

Welcome to Mantra Lorne!

We are delighted you have chosen to stay here with us and we trust that you will enjoy your stay.



Reception – (Ext 1): Reception is open 24hrs for all enquiries, requests or assistance where possible. Feel free to drop by or call us by dialing 1 from your room.

Car Parking: All one bedroom apartments “A” units have an allocated car parking space which has been numbered accordingly. Car parks with no numbers allocated are for resort rooms “B” side and Heritage Rooms.

Gate code: the code to the front gate is 3232#

Departure: Check out time is 10:00AM on your departure day. Charges will apply to guests who have not checked out by 10:00AM. If you wish to arrange a late check out, please contact reception after 6pm the night before your departure day, **charges may apply and subjected to availability.**

Non-Smoking Rooms: At Mantra Lorne all rooms are non-smoking, violating the non-smoking policy may incur \$200 penalty.

Telephone: For an outside line dial **0** to get a dial tone, and then dial the required number. Calling room to room: Calling a Heritage Room or “A” Room, dial **9** followed by the room number. Calling a “B” Room, dial **8** followed by the room number. Calling a “C” room, dial **7** followed by the room number.

The Larder (Ext 9764): Our Restaurant is located in our Heritage listed Building overlooking the Seagrass Lawns, is open daily for breakfast 7am to 10:00 am Monday to Friday, 7am to 10:30am Saturday and Sunday. In room dining is available from 5pm to 9PM, please call 9764 to place your order.

In-room Movies : In-room pay movies can be purchased by pressing ‘Menu’ and following the prompts. Prices range from \$4.95 to \$18.95.

In-room Wifi Internet Access: Wi-Fi is available in your room for free;

Connect to the Mantra Lorne Network

1. Select option “Internet plan”
2. Enter your room number and last name

Note: 1GB per day, 3 devices which expires once total 1GB limit is reached or 24 hours from connection. Complimentary Wifi can be reconnected daily after 14h00.

Pool & Exercise Room – Our pool and gym area is open from 6am until 11pm. Our indoor pool, spa, steam room and gym is located in our Heritage building. Pool towels are available at reception.

Activities – On Site: Mantra Lorne has many outdoor activities on-site to suit all age groups. We offer Tennis Courts, Lawn Bowls, Croquet, and Putting Golf all free of charge. You do need to book a time to use the courts/equipment; you can do this by dialing 1 from your room or visiting reception. Most equipment available at no additional cost for activities.

Garbage Bins: Garbage bins are located at the end of every block. **Please do not leave rubbish in stairwells, corridors or car parks.**

BBQ Facilities: We do not have BBQ’s on the premises, however there are some located on Cypress Avenue – just left of the resort. There are many free BBQ’s located around Lorne. If you would like more information on these locations, please ask our friendly staff.

In-room Compendium: Located on your TV, browse through your channels to locate.

Daily Servicing: With the exception of our Heritage studio rooms, rooms are serviced every third day after your arrival. Please notify reception prior to 10am for room servicing. A complimentary starter pack is provided for you on arrival. Pool Towels and amenities are also available from Reception at no extra cost. If you require any additional services during your stay they are available at the costs below.

- Resort room: \$15 - 1 Bedroom Apartment: \$20 - 2 Bedroom Apartment: \$30

A refresh includes the bed straightened, change of all towels, replenishing of amenities and the removal of rubbish

Non Slip rubber bath mats available at reception on request

Guest Laundry: Rooms located from 100s block to 190s block have an internal laundry in each foyer. There is a guest laundry on site, located next to the Restaurant. You will need to use the code **CY9461** and turn the dial clockwise to enter. Laundry detergent will be located in your room alternatively you can collect more from reception.

Our Environment: In the warmer months, please be aware that we do encounter visitors from small black bugs called ‘Thrips’. They are harmless, however can be pesky! Please be sure to keep your windows and doors closed while you venture out for the day to keep them out of your room. We do offer bug spray for your convenience, so please do not hesitate to ask if it is needed.

We hope you thoroughly enjoy your stay with us and encourage you to complete the guest comment card located in your room to assist us in continuing to exceed all guest expectations.