

# GUEST SERVICES DIRECTORY

OAKS CYPRESS LAKES RESORT



WELCOME *home*

## RECEPTION – DIAL 9

Oaks Cypress Lakes Resort reception is open 24 hours for your convenience.

## 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 the Credit Card on file.

## MAINTENANCE

Maintenance are on site Sunday – Thursday 8am – 4pm, Friday and Saturday 10am – 6pm. For any work outside of these hours, please contact reception who will assist you.

## TOUR DESK

We can assist you with booking tours and attractions around the Hunter Valley. Please call reception for a full list of companies and recommendations.

## SHUTTLES

A complimentary internal shuttle service is available for all Oaks Cypress Lakes Resort guests between your villa and reception. Please dial '9' from your in-villa phone or see reception. Shuttle service is available from 7am-10pm daily.

## LOST PROPERTY

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

## FAX / EMAIL / PRINTING

The resort fax number is 02 4993 1599 and the reception email is focyresslakes@theoaksgroup.com.au. 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.

## KEYS

Reception will supply you with electronic swipe keys on check-in. Should you misplace or experience difficulty with your key, please contact reception. Also be mindful around mobile phones and credit cards as they can deactivate your room key.

## CREDIT CARDS

All major credit cards are welcome at the Resort. Please note a processing fee of 1.5% will be incurred on any credit transaction.

## IN AND AROUND YOUR VILLA

### AIR CONDITIONING

For your comfort each villa offers individually controlled air conditioning. You can operate the unit using the remote control provided. We are conscious of the environment, for that reason, the best temperature setting is between 21-24 degrees Celsius. We ask that you remain within this range as this is the optimal running temperature for these units. Please remember to turn the air conditioning off when you are not in the villa.

## CAR PARKING

Complimentary car parking is available at your villa and in the public car parks at reception. Parking is at your own risk, please ensure to lock your car and do not leave valuables in plain sight. The resort does not accept any liability for theft or stolen items.

## TAXIS

Cessnock Radio Cabs is the local taxi company. Taxis can pick you up directly from your villa. They can be contacted on 02 4990 1111.

## SAFE

For your convenience, an electronic safe is located in your villa. For assistance, please contact reception by dialling 9.

## ELECTRICAL CURRENT

Within Australia, electrical appliances use 240 volts AC, 50 cycles. The outlet in the bathroom accepts international plugs but must only be used for shavers.

## GYM / POOLS / TENNIS COURTS

Our gym is located in the building opposite reception. Access is available between 7am-9pm via your room key. We have three outdoor pools throughout our resort. Pools are open daily, 6am-8pm. Pool towels are available from reception. Tennis courts are open daily, 6am-8pm, equipment can be hired through the Pro Shop.

## WILDLIFE / INSECTS

Surrounded by native bushland, the presence of insects is inevitable. For this reason we ask that you stay out of the garden beds and be mindful of any children staying with you. Do not attempt to handle or approach any wildlife. We recommend closing your doors and windows at night to avoid insects being attracted to the lights.

## MOVIES / TELEVISION

Your villa receives a large range of Foxtel and local television channels. All television is accessed through the Foxtel unit in the television cabinet. For assistance, please contact reception by dialling 9.

## INTERNET / WI-FI

Wi-Fi is available in the villas connecting to the 'Public Wireless' and using your guest details to log in.

## TELEPHONE SERVICES

All local and international calls are chargeable telephone calls. You can dial all your own calls from your in room phone. All external calls will be automatically charged to your account. To dial an outside line press 0 then dial the number you wish to call.

## ROOM TO ROOM

To phone another villa dial the villa number you wish to call (no charges will be incurred for internal calls).

## NATIONAL CALLS AREA CODES

Queensland 07  
Australian Capital Territory 02  
Victoria 03  
South Australia 08  
Tasmania 03  
Western Australia and Northern Territory 08

## INTERNATIONAL CALLS

Dial 0 followed by 0011 then the country code, area code and telephone number. For international country codes please contact reception by dialling 9.

## SMOKING

All villas in the resort are non-smoking. A cleaning fee of \$250 will be charged without exception for each occurrence of smoking within the villas.

## PETS

Strata Management and Health regulations do not permit pets on the resort grounds. Please contact reception, by dialling 9, for local kennel services.

## CLEANING / SERVICING

Some Reservations do include a daily service during your stay. If you do not wish for this service to occur, please place the 'Do Not Disturb' door hanger outside your villa. Daily services generally happen after 2pm

For extra amenities or special requests such as extra blankets, cots or portable bedding, please contact reception. Please note additional charges may apply.

## DINING

### BREAKFAST

Breakfast is served in our Bar & Bistro from 7am-10am Monday -Friday. Weekend breakfast is open from 7am-10.30am with our busiest time from 9.30am onwards. For a relaxed breakfast experience, we recommend arriving before 9.30am.

### OAK & VINE CYPRESS LAKES

Open Friday-Saturday from 6-9pm. Bookings required through Reception.

### CYPRESS LAKES BAR & BISTRO

All day menu from 12pm – 9pm. Take away options are available.

### OAK & VINE BAR

Open Friday & Saturday nights from 6pm.

### BOTTLE SHOP -

Offering a variety of alcoholic, non-alcoholic beverages and snacks. Open from 10am downstairs in our Bar & Bistro.

### IN-ROOM DINING

Room service is available from 5pm-9pm 7 days a week. Please see delivery menu for options.

## BANQUET / CONFERENCE / WEDDING FACILITIES

We have a range of function rooms available. Please contact our Events Department for further information by dialling 806.

## GOLF

### CYPRESS LAKES GOLF COURSE – DIAL 800

The Cypress Lakes Resort golf course is open everyday, 6:30am-5pm. All rates include cart hire. Club hire available upon request. The resort shop hosts a range of up to date golf fashion as well as essentials for any stay away from home including a range of non-prescription medications. For information on local chemists, please contact reception by dialling 9.

### MEMBERSHIP

For information regarding Membership of the exclusive Cypress Lakes Resort Country Club please contact the Pro Shop.

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (24 HOURS) DIAL 9 OR (02) 4993 1553

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

Please follow the procedure outlined below:

1. Each Villa contains a standard household fire alarm.
2. Please contact Reception should you require assistance

### IN THE EVENT OF A BUSHFIRE

You will be notified via text if there is an urgent announcement in the immediate area. The evacuation assembly point in a bushfire is in the carpark of the main building. From here Resort Management will advise if evacuation is required. Refuge point is located at Cessnock Leagues Club, 1 Darwin Street Cessnock.

### HOSPITALS

Cessnock Hospital is located a 15 minute drive from Oaks Cypress Lakes Resort.

Maitland Hospital is located a 25 minute drive from Oaks Cypress Lakes Resort.