

CHECK IN AND CHECK OUT

The standard check-in to the house is 3pm and check out is 10am. However, if there are no other tenants checking out on the day of your arrival, or none coming in the day you depart, check in and check out can be more flexible to meet the best time for beach travel. Elspeth will advise you about this prior to your arrival. If you have any questions on your check in and check out times, please call her on 0488 237 553.

Securing the key to enter the house

If you pull up at the back door, you will find a "Lock Box" on the wall. Enter the code sent to you and you will see the key that opens all the doors to the house. Please return the keys to the Lock Box on leaving.



HOUSE SERVICES

Power

The house runs on solar power, with the energy stored in batteries in the battery room beyond the laundry. In an adjacent room there is a backup generator which may automatically start every few days to fully charge the batteries, particularly if it has been overcast, or you have been running anything that draws a lot of power. **Please DO NOT use hair dryers, curling irons or straighteners.** Items like these with heating elements draw a lot of power and can drain the solar batteries.

Gas

The hot water and oven run on gas. There are two tanks on the southern side of the house (outside the main bathroom window). If at any stage the gas runs out, just switch to the second tank. If you are not familiar with this, please call and I will organise our caretakers in the Valley to come and do it for you.

The barbeque also runs on gas and has a separate bottle that sits under the tiled return to the BBQ, along with a gas bottle refill. Please DO NOT place the gas bottles directly under the hot plate as they are likely to ignite!

Water

Shearwater has a plentiful supply of naturally sand filtered water that is sourced to the house directly from the spear pump in the front lawn. All water to the house goes through a filtration system and is perfectly safe to drink.

Feel free to wash your car as often as you would like. The hose at the side of the house outside the bunk room has great pressure to get in under your vehicle to remove sand.

THE HOUSE

Kitchen

You will find the kitchen is very well equipped for up to 12 people. This includes picnic ware (kept in the top of the pantry cupboard) as well as crockery, cutlery, pots and pans, salad dishes, baking dishes etc. There is also a kitchen blender, coffee plunger, toaster and microwave.

Along with utensils, we keep a limited supply of kitchen foodstuffs: tea bags, instant coffee, sugar, salt pepper, flour, kitchen wraps (glad wrap, alfoil, baking paper), oils, some herbs, garbage bags, tea towels and cleaning supplies. Please feel free to avail yourself of these supplies. There are also baking dishes, cake tins and muffin trays in the bottom drawer of the pantry if you feel like baking.



There are two big fridges (one with a freezer on bottom) along with a chest freezer for your use. We usually use the fridge freezer for food and the stand-alone fridge for drinks.

Cooking

The oven and stove top both run on gas. Turn on and press in the dial for which ever hob you are using, and then use one of the gas lighters hanging on the wall to the right of the stove to light it. There are self-igniting nobbs for both the oven and griller. Make sure you press in the dial while to self-ignite to ensure the gas is running. You need to continue to hold in the dial for a few seconds after the hob/oven/griller is lit, to establish the flame.

BBQ

To use, simply turn the gas bottle knob to open, turn the knobs at the front of the BBQ and light using one of the gas lighters in the kitchen beside the stove. Place the wooden cover on the BBQ when not in use to keep the water off it when it rains.

There is a really good barbeque cleaner "Spotgo" provided under the kitchen sink. Please use it to keep the barby clean while you are here and to clean it as you leave.

Fish Filleting

Please do not clean or fillet fish in the house. There is a fish cleaning and filleting sink at the back of the house, behind the laundry. Bag up your fish frames and take them straight to the dump to avoid the goannas raiding the bins for these tasty morsels.

Rubbish

There are two rubbish bins on the back landing, along with more industrial bins stored in the laundry. Bin liners are kept in the drawers of the broom cupboard outside the bathroom. Please always use bin liners, and regularly remove your rubbish to the large rubbish bins located at the rubbish station, about 200m along the inland road that passes the house. Please make sure you take all rubbish to the dump on your departure.

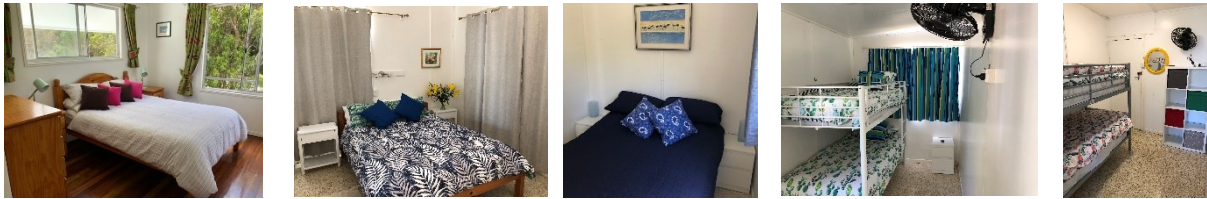
Laundry

There is a strong, reliable top loader washing machine in the laundry. Washing powder and pegs are provided for guest use.

The higher than normal iron content in the water reacts with any sunscreen on clothes and may stain light coloured clothes when washed. Rather than risk any precious light-coloured clothing pieces that have come into contact with sunscreen, I would suggest you take them home with you to wash. Washing all other clothes is perfectly fine.

Bedding and Linen

The house has 5 bedrooms: 2 x Queen; 1 x double; and 2 x bunk rooms.



Each bed has a mattress protector, pillows with pillow protectors, and a doona with cover. Additional blankets are kept in the main bedroom downstairs.

