

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 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.

RESTAURANT

We do not have a restaurant at Oaks Queenstown Club Suites. However we have restaurant at our sister property Oaks Queenstown Shores Resort (800m down the road). Shores Restaurant & Bar is located next to Reception. Be our guest and enjoy the most delicious views in Queenstown! Please contact reception for booking or dial 983. We also offer a complimentary shuttle service to Shores Restaurant & Bar to dine in.

CHECK-OUT

Check-out is 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.

GARBAGE DISPOSAL

For your convenience garbage bins are placed at all door entries in the car park. Some 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 call reception for a full list of companies and recommendations.

FAX / EMAIL / PRINTING

The hotel fax number is +64 3 409 0003 and the reception email is foclub@theoaksgroup.co.nz. 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.

PETS

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

RECEPTION HOURS

9am - 6pm Sunday to Thursday and 8am - 8pm Friday and Saturday. If you require assistance outside of these hours, please call our sister property Shores Restaurant & Bar on 03 450-0005.

RECREATION FACILITIES

The gym and sauna facilities are located on the Ground Floor of the Reception Block. Operating hours are from 6am to 10pm 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 Level and are open from 7am to 9.30pm daily. In consideration of other guests 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 located in the car park on Level 5. 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 dialling 0 for our staff to arrange a taxi service or alternatively you can contact Queenstown Taxis on 0800 788 2947.

SHUTTLE SERVICES

A shuttle bus services is available for guests to and from Queenstown. Bookings are essential. Shuttles depart on the hour from 9am to 11am and 4pm to 9pm.

APARTMENT FEATURES

BALCONY

Please do not hang towels, clothing or other items over the balcony. Please consider the 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 a 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 room to be serviced, please contact reception.

INTERNET ACCESS

Internet access is complimentary. The internet service is provided by an external supplier and once accepted/purchased we cannot cancel or offer refunds.

To connect: Turn on Wi-Fi on your device and select the option ‘Oaks Public Wireless’. Open your internet browser and enter in the code oakclub. Type ‘ACCEPT’ in the box to accept the terms and conditions of using the Reivernet service. Once you have accepted the terms and conditions you will be diverted to the ‘connection’ page where you will then be able to navigate to the internet.

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. Two sets of keys are available per room. Lost or unreturned keys/access cards will attract a fee of \$20 per set.

MAINTENANCE

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

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.

ELECTRIC BLANKETS

Each bed is fitted with an electric blanket during the winter months. For safety reasons please do not leave turned on whilst the apartment is unattended.

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

All apartments and common area are NON-SMOKING. Smoking is only permitted on the balcony of your apartment. Please use the provided ashtray and do not throw cigarette butts from balconies. Additional cleaning charges will apply for evidence of smoking within apartments and littering.

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)

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 ‘*59#’ and follow the prompts to retrieve your message.

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 is to be stored in the drying room only that is located in the car park on Level 5. 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 guests. Please dial 0 (24 hours) to report any noise or security issues to reception. If you are having trouble connecting please call direct on (03)450-0005.

IN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 1, 111

RECEPTION DIAL 0

RECEPTION AFTER HOURS DIAL 0 OR 03 450 0005

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 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 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.