



Costa Rica
MOTEL
• SOUTH WEST ROCKS •

Guest Information



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Welcome

Dear Valued Guest,

From all of us here at the family owned and operated Costa Rica Motel we would like to extend a very warm welcome and to wish you a pleasant stay in the beautiful seaside town of South West Rocks.

It is our privilege to be your 'home away from home' during your travels and we endeavour to make your stay with us an enjoyable one.

This compendium will provide you with details regarding services and facilities available within the motel, as well as in the local area.

Once again, thank you for choosing to stay with us.

If you require any additional information or assistance, please do not hesitate to see us at reception.

DISCOVER *the motel*

**MOTEL CONTACT
INFORMATION**

**MOTEL SERVICES
& FACILITIES**

**LOCAL
INFORMATION**

**PACKAGES
& DEALS**

More information is available when clicking on any of the underlined headings throughout the guide.

CONTACT *Information*

NAME

Costa Rica Motel

ADDRESS

134 Gregory Street,
South West Rocks, NSW 2431

EMAIL

stay@costaricamotel.com.au

WEBSITE

www.costaricamotel.com.au

RECEPTION CONTACT

(02) 6566 6400

RECEPTION HOURS

9am to 6pm everyday
Management on-site 24/7

AFTER HOURS CONTACT

(02) 6566 6847

EMERGENCY

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MOTEL *Services*

AIR CONDITIONING

Controls are set for current climate and should only need minor adjustment to the temperature required. Please allow 5 minutes for the units to achieve the desired temperature.

BBQ

Gas BBQ's are available for guest use and are located beside the pool area. Please see reception if cooking utensils are required. BBQ's are to be cleaned after use.

BLANKETS

Extra blankets are located in the wardrobe. If extra is required please see reception.

BUSINESS SERVICES

Printing and photocopying facilities are available at reception. Please forward documents to stay@costaricamotel.com.au. Charges apply.

CREDIT CARDS

The Costa Rica Motel welcomes major credit cards: Mastercard and Visa

CLOTHES AIRERS

Clothes airers are available for guest use. Please see reception. Subject to availability.

COTS & HIGH CHAIRS

Cots and high chairs are available at your convenience. Please contact reception to arrange this. Subject to availability.

COOKING

Cooking is strictly prohibited inside all rooms. A \$200.00 cleaning fee will apply.

MOTEL *Services*

CHECK IN & CHECK OUT

Check in time: 2:00pm

Check out time: 10:00am

Requests for late check out must be organised with management prior to your check out date. Charges may apply.

A key drop box is located outside reception if an early checkout is required.

DENTAL KITS

Dental kits are available at reception. No additional cost.

HAIR DRYERS

A hairdryer is provided and located in the bathroom of your room.

HOUSEKEEPING

Housekeeping services are available to stays of 5 or more nights.

An 'Express' Housekeeping service will be completed after every 3rd night where your amenities will be replenished and garbage removed.

A 'Full' Housekeeping service will be provided for stays of 7 or more nights, once a week, where a full linen change will be completed.

All Housekeeping services are completed between 9am and 12pm.

You can request additional amenities at any time at reception.

Housekeeping services can also be provided at an additional cost.

INTERNET

Complimentary Wi-Fi is available for all guests. To log in connect to Costa_Rica_Guest and enter the password provided on arrival.

*Please note: Our Wi-Fi will show as an 'Unsecure Network' as it is a free Wi-Fi service to our guests only, as would a coffee shop or any other free public Wi-Fi service.

MOTEL *Services*

IRON

An iron and ironing board are provided in the wardrobe of your room. Please remember to switch off iron after use.

LAUNDRY FACILITIES

The guest laundry is available and FREE for all guests which includes washing machine and dryer. Please see map for location.

Laundry powder can be purchased from reception for \$2 per bag.

LOST PROPERTY

Should you lose or find anything whilst staying with us, please see reception.

MAINTENANCE

If you find anything in your room that is not in working order, please see reception or a member of staff.

NOISE

Music is to be kept at low volume always and is to be off by 10pm. All noise and activity are to be moderated by 10pm as courtesy to surrounding guests and neighbouring houses. Strictly no noise after 11pm.

MOTEL *Services*

PARKING

All vehicles are to be parked in the designated space or where directed by management. Parking for trailers and boats is available. Please see management.

PET POLICY

Assistance animals are permitted into accommodation areas and on the premises. It is the policy of this property that all other pets are NOT permitted in accommodation. A \$200 cleaning fee will apply.

