

# ROTTNEST IS

## Rottnest Island Authority Accommodation Luggage Delivery Frequently Asked Questions

### ROTTNEST ISLAND AUTHORITY INCOMING LUGGAGE DELIVERY PROCESS

1. On arrival, crates containing luggage are taken to the luggage management area outside the main settlement.
2. Luggage is then identified according to destination, loaded onto trucks and delivered as follows:
  - a. Units and Villas – outside gates.
  - b. Caroline Thomson Cabins – to communal luggage pick up points within the Caroline Thomson area.
  - c. Hostel and Barracks – to communal luggage delivery point in the yard in front of the Hostel.
  - d. Governor Circle – to communal luggage delivery point at Governor Circle.
  - e. Camping Ground – to communal luggage delivery point next to camping ground.
  - f. Residents – outside resident houses as marked on label.
3. The RIA has a target delivery time of three hours following the arrival of the vessel.
4. Passengers should not place unlabelled luggage into the designated “Delivery” crates. Unlabelled luggage should either be carried by hand onto the vessel or placed in the designated “Pick up” crate from which items can be collected on the jetty on arrival at Rottnest Island.

### LUGGAGE DELIVERY FAQs

**Q. What happens to luggage that is put into a crate without a label?**

- A. Luggage will be taken to the luggage management area. Once other luggage has been sorted, staff will attempt to trace the owner. If the owner is successfully identified, the luggage will be relabelled for despatch once all other luggage has been delivered.

**Q. What happens to luggage that weighs more than 22kg or exceeds the prescribed dimensions?**

- A. Luggage will be taken to the luggage management area. Once other luggage has been sorted, staff will endeavour to contact the owner to advise of the applicable charges for delivery of overweight luggage. Should guests choose not to pay the fee to have the luggage delivered, it will be returned to the jetty later in the day from where the owner can pick it up. Delivery of overweight luggage is likely to be subject to delays.

**Q. Can guests pick luggage up from the end of the jetty?**

- A. Luggage can be picked up from the jetty at Rottnest if it has been placed in the designated “Pick up” crate. Luggage placed in the designated crate for delivery to the accommodation will be taken to the luggage management area which for safety reasons is not accessible to the general public.

**Q. What happens if my luggage is damaged in transit?**

- A. Neither the Rottnest Island Authority or the ferry operators will take responsibility for items lost or damaged in transit. Guests are advised to avoid packing valuables or essential medical supplies and to ensure that all items of luggage are sufficiently robust to withstand being transported to Rottnest Island in crates where items may be placed on top of them.

For further information, please visit [rotnnestisland.com/arrival](https://rotnnestisland.com/arrival)