

HOTEL DIRECTORY



MERCURE

HOTEL

CAIRNS

We wish you a pleasant stay in our hotel.

We are delighted to welcome you to Mercure Hotel Cairns.

Our four-star hotel has recently been completely transformed with luxurious furnishings and signature designs that embody the sun-drenched Queensland lifestyle.

The pool deck provides the perfect outdoor meeting place for colleagues, family and friends and the hotel lobby provides a stylish comfortable space to work and relax.

Our exciting restaurant, The Stanley focuses on a breakfast menu of fresh local produce and provides a casual atmosphere where guests and locals can start their day refreshed and energised whilst connecting with family and friends.

Located in the heart of the city's vibrant dining, shopping, and entertainment precinct, many of Cairns' most popular attractions and landmarks are within easy walking distance. Only two blocks from the Esplanade and metres away from tourist attractions, shopping and medical hubs. The Night Markets and Food Court, Casino, Reef Fleet Terminal and Cairns Convention Centre are a short stroll away.

On behalf of the Mercure Cairns team, we look forward to meeting you and hope you enjoy everything the hotel and Cairns have to offer. If you require assistance, please don't hesitate to contact our friendly reception staff. Dial 9 on your in-room phone and a friendly voice will be on the line.

Unwind and enjoy our genuine hospitality and service.

Warm regards,
Mercure Cairns Team

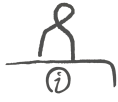


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Guest Information

If you need to get in contact with us from your room, please **dial 9** to call us at reception.

INTERNET ACCESS

Complimentary Wi-Fi is available for hotel guests.

Login: MERCURE CAIRNS GUEST

Password: h7510x1122

RECEPTION

Reception is open 24 hours a day, 7 days a week.

ARRIVAL & DEPARTURE

CHECK-IN

Check-in is from 2.00 pm. If you require an earlier check-in please call our friendly team to organise. Early check-in is subject to availability.

CHECK OUT

Check-out time is 10 am every day.

Need more time to sleep? Ask our friendly team, and we can try to organise it for you. Please note that any time after 12 pm incurs a fee of \$20 per hour.

EXPRESS CHECK OUT

Please drop your key in the key return box at the reception, sliding by the door entrance. We will charge the card on file and forward your tax invoice by email.

PARKING

Parking available on street. Parking in front of the hotel is free, however, we cannot guarantee that spaces are available.

AFTER HOURS ACCESS

The main entry door will lock from 10pm, please ensure you take your room key with you if you wish to leave the hotel. You will need to scan your key at the entrance door to access the hotel building' please then keep the statement about the intercom.

SWIMMING POOL

Access to the swimming pool is via the white gate across from Reception. Pool hours are from 7 am to 9 pm daily. Towels are available at reception.

RECEPTION KIOSK

A selection of refreshments are available for purchase daily from our reception team.

COMPLIMENTARY COFFEE AND TEA

Coffee and tea are available in your room at no charge.

TOILETRIES

Complimentary sustainable Herbology is located in the vanity area of your bathroom.

HOUSEKEEPING

Rooms are serviced daily between the hours of 10 am – 2 pm

If you prefer not to have your room serviced during your stay, please advise reception.

Please hang your 'Do not disturb' sign if you are not requiring a service.

ADDITIONAL BEDDING

Blankets and additional pillows are located in the wardrobe.

GUESTS IN ROOM

Roll away beds offered at \$25 charge per person.

IN-ROOM APPLIANCES

For your convenience, a Nespresso coffee machine, electric kettle, hairdryer, iron, and mini fridge are provided in your room. All rooms include a Smart TV. Microwaves are available in select rooms only.

DAMAGES

Damages will be assessed and charged to the credit card we have on file. All guests are liable for any damage caused during their stay

LOST PROPERTY

We will endeavour to return the lost property to you if it is found; please contact the hotel and organise a prepaid parcel to be sent to your corresponding address.

SMOKE DETECTORS

For your safety, rooms are fitted with smoke detectors. The smoke detectors are sensitive to smoke and steam. We encourage guests to close bathroom doors when showers are in use. An activated alarm will result in \$1351 Qld Fire and Rescue call out charge added to your room account.

