



## VIP MEMBER FAQ's

### FAQs

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**1. Who can I speak to about my membership?**

Maxine Marincic is your dedicated Membership Specialist and works Sunday to Thursday from 8.30am – 3pm.  
Direct contact number – 07 4044 6765  
Email address – [memberships@fitzroyisland.com](mailto:memberships@fitzroyisland.com)

**2. How do I book my transfer? For both day trips and accommodation transfers?**

First step: download member jungle then refer to the step-by-step guide in member jungle to be able to navigate the app.

**Please note:** You must present your virtual member card (on member jungle) and ID at the booking office 30 mins prior to departure.

**3. How do I reset or change my password?**

Email or call memberships to reset your password.

**4. How do I cancel my ferry day trips?**

Email memberships with the booking number and request for the booking to be cancelled, we will then confirm via the booking platform of your cancellation. Please do this 24hrs prior to departure date to avoid any cancellation fees.

**5. How do I book tickets for family and friends at locals' rates online for visitors?**

Please book the extra guests through your member jungle portal then contact memberships to pay for the additional guests. Please note they must travel at the same time and on the same day to be eligible for the VIP discount – Adult \$50, Child \$30

**6. How do I book my FOC night?**

Email or call memberships with your preferred dates, transfer times and credit card number (this is just to secure your booking). We will do our best to accommodate your first request. Please note that Saturday's book out 2-3 months in advance so get in early to avoid disappointment.

**7. Can I add additional guests to my FOC night?**

Absolutely, any additional guest pays \$50 extra per night and \$50 for return ferry transfers. Please ensure the room type you are entitled to has the ability to hold extra guests.

**8. Can I upgrade my room for my FOC night?**

- Butterfly bungalow – no charge for this and would be a straight room swap (subject to availability)
- Welcome Bay Suite - \$50 upgrade fee (subject to availability)
- Beach Cabin - \$75 upgrade fee (subject to availability)

**9. How do I renew my membership?**

Please call or email memberships with a credit card to make payment for your renewal.

Please ensure you renew your membership prior to it expiring to ensure you always have a valid membership. If for some reason you are not able to renew in time, we give you a 60-day grace period to renew automatically. After this point, you will need to re-join the waitlist

**10. What is the Food and Beverage discount on my membership?**

10% on all food and beverage transactions

**11. What accommodation discount do I get on my membership? And can I extend it to family and friends?**

20% off the best available rate using VIP20 as a promo code on our website. Yes, you can extend the 20% discount to family and friends as long as they travel with you on the same dates.



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### 12. What is the birthday special for members? Can I book it with my free night?

- Welcome Drink
- Daily Wifi
- Snorkel Hire
- Craft Workshop
- 20% off all Accommodation types (excluding camping and the Penthouse)
- Valid until January 2022 to December 2022

### 13. What discount do I get on activities?

Fitzroy Island Dive Centre privileges for VIP Rewards Club members are available for hire of snorkel, fin, paddle board and kayaks only. The discount is not valid for use against the Glass Bottom Boat tours, Dive Training or the Hire of Dive Equipment. VIP Rewards Club members will receive Members' Discount, i.e. 20% on the total hire price.