

# GUEST SERVICES DIRECTORY

OAKS MORANBAH SUITES



WELCOME *home*

## RECEPTION – DIAL ‘9’

Welcome to Oaks Moranbah 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 ‘9’ from your in room phone. We trust that your stay with us will be an enjoyable one.

## 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 of 1.5%. Should you check-out prior to 6am please contact reception the day prior to finalise your account and arrange key collection.

### AIRPORT

Moranbah Airport is located 8km from the hotel (approximately six minutes drive in no traffic) Taxis can be arranged on request by reception.

### CAR PARKING

You can park in any available space.

### CHECK-OUT

Check-out is 10am day of departure. If you wish to extend your check-out time please contact reception. Late check-outs are subject to availability and fees may apply. Any charges that are not settled upon check-out will be automatically charged to your Credit Card on file.

### FAX / EMAIL / PRINTING

Documents that require printing can be sent to our email address fomoranbah@theoaksgroup.com.au and collected from reception (USBs not accepted).

### LOST PROPERTY

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

### PETS

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

### RECREATIONAL FACILITIES

While we do not have an onsite gymnasium, you have the option to use Snap Fitness in the Leichardt Business Centre (18 Bacon Street) at reduced casual rates.

## TAXIS

Reception can order you a taxi at your request Alternatively the contact number for the local taxi is 131 008.

## APARTMENT FEATURES

### BALCONY

Please do not hang towels, clothing or other items over balcony railings. Please do not throw rubbish or other items over the balcony.

### BREAKAGES & DAMAGES

All apartments 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 extra fee.

Daily Service includes: Rubbish removal, placing dishes in the dishwasher, wiping over kitchen, replacing towelling and cleaning the bathroom, making the beds with existing linen.

Full Service (Once per week) includes: As above plus a linen change, full vacuum and cleaning of the apartment. Please note 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 apartment door to ensure your privacy is upheld. Please note your apartment will not be serviced with this sign in place. Should you remove this sign during the day and wish for your apartment to be serviced, please contact reception.

### INTERNET / WI-FI

To connect: Turn on Wi-Fi on your device and select the option ‘Oaks Public Wireless’. Open your internet browser, select ‘In House Guests’, enter your room number and the surname listed on the reservation. Charges may apply. Any further issues please call reception.

### 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 apartment. Two sets of keys are available per apartment. Lost or unreturned keys/access cards will attract a fee of \$300 per set.

If you check-out before reception opens at 7am, please drop your keys into the Key Return Box that is located next to the elevator in the car park.

### MAINTENANCE

Maintenance is carried out as necessary. Should you have anything to report, please contact reception as soon as possible.

## SMOKING

Oaks Moranbah Suites is a strictly NON SMOKING building and this extends to smoking on balconies. In addition, Queensland legislation prevents you from smoking in common areas and foyers of the building.

### SMOKE DETECTORS

Sensitive smoke detectors are fitted throughout your apartment. These detectors will activate when smoke is exerted. Excessive steam from the bathroom, clothes dryer and cooking may activate the fire alarm. Please ensure care is taken when performing these activities.

### TELEPHONE SERVICES

Each apartment is fitted with a direct dial telephone. All external calls are automatically recorded on our Call Accounting System. 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 Australia)

ISD: \$2.50 for connection and \$0.80 per pulse thereafter (International calls)

Local Calls: Dial 0 + the number you wish to call.

Anyone calling your apartment may leave a message on Voicemail should the call be unanswered. A light on your telephone indicates that a message is waiting for you. Please dial ‘11’ and follow the prompts.

### TELEVISION CHANNELS

Local Free to Air channels are available on your television and are free of charge to view. To access the Foxtel channels please use the source button to choose the AV channel. For Free to Air channels, choose DTV.

101	TV Hits	502	Fox League
108	Fox Sports 8	505	Fox Sports 5
114	Showcase	601	Sky News Live
122	A&E	608	Discovery Channel
129	Lifestyle You	613	Crime & Investigation
407	Movies Comedy	803	MTC Music
501	Fox Sports 1	106	Lifestyle
504	Fox Footy	113	Fox Classics
512	Eurosports News	121	Comedy
603	Sky News Weather	127	Lifestyle Food
611	History	406	Movies Action
703	Nickelodeon Jnr	500	Fox Sports News
815	Counrty Music	503	Fox Sports 3
105	Arena	506	Fox Sports 6
111	Funny	602	Sky News Business
115	Box Sets	610	National Geographic
125	E!	701	Nickelodeon
130	TLC	805	Max
408	Movies Romance		

## RESTAURANTS

Whilst Oaks Moranbah Suites does not have an onsite restaurant or bar, we offer room charge backs at the following local establishments;

Moranbah Workers Club

Smart Stays

Breakfast from 3am to 7am

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (7AM - 11AM AND 2PM - 6PM DAILY) DIAL 9

AFTER HOURS CARETAKER DIAL 9

A fire evacuation plan is located on the back of your apartment 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 procedures outlines 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 front door of your apartment.
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade or hotel staff.