



GUEST INFORMATION

Parking

Plenty of parking is available. If the main carpark near reception is full, a second carpark is available on the western side of the building. The covered main entrance area is available to unload, then we ask that you please move your vehicle. A trolley is available for carriage of goods.

Retreat Staffing

If reception is unattended on arrival, please contact the Manager on 02 4975 3055 or 0402 460 000. To contact the Manager during your stay, please use one of the phones in the hallways which autodial on picking up the receiver. An intercom system is also available for use by large groups.

Rooms

Most rooms have reverse cycle air conditioning. Please turn off the air conditioning when you leave the room for an extended period. If needed contact Manager for assistance with the remote.

Bathrooms

Most bathrooms in the centre are fully accessible. Please don't put sanitary wipes or any foreign items down the toilets. Nothing that you did not eat! Any sewerage blockage resulting from improper use is chargeable to guests.

Ensuites are not serviced during your stay. The "public" bathrooms facing onto the hallways will be cleaned daily.

Bedrooms

Linen, blankets and towels are provided for all rooms. Additional blankets are stored in the wardrobes. Extra blankets or towels are available upon request. **Please do not lie on any bed not assigned to your group. All beds used attract a laundry cost.**

Should you require a fresh towel at any time please contact the Manager. On leaving, please leave the beds turned down and towels on bathroom floor.

Function Room

The function room is capable of seating up to 100+ people. Tables and desks are available. AV equipment includes OHP and screen, whiteboard, remote microphones, amplifier and mixer. A piano is available, please use with respect. Please discuss any special needs with the manager. All meeting room use attracts an additional fee.


Meeting Rooms

A number of smaller meeting rooms are available with large screen TV's and cables for use with laptops.

Recreation Room

The Recreation games room is equipped with table tennis table and large screen TV for videos, etc. A variety of books, DVD's and CD's are available on request. Also, there is a variety of table games. Push bikes and other sporting equipment is available for outside use.

Telephone and WiFi/Internet

Free WiFi is available for reasonable use. 
Please respect this facility and use it only for your essential requirements.

Laundry

A laundry with washing machines, dryers and irons/ironing board is available for your personal use. Contact Manager for permission to use.

Kitchen & Dining rooms

The large commercial kitchen is equipped with dish washer and commercial oven for an additional fee. All pots, pans, cutlery, crockery and utensils are provided. The kitchen must be thoroughly cleaned on departure. The lakeside dining room (seats 30 people) provides a breakfast bar with microwave, ZIP hot water and fridge for general use. An additional dining area is in the Covered Courtyard which seats 75+ people. Warning do not cook or make toast outside of the kitchen area **Smoke Alarm hazard**.

Outdoor Entertaining & Recreation

The lakefront features a large grassed & fenced area with an undercover BBQ and seating for groups. Please ask the Manager if you need sporting equipment, extra seating or tables, or BBQ utensils or extra gas bottles. All gates are locked for security but can be opened for access to the surrounding parkland.

A small number of inflatable canoes and push bikes are available on request. Tennis courts are available for hire. Tennis racquets and balls are available.

Security

Room keys are not generally allocated. Please do not lock your bedroom door when you go out, or you may have difficulty getting back in if our facility manager is not available with a master key.

External doors are locked and hall lights turned off each evening unless arrangements are made with the Manager. A key is available if anyone needs access after-hours. A limited number of security lockers are available for valuables.

WARNING

Catalina Lakefront retreat is located adjacent to a bushland environment and guests are reminded to be aware of the possibility of snakes and spiders. Also, care should be taken to put on protective footwear when paddling in the lake. Sharp shells can inflict a nasty wound.

Please do not hesitate to ask us if we can assist in any way:

FACILITY MANAGER: David Hagen 0418 64 500

PROPRIETORS: The Hagen family. David & Heather and daughter Sandy

CATALINA LAKEFRONT RETREAT is operated by **DISABILITY LIFE ENRICHMENT**, a registered charity, dedicated to “enriching the lives of people with disabilities”.

We would love to see your posts on our Facebook page.

Website for more pictures of the centre is www.catalinacc.com.au.