ROOM KEYS

Additional charges apply for missing, lost or non-returned room keys. Please return all keys to reception at check out.

RESTAURANT

Our on-site licensed restaurant, Pilot Station Pizza has relocated to the IGA Complex, 102 Gregory Street, South West Rocks - just 300m away. This closure comes due to staff shortages and we apologize for any inconveniences caused.

SAFETY & SECURITY

On the back of your entry door you will find a floor plan showing the direction to take in the case of an emergency.

In the case of an emergency please proceed calmly to the Fire Evacuation meeting point, which is located at the front right-hand side of the motel (grass area in front of the Fish Rock Dive Centre) and listen for further instructions. Do not re-enter the building unless it has been advised safe by Management and/or Emergency Services.

24 hour CCTV Surveillance is also in place for the safety and security of our guests.

MOTEL *Services*

SMOKING

Smoking is strictly prohibited inside all rooms. A \$200.00 cleaning fee will apply. Please be respectful of guests in surrounding rooms. Smoking is not allowed within 5 metres of room entry.

SQUASH COURT

The squash court is opened from 8am to 6pm daily. Squash equipment is available for hire from reception. Children under the age of 12 must always be supervised by an adult

TELEVISION

The television receives Free-to-Air stations only.

TENNIS COURT

The tennis court is currently closed for re-development.

TERMS AND CONDITIONS

Our booking terms and conditions can be read [here](#). Please see management if you have any questions.

VISITORS

All visitors must register at reception prior to entering the property. Visitor parking not available on-site. Street parking to be used unless approved by management.



Fuller FOOD Co. Little Bitty Van

Ben & Renaye, Owner Operators of Fuller FOOD Co., are now setup on-site with us at the Costa Rica Motel with their 'Little Bitty' van!

Serving locally roasted Painted Blue Coffee, Hot Choc's & Chai with a variety of tasty treats including croissants and toasties.

Open Tuesday to Thursday from 6am to 11:30am* for all guests and the public.

*Days and hours subject to changes.

LOCAL *Guide*

SOUTH WEST ROCKS CBD

South West Rocks Newsagency

Address: 17 Paragon Ave, South West Rocks

Australia Post South West Rocks

Address: 6 Prince of Wales Ave, South West Rocks

Shoeyes Bakery

Address: 6 Paragon Ave, South West Rocks

Rocks Marine Bait & Tackle

Address: 25 Memorial Ave, South West Rocks

BANKING

NAB: 13 22 65

Address: 8 Prince of Wales Ave, South West Rocks

Coastline Credit Union: 1300 36 1066

Address: 2 Prince of Wales Ave, South West Rocks

ANZ: 13 13 14

ATM Only - located at The Rocks Shopping Fair, 255 Gregory St, South West Rocks

SHOPPING

Rawspice Boutique

Address: 2/1 Livingston Street, South West Rocks

Good Vibes Homewares

Address: 21 Paragon Ave, South West Rocks

Wave Wear

Address: Prince of Wales Ave, South West Rocks

LOCAL *Guide*

SUPERMARKETS

IGA South West Rocks

Open 7 days from 7am to 7pm

Address: 102 Gregory St, South West Rocks

South West Rocks Friendly Grocer

Open 7 days, from 7am to 7pm (Sundays from 8am)

Address: 19 Paragon Ave, South West Rocks

Coles

Open 7 days from 7am to 10pm (Sunday from 8am)

Address: Rocks Central Shopping Centre, 255 Gregory St, South West Rocks

BOTTLESHOPS

South West Rocks Cellars

Address: 15 Paragon Ave, South West Rocks

Liquorbarn Drive Thru

Address: 9 Prince of Wales Ave, South West Rocks

Liquorland

Address: Rocks Central Shopping Centre, 255 Gregory St, South West Rocks

Bottlemart

Address: South West Rocks Country Club, 2 Sportsmans Way, South West Rocks

LOCAL *Transport*

TAXI SERVICE

To book a taxi, call 131 008 or (02) 6566 6677



PUBLIC TRANSPORT

Kempsey Busways

Call: (02) 6562 4724

Website: www.busways.com.au

Our Region: Port Macquarie

Route maps and timetables are available online at the above website. Click link for more information.

