715. **View Menu**



GOLF, SPORT & LEISURE

GOLF

The Resort boasts a composite 27 hole championship course with the flexibility to produce three unique 18-hole layouts. RACV Royal Pines Resort is able to provide a memorable round of golf no matter what your ability.

Facilities include:

- Electric Golf Carts – included in green fees
- Selection of rental clubs including Callaway RAZR X, Titleist AP1's and Titleist AP2's
- Driving range, putting greens and chipping facilities
- Mark Gibson's Exceptional Golf teaching facility: bookings are essential
- Fully equipped Golf Shop. Open 6.00am – 5.30pm
- Tees' Clubhouse
- On Course Refreshment Cart. Subject to demand.

For information on tee times and bookings contact the Pro Shop, dial 8 or use "Golf & Leisure" pre-set button.

TENNIS

Expansive facilities include 3 outdoor tennis courts and 2 undercover tennis courts. Onsite Tennis Professionals are available for private, individual or group tuition.

Court Hire 7 Days a week 6.30am to 10.00pm
Subject to availability.

For bookings or equipment hire please Dial 8, use "Golf & Leisure" pre-set button or visit the Concierge desk.

POOL, OUTDOOR SPA & WATERPARK – LEVEL 2

Enjoy a swim in the pool or simply laze in the sun poolside. Towels are available poolside. Appropriate swimwear must be worn at all times. All children under the age of 16 years must be accompanied by an adult. Please refer to our Pool Safety Handbook for more information – available at reception and poolside.

Opening Hours:

Pool, Spa & Waterpark: Sunrise – Sunset | 7 Days

Pool Slides: 9.00am – 5.30pm | 7 Days

WALKING TRACK

RACV Royal Pines Resort has a 3km Nature Walk for our guests and visitors to explore and learn about the land history, local fauna and flora. For your safety, please keep off the golf course areas.

CHILDREN'S PLAYGROUND

The Children's Playground located adjacent to the resort, features a massive jumping pillow, climbing area, swings and slide. The Jumping Pillow is not to be used when wet and safety directions must always be followed. Children must be supervised at all times.

Opening Hours:

Sunrise – Sunset | 7 Days



ONE LIFESTYLE & ONE SPA

ONE LIFESTYLE (GYMNASIUM) – LOBBY LEVEL

One Lifestyle is the home of fitness at Royal Pines. One Lifestyle members enjoy full access to all the latest cardiovascular equipment, plus resistance training machines, free weights and functional training equipment. Access to One Lifestyle is limited to persons who are 16 years or older and in-house guests of RACV Royal Pines Resort. One Lifestyle is not a staffed gym.

Opening Hours:

5.00am – 10.00pm | 7 Days

ONE SPA

RACV ROYAL PINES RESORT

RACV Royal Pines Resort's iconic day spa provides an unrivalled wellbeing and lifestyle experience on the Gold Coast. A diverse range of spa treatments, designed to revitalise and rejuvenate, are available along with additional water treatments including a geisha tub, Lusar / Vichy showers and an opulent spa.

Featuring a private lounge, four dry treatment rooms, two wet treatment rooms and two couple's rooms, One Spa is a haven from the hustle and bustle of the outside world.

Opening Hours:

9.00am – 5.00pm | Thursday – Sunday

For bookings, please dial 8446 or visit One Spa – Level 2. **View Menu**

CONFERENCE & EVENTS

Offering conference facilities to accommodate groups from 8 to 1800 delegates, a pillarless ballroom with uninterrupted views from the foyer, 14 versatile meeting spaces, 11 of which feature natural light, and a dedicated team that will help you create your next successful conference or event, RACV Royal Pines Resort is the perfect venue for an event or conference with a difference.

For more information or a site inspection of our facilities please contact our Sales Department on 07 5597 8700 or royalpines_sales@racv.com.au



RESORT ETIQUETTE

For the comfort and convenience of all resort guests, we ask that you take time to read the etiquette guidelines listed below. Your co-operation in following these guidelines is greatly appreciated.

BEHAVIOUR

Management does not condone reckless or dangerous behaviour. Please be aware of any displayed signage or rules around the resort for your own safety as well as the safety of others.

