

GUEST SERVICES DIRECTORY

OAKS QUEENSTOWN CLUB SUITES



WELCOME *home*

RECEPTION – DIAL ‘0’

Welcome to Oaks Queenstown Club Suites. Following you will find information with respect to the building and surrounds. If we have omitted any details, please feel free to contact our friendly reception staff either in person or by dialing ‘0’ from your in-room phone. We trust that your stay with us will be an enjoyable one.

HOTEL TELEPHONE DIRECTORY

Reception, Night Caretaker & Housekeeping – Dial ‘0’
Outside Line - Dial ‘1’

HOTEL SERVICES

ACCOUNT SETTLEMENT

Payment can be made by cash, credit card or EFTPOS upon or prior to departure. Company charges or cheque payments will only be accepted by prior arrangement. Major credit cards are accepted including American Express, Diners Club, Master Card and VISA. We also have EFTPOS available, however we do not offer a ‘cash out’ facility. Please note, all credit card payments incur a service fee. For Visa, Mastercard & Union Pay the fee is 2% and for American Express & Diner Club the fee is 3.35%.

AIRPORT

Queenstown Airport is located 8kms from the hotel (approx. 15 mins drive in no traffic). Taxis and shuttle bus services can be arranged on request by reception.

CAR PARKING

Undercover car parking is available for registered hotel guests only. Unauthorised parking may result in the vehicle being towed at the expense of the owner. Oaks Hotels, Resorts & Suites accept no responsibility for loss or damage to vehicles parked in this facility. The maximum height clearance limit is 2.2 metres.

CAFE/ BAR/ RESTAURANT

Shores Cafe/Bar is a 10-minute picturesque walk from Oaks Club. The cafe/ bar is located next to Shores Reception. The cafe is open for coffee, tea, muffins and a selection of cabinet food from 7am. The bar is open from 2pm to 9pm with a Happy Hour from 5pm to 6.30pm. Be our guest and enjoy the most amazing views in Queenstown.

**Unfortunately, our Shores restaurant is currently closed until further notice. Apologies for any inconvenience this may cause during your stay.*

CHECK-OUT

Check-out is 10am on the day of departure. Other times may be pre-arranged for an additional fee. Any charges that are not settled upon check-out will be automatically charged to your Credit Card on file.

GARBAGE DISPOSAL

For your convenience garbage bins are placed at all door entries in the car park. Most kitchens have a garbage disposal unit located in the sink for food scraps ONLY. To operate press the “waste” switch and ensure water is running when on.

LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for 3 months and can be posted back at the guest’s expense.

TOUR DESK

Our team can assist you with booking tours and attractions around the Queenstown area. Please see our friendly reception team for recommendations and booking assistance.

EMAIL &/ PRINTING

The hotel reception email is foclub@theoaksgroup.co.nz. Please contact reception should you require documents printed. Black/white prints are \$0.25 per page, colored prints are \$0.50 per page.

PETS

With the exception of assistance dogs, guests of Oaks Hotels, Resorts & Suites are not permitted to bring any animals into the building.

RECREATION FACILITIES

The gym and sauna facilities are located below reception near the meeting room. Operating hours are from 8am to 8pm daily. Children must be over 15 years of age to use the gym equipment and must be supervised.

Guest BBQ facilities are located on the Courtyard area - Level 6 and are open from 8am to 8pm daily. In consideration of other guest please keep any evening noise to a minimum. Strictly no glass is to be taken into these areas. Please clean the BBQ plate after use.

LAUNDRY FACILITIES

Shared guest laundry facilities are in the underground car park on level 5 and operate on 2 x \$2 coins. Washing powder can be purchased at reception for use in the shared laundry and also for use in apartments containing laundry facilities.

TAXIS

Please contact reception by dialing 0 for our staff to arrange a taxi service or alternatively you can call Queenstown Taxis on 0800 788 2947.

SHUTTLE SERVICES

A shuttle bus service is available for guests to and from Queenstown. Bookings are essential. Please see reception for operating hours.

APARTMENTS FEATURES

Please do not hang towels, clothing, or other items over the balcony. Please consider guests below by not throwing rubbish or other items over the balcony.

BREAKAGES & DAMAGES

All rooms are fully equipped with a standard inventory. Please report any breakages, missing items, or damaged property to reception. Guests are responsible for the cost of replacement or repair to any damaged items.

CLEANING/HOUSEKEEPING

Please be aware that daily cleaning services may not always be included in your booking. Please contact reception if you would like to arrange this service for an additional fee.

Daily service includes rubbish removal, placing dishes in the dishwasher, wiping kitchen benches, replacing towels, cleaning the bathroom and making up beds with existing linen.