COURTESY BUS

Free courtesy bus available for all guests to the following locations:

South West Rocks Country Club: (02) 6566 6252

Riverside Tavern: (02) 6566 5700

South West Rocks Surf Life Saving Club: (02) 6566 6590

Bookings essential. For more information click on the above links.

AIRLINES

The closest airports to South West Rocks are:

Port Macquarie Airport - 80km or 1hr drive by car

Coffs Harbour Airport - 105km or 1hr 15min drive by car

MEDICAL *Services*

EMERGENCIES

Emergency - Police, Ambulance, Fire..... 000
South West Rocks Police..... (02) 6566 6244

DOCTORS & HOSPITAL

Seascape Medical Centre: (02) 6566 6397
Address: 289-293 Gregory St, South West Rocks

Kempsey District Hospital: (02) 6561 2790
Address: 119 River St, Kempsey

Port Macquarie Private Hospital: (02) 6582 9800
Address: 86-94 Lake Rd, Port Macquarie

CHEMISTS

South West Rocks Pharmacists: (02) 6566 6280
Address: 4 Prince of Wales Ave, South West Rocks

Blooms The Chemist: (02) 6566 6155
Address: The Rocks Shop Fair, Gregory St, South West Rocks

Peter Needs Chemmart Pharmacy: (02) 6566 6700
Address: 11 Memorial Ave, South West Rocks

CHURCH *Services*

CHURCHES

Star of the Sea Catholic Church

Mass Times: Sunday 7:30am

Address: 24/16 Gregory St, South West Rocks

Holy Trinity Anglican Church

Mass Times: Sunday 9:00am

Address: 17-19 McIntyre St, South West Rocks

Church at The Rocks - Presbyterian

Mass Times: Sunday 11:00am

Address: 62-82 Gregory St, South West Rocks

LOCAL *Markets*

Kempsey Riverside Markets

1st Saturday of the Month - 8am to 1pm

The focus of the Kempsey Riverside Market is on quality, taste and design, while providing a relaxed picturesque setting for locals and visitors alike to browse & mingle. Features, including over 60 unique stall holders every month, live local musicians, select fresh local produce, live demonstrations, a delicious variety of food stalls and plenty of space to sit and relax, make these markets a monthly event not to be missed.

Beachside Markets South West Rocks

2nd Saturday of the Month - 8am to 1pm

These popular beachside markets are filled with diverse stalls located in the Horseshoe Bay car park and grassed area, overlooking stunning Horseshoe Bay and main beach. Local produce ranges from homemade cakes, slices and delights to freshly baked breads, local fresh herbs and fruit and vegetables. Clothing for all ages and sizes, hats and lots of other fun things are also on offer.

Gladstone Quality Markets

3rd Sunday of the Month - 9am to 2pm

The market hosts quality, local, hand-picked stallholders featuring artists, ceramics, photographer; gourmet/fine foods including jams, local farm fresh produce, preserves, chutneys and locally made muesli style products; as well as handmade soaps and locally produced organic body products and native plants. There are also local, professionally produced barista coffee. Another taste temptation is gourmet ready to-eat pies. There will also be entertainment provided by talented, local musicians and performers as well as entertainment for the children including face-painting and jumping castle. Come along and enjoy a day full of fun, atmosphere and guaranteed quality produce on the riverbank in the unique, historical village of Gladstone.

MOTEL Packages

Click on the Package or Deal below to head to our website for more information



Weekend Escape

Stay Friday & Saturday and take 50% off Sunday



Seniors Special

Stay 2+ nights and receive 10% off* T&C's Apply.



Stay & Dive

All divers with Fish Rock Dive Centre receive 10% off rates all year round



Stay 4, Pay 3

Stay longer & save! Take the time to explore the Macleay Valley Coast!

BOOK DIRECT & SAVE

BEST PRICE GUARANTEED

INNKEEPERS *Act*

LOSS OF OR DAMAGE TO GUESTS' PROPERTY

Under the Innkeepers Act 1968, an innkeeper may in certain circumstances be liable to make good any loss of or damage to a guest's property even though it was not due to any fault of the innkeeper or any servant in the innkeeper's employ.

This liability however:

- (a) extends only to the property of guests who have engaged sleeping accommodation at the inn,
- (b) is limited to one hundred dollars to any one guest except in the case of property which has been deposited, or offered for deposit, for safe custody,
- (c) does not cover motor-vehicles or other vehicles of any kind or any property left in them, or horses or other live animals.

This notice does not constitute an admission either that the Act applies to these premises or that liability thereunder attaches in any particular case.