

ROTTNEST ISLAND — BOOKING SYSTEM

4957. Ms L. Mettam to the Minister for Tourism:

I refer to the Rottnest Island online booking system, as at 20 March 2019, and ask:

- (a) When potential visitors search for accommodation on the Rottnest Island website using the “search online” function, does this indicate to potential visitors that there may be accommodation available at Hotel Rottnest and/or Discovery Rottnest Island;
- (b) If no to (a) are there any plans to change the online booking system so that all accommodation options (including Hotel Rottnest and/or Discovery Rottnest Island) are shown to potential visitors;
- (c) Are there any instances whereby the online booking system shows no accommodation availability, but when potential visitors then phone to confirm, accommodation options are available; and
- (d) If yes to :
 - (i) why does the Rottnest online booking system not show all current accommodation availability;
 - (ii) what is the average time the online booking system takes to update to show the current accommodation availability; and
 - (iii) are there any plans to address this issue?

Mr P. Papalia replied:

- (a) Yes. Information on the extensive range of accommodation available on Rottnest Island is indicated on the page reached after clicking the “Book Online” button and then clicking the “Accommodation Types” or “What type of accommodation is available?” links. By following the links, potential visitors can learn more about Discovery – Rottnest Island and Hotel Rottnest, as well as Karma Rottnest, by clicking their respective icons and booking via the “Book Now” button.
- (b) Not applicable.
- (c) There should not be any instances where this could occur because the Rottnest Island Authority wants people to book accommodation online. However, there have been occasions when one or more people have cancelled their booking during the same period of time when someone else has not been able to book the accommodation they wanted online and has phoned the RIA’s accommodation booking office. Cancellations show up immediately as bookable inventory.
- (d)
 - (i) Some accommodation is not shown online, such as ACROD units, which are booked via email with guests attaching a copy of their valid ACROD pass. Units for leavers are also not shown online and are booked over the phone or in person to ensure registered guests are bona fide leavers.
 - (ii) Accommodation availability is updated immediately.
 - (iii) There is no issue to address.