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**FAQs**

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

We now have a team of friendly staff who can assist you with any queries, The Member Support Team.  
Direct contact number – 07 4044 6765  
Email address – [memberships@fitzroyisland.com](mailto:memberships@fitzroyisland.com)

**2. How do I manage my Membership?**

First download the Member Jungle mobile app. In the club or group's name field, type Fitzroy Island VIP Rewards Club. Next put in your username and password and you will have access to your Member Jungle App. Here you will be able to see all step by step guides, past newsletters, easily communicate with our Support Team and much more.

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

The Member Jungle App has a recovery default on the main page. Select "forgot your password" and an email will be sent you to reset your password.

**4. What is the Member Jungle App and Virtual Member Card?**

Fitzroy Island Resort is committed to minimising our ecological impact on the environment and has taken many steps to reduce plastics and paper usage. One way Fitzroy Island Resort has been able to reduce paper usage is by moving toward a fully online member portal and booking system; the Member Jungle App. Here you can find easy step-by-step guides, book your transfers and read past newsletters. Your **Virtual Member Card** is also loaded to the app and can be viewed on the Dashboard.

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

First step: download the Member Jungle App to your device then in 'Document Library' refer to "How to Book Transfers". A full step by step guide has been created for you with pictures of every step of the way.

**6. 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 of 20% – Adult \$72, Child \$36

**7. Where do I check-in for the ferry?**

All Member Day trippers and Member Resort Guests are required to check into the Fitzroy Island Booking Centre at 2/1 Spence Street at least 30 minutes prior to departure. The shop is located next to the Reef Fleet Terminal, between the Calypso Camera Hire Shop and Tropical Aspect Souvenir shop.

**Please note:** You must present your Virtual Member Card (on the Member Jungle App) and ID at the booking office.

**8. 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.

**9. 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.

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

Absolutely, any additional guest pays \$60 extra per night for accommodation and \$72 for return ferry transfers. Please ensure the room type you are entitled to has the ability to hold extra guests.

**11. 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)

**12. 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 MEMBER23 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, and no more than 2 rooms are booked.

Please note that the discount is applicable to all rooms, except the Penthouse and campground.

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

10% on all food and beverage transactions.

The Virtual Member card (on the Member Jungle App) will need to be shown at the venue during ordering. Discounts cannot be applied afterwards or at reception.

**14. 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.

The Virtual Member card (on the Member Jungle App) will need to be shown at the venue during ordering. Discounts cannot be applied afterwards or at reception.

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

Inclusions with a paid overnight stay

A bottle of Sparkling Wine, ready in the room to celebrate your birthday!

A Cheese Platter for two, ready in the room made by our amazing chefs.

A box of local Gallo Dairyland Chocolates from the Tablelands, ready in the room.

A Glass Bottom Boat Tour: Take a leisurely cruise in our glass bottom boat Coral Viewer over the fringing reef that surrounds Fitzroy Island viewing the reef for all guests included in the Membership.

20% off all Accommodation types (excluding camping and the Penthouse)

Conditions

*Valid January 2023 to December 2023*

*Can only be utilised in conjunction with a paid night (excluding camping)*

*Not to be used in conjunction with any other offer or FOC nights (excluding special events and public holidays)*

*This special is valid for the primary card holder's birthday only and is valid 30 days prior to the birthday date until 30 days after the birthday date.*

**16. How do I redeem VIP Partner Discounts?**

First step: download the Member Jungle App to your device then in 'Document Library' refer to the "How to Redeem VIP Partner Discount". Here all Partners are listed with their discount and how to utilise this.

**17. Are there any block-out dates?**

Yes, Public Holidays and any other days determined by the Resort.

Transfers; Members are entitled to local's rate for travel on the Fitzroy Flyer, but no FOC transfers,

Accommodation; Members are entitled to 20% discount on available accommodation, but no FOC nights

Other; No discounts in outlets

**18. 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 30-day grace period to renew automatically. After this point, you will need to re-join the waitlist.