SMOKING FINE

All our rooms are strictly smoking and vaping-free zones. A fine of \$400 will apply for any smoking or vaping in rooms.

MAINTENANCE

Please contact reception if there is anything in your room that is not operational, and we will endeavour to rectify the situation immediately.

LAUNDRY

Should you require laundry facilities during your stay, please speak with our reception team who will be happy to direct you to the nearest laundromat.

LUGGAGE

Luggage storage is available. Please contact reception.

TAXI

A Taxi can be booked with our reception team.

PETS

Certified assistance animals are welcome at the hotel. However, no pets are permitted on site.

EMERGENCY EVACUATION PLAN

Assembly points are located on the Emergency Evacuation Plan found on the rear of your entrance door.

FIRST AID

A first aid kit is located at reception. Please let us know if we can be of assistance.

ACCOR PLUS & ACCOR LIVE LIMITLESS

Accor Plus and Accor Live Limitless statuses are honoured at our hotel.
Visit accorplus.com or all.com to join and start enjoying the benefits.

Experience the Culture of Cairns

Welcome to Cairns, the world's only city providing direct access to two UNESCO World Heritage sites within a single day trip. Accessible to both The Great Barrier Reef and the Wet Tropics Rainforest, discover extraordinary biodiversity spanning from coral reefs to ancient rainforests. Tourists and visitors can enjoy everything from luxury reef cruises to intimate cultural experiences to adrenaline-pumping activities like bungee jumping and white water rafting. Home to relaxing walks and the iconic waterfront lagoon for swimming, the destination caters to all adventure levels and age groups.

Explore the local culture and discover what makes our community unique.

DISCOVER GIMUY WALUBARA YIDINJI COUNTRY

Cairns is located on the traditional lands of the Gimuy Walubara Yidinji People, who have been custodians of this land for over 60,000 years. We acknowledge the Traditional Owners of the land and pay our respects to Elders past, present, and emerging.

Guests are encouraged to learn about the rich Aboriginal history and culture through local artworks, cultural sites, and guided experiences available throughout the region.

EXPLORE LOCAL WILDLIFE

Cairns offers incredible access to world-renowned nature sites, including:

- The Great Barrier Reef - Incredible diving, sailing trips and boat tours.
- The Daintree Rainforest - Experience thrilling professional 4WD tours and the breathtaking scenery of the Kurunda Skyrail.
- Fitzroy Island - Embark on a day excursion via ferry for a daytrip to this National Park that combines beach relaxation, hiking trails, and fringing reef snorkelling in a single destination.

SUPPORT LOCAL

Experience Cairns by supporting local businesses and historic culture:

- Dreamtime cultural tours
- Cairns Night Markets

ADVENTURE ACTIVITIES

Adventure tourism has taken off in Cairns, offering a generous variety of activities to thrill-seekers:

- Bungee jumping and extreme sports
- Island hopping and marine adventures featuring glass-bottom boat tours, snorkelling, and island exploration.

Ask Reception for recommendations on day excursions and local tours.

Experience the Culture of Cairns

ENJOY COMMUNITY EVENTS

Depending on the time of year, you may enjoy:

- Cairns Rainforest Rumble
- Great Barrier Reef Masters Games
- Cairns Ecofiesta
- Cairns Show
- Cairns Indigenous Art Fair
- Cairns Festival

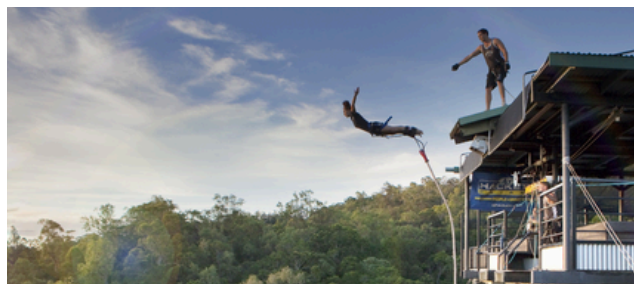
Reception can provide information on events taking place during your stay.

