

# GUEST SERVICES DIRECTORY

ISTAY RIVER CITY BRISBANE



## RECEPTION – DIAL 9

Welcome to iStay River City Brisbane. Our friendly reception team is here to help make your stay more memorable.

## RECEPTION HOURS

Reception hours are between 6am – 10pm Sunday to Thursday and from Friday to Saturday we are 24hrs. To access the building outside these hours, please swipe the access fob attached to your room key, on the grey panel under the intercom at the entrance to the building.

## AFTER-HOURS ASSISTANCE

For after-hours assistance Sunday to Thursday, please contact 07 3017 0800.

## 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

Brisbane Airport is located approximately 20kms from the hotel and is approximately a 30-minute drive (allow extra time in peak hours and heavy traffic). Taxis and transport services can be arranged on request by reception.

### CAR PARKING

Bookings for car parks are essential – additional fees apply. Please ensure you park only in the car parks with a yellow ‘Hotel Guest Parking’ and display your voucher. Guest visitor parking is available, however strict conditions and time limits apply and all vehicles must be registered with reception. A tow-away fee of approximately \$440-\$550 will apply, payable by the owner of the vehicle. (Parking is at your own risk, please ensure to lock your car and do not leave valuables in plain sight. The hotel does not accept any liability for damage to/loss of property.)

### CHECK-OUT

Check-out is 10.00am 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

Emails and faxes are received at reception and can be collected at your convenience. Fax: (07) 3017 0899, email: FORiverCity@istayhere.com.au. Printing can be sent to this email address and collected from reception. Charges may apply.

### GARBAGE DISPOSAL

For your convenience there is a garbage chute located in the hallway on each floor. Please dispose of general rubbish down the chute. To dispose of glass, cardboard and other recyclable items, the recycling bins are located near the car park exit (on the ground floor, to the left of the lifts and through the white doors).

### LOST PROPERTY

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

guest’s expense. Please note that iStay River City Brisbane does not accept any liability for any items left behind.

## RECREATIONAL FACILITIES

The swimming pool, spa, sauna, gym and BBQ area are located on the Podium Level (P). Open daily from 6am – 9pm. Please do not leave towels in the pool area. If you require additional towels you can obtain these at reception, fees apply, subject to availability. Strictly no glass is allowed in this area and children must be supervised by an adult at all times.

## TAXIS & TRANSFERS

Black & White Cabs is the local taxi company. Taxis can pick you up directly from the hotel. They can be contacted on 131 008 or you can contact reception to organise a taxi for you. Please also contact reception for other transportation options. There is a direct airport train that runs on a regular basis from Central Station. Please visit <https://airtrain.com.au/> or contact reception for assistance.

## HOUSE POLICY

iStay River City Brisbane has a strict zero tolerance party policy, in order to ensure the safety, comfort and peaceful enjoyment of all guests and residents within the building. iStay River City Brisbane reserves the right to refuse access to any patrons it deems necessary, as well as the right to immediately evict any guest, visitor or member of the public for breaching the party policy. Should eviction occur, the full amount of accommodation for the stay will be forfeited and no refunds will be allowed. For full details of this policy, please contact reception.

## APARTMENT FEATURES

### AIR CONDITIONING

For your comfort the apartment offers individually controlled air conditioning in the living area. You can operate the unit using the remote control provided. iStay River City Brisbane tries to be conscious of the environment, for that reason, the best temperature setting is between 21 and 24 degrees Celsius. We ask that you remain within this range as this is the optimal running temperature for these units. Please keep balcony doors and windows shut when you have the air conditioner running and please remember to turn it off when you are not in the apartment.

### BALCONY

Please do not hang towels, clothing or other items over the balcony. This is a by-law of the building. Please consider the guests below by not allowing rubbish or other items to fall from the balcony. Throwing of any objects and/or items from balconies is illegal and will not be tolerated and will result in immediate eviction.

### BREAKAGES & DAMAGES

All apartments are fully equipped with a standard inventory. Please report any breakages, missing items or damaged property to reception. The cost of replacement or repair of any items broken or damaged is the responsibility of the guest.

### CLEANING / HOUSEKEEPING

To offer great value for money, the rates at iStay River City Brisbane include a weekly service and additional servicing options are available for a small fee.

The following amenities are included in your apartment: Starter pack of bath towels, bathmat, soap, tea/coffee, tea towel, cleaning cloth and dishwashing detergents. Additional servicing and amenities can be purchased from reception if required.

## ELECTRICAL CURRENT

Within Australia, electrical appliances use 240 volts AC, 50 cycles. Adapter plugs are available from reception (subject to availability and charges).

## SMOKE DETECTORS

Internal smoke detectors are fitted throughout your apartment and will activate (in your apartment only) when smoke is emitted from the toaster, oven or stove. Steam from the bathrooms can also activate the alarm. Should this occur, please do not attempt to deactivate the system. Open all windows and balcony doors. Please DO NOT open the entrance door to the hallway as this will trigger a call to the Queensland Fire and Rescue Service. False alarm call-out fees are approximately \$1200 and are payable by the guest.

## SMOKING

iStay River City Brisbane is a strictly a non-smoking building including the balconies. In addition, Queensland legislation prevents you from smoking in common areas and foyers of the building. Additional cleaning charges will apply for evidence of smoking within apartments and littering.

## 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. For assistance please call reception.

## KEYS

Reception will supply you with a maximum of two keys/fob swipes on check in. Please keep these with you at all times. For security purposes please ensure you lock all doors and windows when you leave the apartment. All keys must be returned to reception upon departure. Lost or unreturned keys/fob swipes will incur a replacement fee of \$300.

## LAUNDRY FACILITIES

Your apartment offers full laundry facilities; the ironing board is located next to the washing machine and the iron is under the laundry sink. Laundry powder sachets can be purchased at reception.

## TELEPHONE SERVICES

You can dial all your own calls from your in-room phone. All local and international calls are chargeable; external calls will be automatically charged to your account. 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)

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

Local Calls: Dial 8 + the number you wish to call.

International Calls: Dial 8 + 0011 + country code, area code (if applicable), then the telephone number.

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.

## TELEVISION / MOVIES

Local free to air stations and a selection of Foxtel channels are available on your television. To operate the television:

Press the ‘Source’ or ‘Input’ button on the TV remote, scroll down and select the source you require.

For Hisense Smart TVs you will need to use the ‘cog’ button in the middle of the remote control, scroll down and select the ‘Video Input’ option and then use the above source options.

## RESTAURANTS

Please show your room key at any of the restaurants below to have your meals charged back to your hotel account. Please be aware that a 10% surcharge applies to all chargebacks.

### COFFEE DEPORT KAPSALI

128 Charlotte Street, Brisbane City Qld 4000  
Turn right on Albert Street and right again on Charlotte Street (5-minute walk)  
T: (07) 3003 0840

### PANE E VINO

124 Albert Street, Brisbane City QLD 4000  
T: (07) 3220 0044

### LAB

79 Albert Street, Brisbane City Qld 4000  
T: (07) 3211 2484

iStay River City Brisbane is in close proximity to other alternatives for dining throughout Albert Street/ Queen Street Mall.

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 8, 000  
RECEPTION (24 HOURS) 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 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.

### DOCTORS / EMERGENCY / HOSPITALS

Should you require medical assistance during your stay, please contact reception. In case of emergency, dial 000.

Royal Brisbane Hospital, Princess Alexandra Hospital and The Wesley Hospital (Private) are a 10-minute drive from iStay River City Brisbane.