

GUEST SERVICES DIRECTORY

OAKS SYDNEY HYDE PARK SUITES



WELCOME *home*



RECEPTION – DIAL 9

Welcome to Oaks Sydney Hyde Park 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%.

AIRPORT

Sydney Airport is located 13km from the hotel (approximately 30 minutes drive in no traffic). Taxis and shuttle bus services can be arranged on request by reception.

CAR PARKING

Onsite car parking is available for guests at an additional cost of \$60 per night. Guests must park in a car space marked with a Hotel Guest parking sign. Unauthorised parking may result in the vehicle being towed at the expense of the owner. Oaks Hotels, Resorts and Suites accepts no responsibility for loss or damage to vehicles parked in this facility. A fee equal to approximately \$500 is charged by the towing company for the retrieval of impounded vehicles.

CHECK-OUT

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

FAX/EMAIL/PRINTING

Guest emails and faxes are received at reception and can be collected at your convenience. Printing can be sent to our email address and collected from reception. Charges may apply.

Hotel fax number: 02 9331 6022

Reception email: foHydePark@theoaksgroup.com.au

GARBAGE DISPOSAL

For your convenience garbage chutes are located on each floor near the lifts. All recycling must be disposed of in the yellow bins on Level 1. Cardboard boxes must be broken up prior to disposal. If a guest is found to have blocked the rubbish chute, the guest will be charged for any costs incurred to unblock the chute.

LOST PROPERTY

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

PETS

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

RECREATION FACILITIES

Our swimming pool, gym, spa and sauna areas are located on Level 15 (rooftop). Operating hours are from 6am to 10pm daily. Strictly no glass is to be taken into these areas. Children must be supervised by an adult at all times around the pool area. Children must be over 15 years of age to use the gym equipment and must be supervised.

TAXIS

Please contact our friendly reception staff to organise your taxi booking. Alternatively, call Yellow Cabs on 13 33 00.

TOURIST INFORMATION

Our team can assist you with booking tours and attractions around Sydney CBD. Please call reception for a full list of tour operators and recommendations.

ROOM 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. Smoking is strictly prohibited in the balcony area.

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 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 room door to ensure your privacy is upheld. Please note your room 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 before 2pm.

INTERNET ACCESS

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 and fob keys (lift key) with you at all times. For security purposes please ensure you lock all doors and windows when leaving your room. Two sets of keys are available per room. Lost or unreturned fob keys will attract a fee of \$200 per set. For security reasons the front doors to the lobby entrance are locked between 11pm and 5.30am daily. To enter during these hours please use the intercom or your fob key.

MAINTENANCE

Maintenance is generally onsite for a few hours during the week. Should you have anything to report, please contact reception as soon as possible.

SMOKING

Oaks Sydney Hyde Park Suites is strictly a non-smoking building and this extends to smoking on balconies. In addition, NSW legislation prevents you from smoking in common areas and foyers of the building.

TELEPHONE SERVICES

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 '0' 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 Australia)

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

Anyone calling your room 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.

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE

DIAL 0, 000

Reception (24 hours) After Hours Security

**Dial 9
Dial 9**

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