

# Welcome Short Stay

WORK REST VISIT



**firstnational**  
REAL ESTATE  
Hedland

# WHO ARE WE?

Hedland First National is a leading, award-winning real estate agency based in Port Hedland. In response to the region's current short-stay accommodation challenges, particularly for small businesses and not-for-profit organisations, we've developed a tailored short-stay model to help meet this demand.

Our dedicated short-stay team works closely with Hedland Maritime Initiative to deliver clean, comfortable, and convenient accommodation options in the heart of Port Hedland.





Thanks for choosing HFN Short Stay, our team are here to ensure you have a comfortable and seamless experience. If there is anything we can do to improve your stay with us, please get in touch.

### **Need Help?**

**The best way to reach us, and for a prompt response please email our team at [shortstay@hfn.com.au](mailto:shortstay@hfn.com.au).**

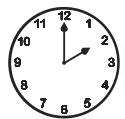
**(Emergency Phone: 08 9173 9200)**

**We work flexible hours, and emails are monitored regularly.**

Please note: Phone calls are reserved for emergency matters only such as: -lockouts -no water/hot water -a burst pipe  
-no electricity or gas - a gas leak -flooding  
-property break in -blocked toilet where there is only one toilet available in the property

For all general enquiries such as booking requests, non urgent maintenance, queries or concerns will be responded to via email as soon as we can!





## CHECK-IN

**TIME: 2pm**

Your accommodation will be ready with fresh towels and linen already set up, and a spare set is in the cupboard if required. Some consumables are available such as washing powder, dishwashing liquid/tablets, soap, shampoo and conditioner. A washing machine is located inside the unit for your use. Please contact us if there is anything else you require.



## CHECK-OUT

**TIME: 10am**

Before you leave please: Switch off all lights, air conditioning, appliances and TV's. Ensure all doors and windows are locked. Remove any excess rubbish to the complex bins. Remove any food items from the fridge and freezer. Ensure you remove all of your personal belongings (check cupboards just in case!). Return the keys to the lock box. Please note: if keys are not returned, a fee will be charged to your card for replacement.



1. **NO SMOKING** - Smoking or vaping is not permitted inside the premises.
2. **PETS** - Unfortunately we cannot accommodate pets.
3. **KEEP IT CLEAN** - Please tidy up after yourself and dispose of all rubbish in the bins located.
4. **OCCUPANCY** - Please ensure you notify us of all occupants staying with you for safety reasons.
5. **PARTIES** - Parties and large gatherings are not permitted at the property.
6. **QUIET HOURS** - Please keep noise to a minimum between 8PM - 7AM
7. **REPORT DAMAGES** - Please let us know if any damages occur.
8. **REMEMBER TO LOCK UP** - When coming and going please ensure all exterior doors are locked.
9. **MAKE YOURSELF AT HOME!** Please treat the space with the same care you would your own home, we hope you enjoy your stay.

# HOUSE RULES



# WHERE TO EAT?

## **RAY'S PORT HEDLAND**

Whether you're craving some zesty fish tacos, a juicy rib-eye steak, or ice-cold beer with a view, this brand new restaurant and bar is ready to welcome you. Book Online for dinner reservations.

[www.hedlandhotel.com.au](http://www.hedlandhotel.com.au)

## **DOME CAFE**

Whether its a big breakfast for dinner or a pancake stack for lunch, Dome has all day menus and a great coffee selection.

[www.domecoffees.com](http://www.domecoffees.com)

Located Cnr Richardson & McKay Street, Port Hedland.

## **SILVER STAR CAFE**

Serving great coffee and a wide variety of other shakes and drinks. Food available both take-away or dine-in.

Located 12A Edgar Street, PORT HEDLAND.

(08) 9140 2207

## **HEDLAND HARBOUR CAFE**

Open from 6am to 8:30pm for breakfast through to dinner.

Located 5 Wedge Street

(08) 9173 2630

*In winter there are typically pop up cafes in the Marapikurrinya Park on Richardson St.*





# FAQ'S

**Do you have Wi-Fi?** - Not at the moment, but we're hoping to implement this in the coming future. Port Hedland has reliable 5G coverage.

**Is the property serviced?** No, but if you would like the property cleaned weekly we do offer guests a fee of just 50% of the total cost - contact us and we can advise prices and arrange.

**What if I need more consumables; soap, powder, toilet paper etc?** We do supply enough for an average stay which is a week, we would expect you to purchase these items if its extended but can facilitate if required.

**If we plan to stay again do we get a discount?** Yes, book direct on our website and put in promo code LOYAL to receive 12% off your next stay.


**How to report maintenance issues, concerns or provide feedback?** Scan the QR code on the fridge and it will be sent direct to our team. We're here to help!

**What do I do if I lose my keys or lock myself out?**

If this happens during business hours (9am - 5pm, Mon - Fri) we can assist you with a spare set of keys. If this occurs after hours, we can arrange a locksmith however this will be at your expense. Please do not try gain entry by your own means and potentially damage doors/windows.

**Can I smoke outside the property?** Yes but please keep clear of any doorways or windows and be mindful of neighbours.

**Is early check in/late check out available?** This depends on availability. Please reach out as early as possible and we'll do our best to accommodate your request.





# TRANSPORT

**HEDLAND TAXIS**

**(08) 9173 1010**

**<https://www.hedlandtaxi.com.au>**

**FOOD DELIVERY**

**SERVICE:**

**Uber Eats**

**KOALA CABS**

**13 22 27**

**<https://koalacabs.com.au>**





# CYCLONE PROCEDURE

The cyclone season for the North West of Australia is from the beginning of November to the end of April. There are various warning levels during a cyclone; the first level is Advice (Yellow), followed by Watch and Act (Orange) and finally the Emergency level (Red). Below are procedures that need to be followed to make the event, should it happen, less dangerous.

For further information you can call DFES in Port Hedland on 13 33 37 or S.E.S. on 132 500.

There is an online portal to provide the community with access to vital information needed during emergencies.

[www.disaster.porthedland.wa.gov.au](http://www.disaster.porthedland.wa.gov.au)





# WHAT TO DO!

This is the Epic Pilbara – twice the size of the United Kingdom, the Pilbara region in Western Australia has some of the world's most stunning ancient natural landscapes, dating back 3.5 -4.3 billion years.

Travel inland and you'll experience the unique communities of the rugged outback, from Tom Price, the highest town above sea level in Western Australia, to Marble Bar, the hottest town in the country. No matter where you roam in the Pilbara, you will be surprised and delighted with the hidden treasures it holds.

Check out local events below:

Book a tour below:







We acknowledge our properties are located on the traditional lands of the Kariyarra people as the traditional custodians of the land where we work and reside. We pay our respects to them and their Elders past, present, and emerging. We extend this respect to all First Australians and recognise their rich cultures and their continuing connection to land, waters and community.





BOOK DIRECT ON OUR  
WEBSITE FOR YOUR  
NEXT VISIT!

WORK, REST OR VISIT