Management reserves the right to refuse access to any or all of our facilities.

DRESS CODE

RACV Royal Pines Resort provides a warm and friendly environment for guests and a neat and tidy appearance is required at all times. Within the resort, dining facilities and Reception area, appropriate casual attire is required. Footwear must be worn at all times. No headwear or casual thongs are permitted in the Executive Lounge.

MAXIMUM OCCUPANCY

There is a maximum occupancy for each room of 3 adults. This is to ensure the comfort of all guests and for safety reasons in the event of an emergency.

NOISE

For the comfort of all guests, please ensure there is no excessive noise or loud music after 10.00pm or before 8.00am. Should another guest call to complain about noise emanating from your room, you will be contacted. The hotel has a no party policy in rooms and should a noisy gathering create a disturbance, you or your visitors will be asked to vacate the room and/or premises.

RESPONSIBLE SERVICE OF ALCOHOL (RSA)

Our staff have been trained in the Responsible Service of Alcohol and we request that that you respect any decision of our staff in regard to our RSA obligations relating to our liquor licence.

VISITORS

The dining areas, One Spa and golf course are accessible to any visitor to RACV Royal Pines Resort. Visitors must park their vehicles in the designated car park located under the resort. Please note visitors are not permitted complimentary use of the One Lifestyle, pool, water park or playground.

SMOKING

Please be aware that RACV Royal Pines Resort is a non-smoking Resort. Smoking is not permitted in any of the buildings or facilities. This includes accommodation rooms, One Lifestyle Fitness Centre, the underground car park and the main building. A \$250 charge may be enforced should your room require additional deodorising and cannot be utilised the following night.

EMERGENCY INSTRUCTIONS

EVACUATION GUIDE & PROCEDURE

RACV Royal Pines Resort is equipped with advanced fire safety equipment. Please take a moment to familiarise yourself with the location of your guest room and the nearest emergency exit stairways on your floor. If you have a physical condition that might impair your ability to either detect an alarm or evacuate via the stairway, please notify Reception.

If you discover a fire:

- Please remain calm and assess the situation
- Raise the alarm by activating a Manual Call Point (red 'break glass' box) or call Security on Ext 888
- Advise the operator who you are and what is happening
- Alert other occupants of the building / area
- Evacuate the area closing all doors and windows behind you
- Proceed to the nearest Emergency Exit
- Assist others if safe to do so
- Do not use the lifts
- Follow all instructions from Emergency Response personnel
- Assemble at the Evacuation Assembly Area

STANDBY ALARM

When a potential emergency situation arises, an Alert Tone ('beep-beep') will be audible throughout the hotel. This is to alert people in the area that a potential emergency situation may exist and to remain on standby for further instructions.

- Please remain calm
- Be prepared in case you are required to evacuate
- Wait for further instructions made over the Public Address System

EVACUATION ALARM

If an emergency situation requires the building or an area to be evacuated an announcement will be made over the Public Address System followed by the sounding of the Evacuation Tone (`whoop-whoop`). All building occupants must immediately evacuate the building or area.

- Please remain calm at all times
- Evacuate the area closing all doors and windows behind you
- Proceed to the nearest Emergency Exit
- Assist others if safe to do so
- Do not use the lifts
- Follow all instructions from Emergency Response personnel
- Assemble at the Evacuation Assembly Area

FOR YOUR SAFETY

If you discover smoke entering the room:

- Remain calm.
- Call Security on Ext. 888
- Feel the door for signs of heat using the back of your hand
- **If the door is hot:**
 - DO NOT open it
 - Place wet towels at the bottom of the door
- **If the door is not hot:**
 - Stay down low and slowly open the door
 - Cover your mouth with a wet cloth or handkerchief
 - Follow the corridor to the nearest Emergency Exit
 - Do not use the lifts
 - Evacuate the building and assemble at the Evacuation Assembly

RACV Royal Pines Resort

RACV Royal Pines Resort
Ross Street, Benowa, Queensland, 4217
Private Mail Bag 88, Gold Coast Mail Centre,
Queensland, 9726

Phone: (07) 5597 8700
www.racv.com.au/royalpines

Disclaimer: Information correct at 1 November 2021. Opening hours, prices and availability are subject to change without notice.