While tea towels, hand towels and bath mats are provided, you will need to provide sheets and pillow cases for every bed you use and your own bath and beach towels. If you are not able to bring your own sheets and towels, these can be rented from the Fraser Island Retreat, phone +61 7 4127 9144. It is requested that if you are utilising this service, you ring and book before coming to the island to ensure there is linen available and waiting for you on your arrival. Just go to the office window at the Retreat (off to the side of the verandah as you come up the stairs to the store) to collect your linen.

Baby gear

If you are travelling with a baby, there is a portacot, highchair, change mat, baby bath and bathing frame in the cupboard in the main bedroom downstairs. There is also a gate behind the blue chair at the foot of the stairs in the lounge room that can be put up if you have a crawler or toddler you want to keep off the stairs.

Cleaning

It is inevitable that you will track sand into the house during your stay. It is a sand island and very hard to avoid. There is a Dyson Stick Vacuum cleaner charging attached to the cupboard on the back patio. This is invaluable for doing a regular whip around to keep the sand from underfoot. To maximise the length of charge, run the Stick on minimum power, which is ample for picking up sand and dust from the hard floors. To empty the cleaner, pull the red tab at the top then release the canister at the bottom to empty the Dyson dust bin.

For a more thorough clean, the main vacuum cleaner is kept in the cupboard on the back patio. There is also a steam mop in this cupboard, that is an easy and quick way to clean the floors.

We provide bath mats, hand towels, tea towels and dish cloths (spare tea towels and dish clothes are kept in the drawers near the water filter), and there are also rags under the sink in the laundry for use on the barby, or your car. It would be much appreciated if you could leave the rags soaking in the laundry bucket and put the tea towels and bathmats on to wash as you go. The care taker can hang them out when they come to check on the house after you leave.

ENTERTAINMENT

Library of books and games

There is a large supply of novels, books on Fraser Island and birds and fish, along with cards, board and other games for your enjoyment. Feel free to take any novels with you that you did not get around to finishing. And if there are any that you have brought with you and are finished with, we would love it if you left them on the book shelf to add to the collection.



Connectivity (phones, Wi-Fi etc)

Currently Fraser Island is not well supported with connectivity and mobile phone coverage. There is a Telstra tower at the back of Happy Valley, so you will get good Telstra mobile phone coverage around Happy Valley (along with the other settlements on the island), but no other carriers are supported. So, if your phone is with Optus or Vodaphone, it will not work at Happy Valley.

Connectivity for data is also poor. It runs at 0.3mbps download speed (as a point of comparison, we get over 100mbps in Brisbane). We have tried putting a Wi-Fi dongle in the house for guests to access, but it worked so poorly we removed it. Locals in the Valley are campaigning for better connectivity and have been told that Optus are putting up their own tower later in 2020, which should improve the connectivity and coverage for all.

Unwelcome wildlife

The house is fully gauzed to keep out the mosquitoes and flies. Keep the front and back gauze door closed as much as possible to keep these insects out.

This is particularly important at night. If the house is left open, you might get a visit from the resident lace monitor goanna or other local rodent.

Fraser Island Retreat, Satinay Bar and Bistro

The Retreat, which includes the Satinay Bar and Bistro, is just 100m and one minute's walk from Shearwater, making it a great alternative to cooking every night. The Bistro has a large deck, providing opportunities for indoor and outdoor dining for lunch or dinner. Takeaway meals and barista coffee are also available from the café.

The licenced bar and bistro are open every day for lunch and dinner. There is a large screen TV over the bar and shows major sporting events that are telecast on free to air TV.

ON DEPARTURE...

Cleaning requirements

As the island is isolated, with limited support services, we ask that you clean the house on leaving, (vacuum and mop floors, clean the bathroom, and kitchen, wipe out the fridges and clean the barbeque) leaving it as you found it. This is a term of your rental of Shearwater.

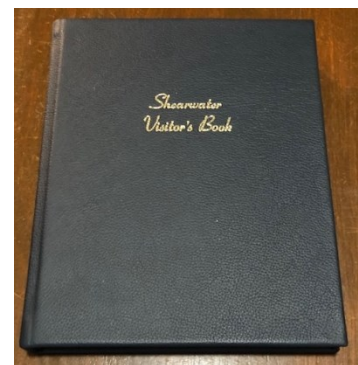
Make sure all rubbish is removed to the rubbish dump – 200m past the house on the right-hand side.

After you have locked the house, please return the key to the “Lock Box” on the wall beside the laundry.

Visitors Book

Shearwater has been the holiday destination for our family for over 40 years. Over that time, the extended family have visited regularly, and have hosted many friends as well. The visitors book dates back to 1976, and is a wonderful snapshot of the joy many have experienced on Fraser Island while holidaying in the house. Please make sure you add comments from your family group to this piece of history, letting us know what you have loved about your visit to Shearwater.

If there are things you would like to suggest as improvements, or items you feel would have improved your holiday experience, please let us know.



ISSUES ARISING

As an isolated property, with none of us living locally, it is even more important to let us know if there are any breakages or maintenance issues you identify when in the house. We would really appreciate you reporting them through to us as soon as possible so we can get items replaced or repaired.

If you have any issues or questions while you are at the house, please call

Elspeth Murray: 0488 237 553. If you can't get on to me, please call my brother

Pete Frith: 0429 158 770