BE A RESPONSIBLE VISITOR

During your stay, we encourage you to:

- Support local businesses whenever possible.
- Respect Aboriginal cultural heritage and significant sites.
- Dispose of waste responsibly and help protect the environment.
- Respect local residents, wildlife, and public spaces.
- Share your positive experiences and help promote Cairns as a welcoming destination.

Thank you for supporting the Cairns community. By choosing local experiences, you help preserve the region's culture, strengthen local businesses, and contribute to a vibrant and sustainable future for everyone.



Discover Cairns' Local Wildlife

Cairns is surrounded by beautiful natural landscapes, including the Great Barrier Reef, Atherton Tablelands and Daintree Rainforest, as well as stunning beaches, islands, mangroves, estuaries and freshwater creeks that are home to a diverse range of Australian wildlife. We encourage guests to enjoy these unique environments while helping to protect them.

WILDLIFE YOU MAY SEE

Common species that are frequently sighted during a visit to Cairns include:

- Koalas
- Saltwater Crocodiles
- Tree Kangaroos
- Sea Turtles
- Cassowaries
- Platypus

ENJOY WILDLIFE SAFELY

To help protect local wildlife and ensure your safety, please:

- Observe wildlife from a safe distance.
- Never feed native animals, as human food can harm them.
- Dispose of rubbish responsibly to protect local habitats.
- Keep to marked walking tracks when exploring parks and reserves.
- Supervise children around wildlife and waterways.
- Be particularly aware of snakes during spring and summer. If you see a snake, remain calm, keep your distance, and allow it to move away naturally.

WHERE TO EXPERIENCE NATURE

Some of the best places to enjoy Cairns' natural environment include:

- For tropical birds and tree kangaroos, walk along the Daintree trails, Cape Tribulation, Etty Bay, and Mission Beach.
- In the Atherton Tablelands, visit Malanda Falls (for tree kangaroos) and the Yungaburra platypus-viewing platform.
- For saltwater crocodiles and native fish like barramundi, a boat cruise along the Mowbray River (near Port Douglas) and the Daintree waterways. Watch for local warning signs.
- For sea turtles, sharks and other seasonal marine life visit Outer Reef dive sites, Green Island, and Fitzroy Island.
- Urban and coastal hotspots include the Cairns Esplanade for waterbirds, Cairns library for day-roosting bats, and grassy clearings between Kewarra Beach and Trinity Beach for wallabies.

Thank you for helping to protect Cairns' natural environment. By respecting local wildlife and their habitats, you are contributing to the conservation of this beautiful region for future generations to enjoy.

Local Conservation Initiatives

TAKE 3 FOR THE SEA - STOP PLASTIC POLLUTION

Take 3 inspires participation in simple actions that reduce the impacts of plastic pollution and waste in the ocean and broader environment. To conserve the environment and protect wildlife from the impacts of plastic pollution and waste by leading a movement of people connected to the planet.

Join us by unleashing the power of 3:

- Take 3 pieces of rubbish with you when you leave the beach, waterway... or anywhere.
- Take 3 actions to reduce your plastic footprint.
- Take 3 people on the journey with you.

Information from: take3.org

GREAT BARRIER REEF FOUNDATION

The Great Barrier Reef Foundation is creating a future for the world's coral reefs by protecting ocean habitats, restoring coral reefs and helping them adapt to the impacts of climate change. We've built a collaborative organisation to raise funds, invest in innovative ideas and design real-world, scalable conservation programs that are delivering breakthroughs in marine and terrestrial restoration. Walking in step with First Nations people and front-line communities, we're fast-tracking and deploying solutions around the world.

Information from: barrierreef.org

CITIZENS OF THE REEF

At Citizens of the Reef, we close the gap between surveying the state of reef systems and implementing practical conservation where it matters most. Our keystone program, the Great Reef Census engages a global taskforce to help identify and prioritise critical reefs for conservation and protection. At the same time, we work to upskill local reef communities with the tools, methodologies, and best practices needed to actively protect these sites.