Full service (once per week) includes as above plus a linen change, full vacuum and cleaning of the apartment. To respect your privacy please be advised that beds with personal items on them will not be made.

DO NOT DISTURB

Please place your ‘Do Not Disturb’ sign on the outside of your room door to ensure your privacy is upheld. Please note that your room will not be serviced with this sign in place. Should you remove this sign before 2pm and wish for your room to be serviced, please contact Reception. After 2pm, Reception can provide any supplies you may need.

INTERNET ACCESS

Internet access is complimentary. To connect: Turn on Wi-Fi on your device and select the option ‘Oaks Wireless’. Go to your internet browser and you will then be directed to Reivernet site. Select “Visitors” then enter the following code: oakclub

KEYS

Please keep your room keys with you at all times. For security purposes please ensure you lock all doors and windows when leaving your room. Lost or unreturned keys/ access cards will attract a fee of \$20 per card.

Please note that your room key cards are magnetically encoded and may malfunction if placed near magnetic fields such as mobile phones, televisions or other charge cards.

MAINTENANCE

We endeavor to ensure all rooms are maintained to the highest possible standard. Should you notice anything requiring attention, kindly contact reception as soon as possible. Maintenance is generally onsite during the week.

DISHWASHER

All apartments with kitchens have either a two drawer or a single drawer dishwashing machine. Please use the dishwashing powder supplied. Do not put any other liquid in the machine as it causes damage. Please contact reception if you experience any difficulties.

FIREPLACE & HEATING

Apartments are equipped with a gas fireplace or an electric heater. For safety reasons please do not leave the heater or fireplace turned on whilst the apartment is unattended. Do not place clothing or furniture near heaters or fireplaces. To ensure maximum efficiency please ensure windows and doors are closed. Please contact reception for directions on using the in-room heating. If the gas fire is on DO NOT TOUCH THE GLASS. The glass on the fireplace is not heat resistant.

SMOKING

The Body Corporate advises that as an insurance requirement, all apartments and common areas are NON-SMOKING.

Smoking is only permitted in the designated smoking area on the Level 6 podium next to the Courtyard. Please use the provided ashtray and do not throw cigarette butts into the gardens. If there is evidence of smoking (including littering of cigarette butts) found in your apartment, you will be automatically charged an additional cleaning fee of \$150.

TELEPHONE

Each room is fitted with a direct dial telephone. All external calls are automatically recorded on our Call Accounting System. For external calls please Dial ‘1’ first followed by the phone number.

Telephone calls are charged at the following rate:
Local: \$0.80 for unlimited talk time (metropolitan area only)
STD: \$1.50 for connection and \$0.80 per pulse thereafter
(within New Zealand) ISD: \$2.50 for connection and \$0.80 per pulse thereafter (International calls)

TELEVISION CHANNELS

Local Free to Air channels are available on your television and are free of charge to view.

ICE

During the winter period it is common for ice to form on pathways around the property. Please take extra care when walking and driving in these conditions.

SNOWBOARD AND GEAR

All snow board and ski gear are to be stored in the drying room only that is in the car park on level 4 (lower level). An additional fee may be incurred for any resulting damage or extra cleaning required from taking snow boards and ski gear into the apartments.

NOISE & SECURITY

Please ensure that noise is kept to a minimum to ensure a peaceful stay for all resort guests. Please dial 0 (24 hours) to report any noise or security issues to Reception.

IN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 1, 111

RECEPTION (8AM-8PM DAILY) DIAL 0
AFTER HOURS NIGHT CARETAKER DIAL 0

A fire evacuation plan is located on the back of your apartment entrance door, please ensure you have familiarised yourself with the nearest fire exit.

IN CASE OF FIRE – DO NOT USE LIFTS.

This property is fitted with an advanced fire protection system. In case of fire, please follow the procedure outlined below:

1. If the fire alarm or automatic evacuation system sounds, please make your way to the nearest fire exit. Do not run. Do not use the elevators.
2. Do not telephone reception as we may require the phone lines for emergency calls.
3. Assemble at the meeting point located on the evacuation plan located on the back of the main entrance door to your apartment.
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade or hotel staff.
5. Please note: If a false alarm is found to be caused by the occupant of a unit, a false alarm fee will be charged to the occupant.

DRONES

Please note Oaks Queenstown Club Suites is situated in Queenstown’s No Drone Flying Zone. Flying drones is strictly prohibited as this area/airspace is under Civil Aviation’s Air Traffic Control zone and penalties may apply. Please contact Reception for any queries.