

# GUEST SERVICES DIRECTORY

OAKS GLENELG LIBERTY SUITES

## RECEPTION – DIAL 9

Welcome to Oaks Glenelg Liberty 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 on arrival. 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

Adelaide Airport is located 7.5kms from the hotel (approximately 10 minutes drive in no traffic). Taxis and shuttle bus services can be arranged on request by reception.

### CAR PARKING

Undercover car parking is available for guests with access via Durham Street at an additional cost, please speak to reception staff for price and availability – spaces are limited. Oaks Hotels, Resorts & Suites accept no responsibility for loss or damage to vehicles parked in this facility. The height clearance for our basement car park is 2 metres.

### CHECK-OUT

Check-out is 10am on the 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 foliberty@theoaksgroup.com.au and collected from reception (USBs not accepted). Sending and receiving faxes are also processed at reception. Fax number 08 8376 0833. Please ensure you place your surname and apartment number in the subject field. Charges may apply.

### GARBAGE DISPOSAL (CURRENTLY CLOSED FOR MAINTENANCE)

For your convenience garbage chutes are located on each floor to the right as you exit the lifts (next to the fire exit stairs). Garbage bins are located in the basement car park near the foyer entrance. 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.

## PARTY POLICY

Oaks Glenelg Liberty Suites has a strict zero tolerance party policy in place to prevent any disturbance to guests and residents caused by parties being held in apartments. Any guests found having a party in the room will be immediately evicted with no refund issued. Please see policy at reception for further clarification.

### PETS

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

### PUBLIC TRANSPORT & INFORMATION

Please contact reception for timetables and directions to the nearest public transport service or any local information, car hire or maps of the area.

### TAXIS

Please contact our friendly reception staff to organise your taxi booking. Alternatively, the contact number for Suburban Taxi is 131 008.

### TOUR INFORMATION

Our reception team can assist you with booking tours and attractions around the area. Please come down to reception for a full list of companies and recommendations.

### RECREATIONAL FACILITIES

Our facilities include a heated swimming pool (Please note our Pool area is currently closed for refurbishment), spa, sauna and cardio room. These can be found on Level 1 in the South Tower and require your building access pass upon entry. Opening hours are 6.30am to 10pm daily. Towels must be taken from your apartment or alternatively, extra towels can be retrieved from Reception. Strictly no glass is to be taken into these areas. Children under 13 years of age must be accompanied by an adult and supervised at all times.

## ROOM FEATURES

### AIR CONDITIONING

All apartments are fitted with individual controlled air conditioning systems which can be adjusted by using the remote control. Should you require assistance please contact reception. Please note windows and doors should remain closed during operation.

### 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 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.

Please be advised: Due to building regulations we are not permitted to store housekeeping trolleys in any of the public corridors of the hotel. As a result, cleaning staff are required to take cleaning trolleys into your apartment whilst servicing is being performed in your room.

### 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.

### ELECTRICITY

The power points in your apartment operate on 240volts (AC 50 cycles).

### 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 dial '9' for reception.

### KEYS

Please keep your room keys and access cards 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 will attract a fee of \$150 per set. For security reasons the front doors to the building are continually locked and reception doors are locked between 11pm and 6.30am daily. To enter during these hours please use the intercom or your building access card.

Please note: your access cards are magnetically encoded and may malfunction if placed near magnetic fields such as mobile phones, televisions or other charge cards.

### MAINTENANCE

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

### SMOKING

All apartments and common areas are NON SMOKING. Additional cleaning charges will apply for evidence of smoking within the apartments and littering. Every apartment has a balcony and smoking is only permitted in this area. However, should the balcony door be left open such that smoke enters the room, additional cleaning charges apply. All apartments are fitted with smoke detectors and charges will apply for unnecessary Fire Brigade attendance.

## TELEPHONE SERVICES

Each apartment 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: \$0.90 for unlimited talk time (metropolitan area only)

STD: \$1.50 for connection and \$0.90 per pulse thereafter (within Australia)

ISD: \$2.50 for connection and \$0.90 per pulse thereafter (International calls)

Please note: Calls to mobile telephone numbers attract higher charge rates.

## TELEVISION CHANNELS

Local Free to Air and Foxtel channels are available on your television and are free of charge to view. If you need assistance please dial '9' for reception.

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (6.30AM - 11PM DAILY) 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.

Any false alarm where the Fire Brigade attended site, the guest will be charged the call out fee of approximately \$900.