Information from: citizensgbr.org

EYE ON THE REEF

Our Eye on the Reef monitoring and assessment program enables anyone who visits the Great Barrier Reef to contribute to its long-term protection by collecting valuable information about reef health, marine animals and incidents that is used to understand the bigger picture and inform how we manage the Reef.

<https://www.gbrmpa.gov.au/our-work/programs-and-projects/eye-on-the-reef>

Local Conservation Initiatives

RAINFOREST INITIATIVE

Mercure Cairns supports the Rainforest Initiative by donating one new tree for every new staff member.

YOUR POINTS CAN MAKE A DIFFERENCE

Your points can make a difference. Convert your ALL Accor Reward Points into a donation to support associations selected by Accor and its brands. We donate to causes that cover food, shelter, culture, protection, social inclusion and biodiversity.

Information from: all.dift.com/en

Thank you for helping protect Cairn's natural environment. By respecting local wildlife and their habitats, you are contributing to the conservation of this beautiful region for future generations to enjoy.



Sustainability

OUR COMMITMENT

At Mercure Cairns, we are committed to operating responsibly and reducing our environmental impact while providing a comfortable and memorable experience for our guests. We believe that sustainability is an ongoing journey, and we continually seek opportunities to improve our practices, support our community, and contribute to a more sustainable future.

ENERGY EFFICIENCY

We are committed to reducing energy consumption throughout the hotel through the use of energy-efficient lighting, equipment and operational practices. By continually monitoring our energy use, we aim to minimise our environmental footprint while maintaining guest comfort.

WATER CONSERVATION

Water is a valuable resource, and we actively work to reduce consumption through water-efficient fixtures and sustainable operating practices. Guests are encouraged to participate in our “Skip the Clean” program to help conserve water and energy.

WASTE REDUCTION

We strive to minimise waste across our operations through recycling initiatives, responsible purchasing and reducing single-use plastics wherever possible. Our team is continually exploring ways to divert more waste from landfill and improve resource recovery.

SUPPORTING LOCAL

As a proud member of the Cairns community, we support local businesses, suppliers and producers wherever possible. By sourcing locally, we help strengthen the regional economy while reducing transportation impacts and showcasing the best our region has to offer.

WORKING TOGETHER

Our sustainability efforts are most effective when guests and team members work together. During your stay, you can support our initiatives by:

- Reusing towels and linen where possible
- Switching off lights and air conditioning when leaving your room
- Using available recycling facilities
- Taking advantage of Cairns' Eco-Friendly transport options
- Engaging in conservation activities that are available locally, around Reef and Rainforest conservation
- Supporting local businesses and experiences

Thank you for helping us create a more sustainable future for our community and environment.

Waste & Recycling Information

Help Us Keep Our Hotel Clean and Sustainable

Thank you for helping us reduce our environmental impact. During your stay, we kindly ask that you follow these simple waste disposal guidelines:

GENERAL WASTE

- Please place all general waste in the rubbish bin provided in your room.
- Ensure food waste is securely wrapped or bagged where possible to minimise odours.

RECYCLING

Please use the designated recycling bin for recyclable items such as:

- Paper and cardboard
- Plastic bottles and containers
- Glass bottles and jars
- Aluminium and steel cans
- Please empty containers before placing them in the recycling bin.

FOOD WASTE

- Do not leave food or drink in hallways or outside guest rooms.
- Hazardous Items Batteries, light bulbs, electronic devices, and other hazardous items should not be placed in room bins.
- Please contact Reception for safe disposal assistance.
- Bulky Waste If you have large items or excessive rubbish, please contact Reception for collection rather than leaving items outside your room.

HELP US REDUCE WASTE

- Reuse towels and linen where possible to reduce water and energy consumption.
- Turn off lights, air conditioning, and electrical appliances when leaving your room.
- Refill your reusable water bottle, Reception can help you fill this

If you have any questions or require additional waste or recycling facilities, please contact Reception. Thank you for helping us maintain a clean, safe, and environmentally responsible hotel.