

EVERYTHING YOU NEED TO KNOW

Grab a cuppa, it's reading time.

OAKS.

Hotels, Resorts & Suites

Reception.

Hey there, City Explorers!

Welcome to Oaks Auckland Hotel— your launchpad for Auckland adventures and comfy-as stays. Whether you're here for a work trip, a weekend gig, or a bit of both, you've landed in the right spot.

Keep scrolling for the lowdown on our spacious apartments, handy kitchenettes and just how close you are to all the action (like, dangerously close to your next shopping spree or snack stop).

Need something? Our friendly team's got you covered 24 hours — pop down, buzz us on 0800 625 728, or send us a telepathic message (okay, maybe not that last one... unless it works).

AT YOUR SERVICE

Settling the bill.

When it's time to settle up, payments can be made by cash, credit card, or EFTPOS. Company charged payments are welcome with prior arrangement only. We accept major credit cards, including American Express, Diners Club, MasterCard, VISA, and UnionPay. EFTPOS is available too, though we don't offer a "cash out" facility. Just a heads-up: all credit card payments incur a service fee of 1.5%. Happy transactions!

Flying?

Auckland Airport is just 27km away — or as we like to call it, the perfect excuse for a quick 20-minute cruise to your comfy home-away-from-home, with plenty of time to belt out your favourite tunes en route.

Planes, Trains... and Taxis

Need to hit the road (or runway)? Call Reception to organise a taxi or airport transfer — we'll get you moving in no time.

Time to go.

Check-out is at 10am on departure day. Need a little extra time? Please call reception and we'll see what we can do. Late check-outs are based on availability and may come with a fee. Any charges not settled at check-out will be automatically charged to your credit card on file.

Car parking.

Arriving by car? No problem. Secure parking is available close by for \$35 per night — just see reception when you check in and they'll take care of the rest.

Print Support.

Email your docs to FOAuckland@theoaksgroups.co.nz and pick them up at Reception. Sorry, no USBs — we like to keep it simple!

Lost something?

If you've misplaced something, just get in touch with reception. We hold onto lost items for three months and can mail them back to you at your expense.

G'day assistance dogs.

Sorry, furry friends! Only assistance dogs are welcome at Oaks Hotels, Resorts & Suites. No other animals allowed.

Wardrobe SOS?

Spilled your coffee or rocked last night's outfit a little too hard? Hand it to Reception before 8am and we'll work our dry-cleaning magic — same-day delivery available. Questions? Give Reception a buzz!

Room for One More?

Need a bit more room? An extra bed or cot is available at an additional charge. Give Reception a call to see what we can do!

Under the Weather?

Not feeling 100%? Reception can point you to the nearest chemist or doctor. And if it's serious, Auckland Hospital is open 24/7 and just 10 minutes away.

GET UP, CLOSE, AND PERSONAL WITH YOUR ROOM

Air conditioning.

If your room features air conditioning, you'll find your remote in a convenient location, perfect to help you adjust the temperature to your liking. Need help? Call reception! For best performance, please keep windows and doors closed.

Love that view? Us too!

But please don't hang towels, clothes, or anything else over the balcony railings — and definitely no tossing stuff over the edge (we see you). All balconies and rooms are strictly smoke-free — any smoky business may result in extra charges. Keep it fresh, folks.

No smoking zone.

Unless you're a BBQ grill master, smoking isn't allowed here! All rooms and common areas are completely NON-SMOKING. If there's any evidence of smoking or littering inside the room, extra cleaning charges will apply.

Keeping it tidy.

Your booking might not include daily cleaning, but if you need extra linen or amenities, just give Reception a buzz — fees may apply, but we've got you covered!

Breakages and damages.

We've got your room stocked with the essentials. Please report any breakages, missing items or damaged property to reception. Guests are responsible for the cost of replacing or repairing any damaged items.

Lock and key.

Your key to happiness, or your room key? However you see it, keep your key on you always and be sure to lock up when you leave. You get one set of keys per room, but we've got extras if you need them.

Stay Connected!

Complimentary WiFi is all yours in-room — no hunting for hotspots required. Plus, with free-to-air digital channels, you can scroll, stream or channel surf without missing a beat.

Restaurants.

Hungry? DASH Restaurant is just downstairs and ready to hit the spot. For opening hours, check in with reception — or follow your nose!

IN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 111

RECEPTION

Your safety is our priority. Please take a moment to familiarise yourself with the fire evacuation plan located on the back of your apartment door and identify the nearest fire exit.

IN CASE OF FIRE

Incase 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.
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.

Ready, set, explore!

Thanks for reading through all the important info. Now it's time to go and seize the day. Enjoy every moment of your stay with us, and remember, we're just a phone call away if you need anything.

- Really, well done, that was a lot!