

# GUEST SERVICES DIRECTORY

OAKS BRISBANE AURORA SUITES



WELCOME *home*

## RECEPTION – DIAL 9

Welcome to Oaks Brisbane Aurora Suites. Our friendly reception team is here to help make your stay more memorable.

## HOTEL SERVICES

### ACCOUNT SETTLEMENT

Payment can be made by cash, credit card or EFTPOS and must be settled on check-in. Company charges or cheque payments will only be accepted by prior arrangement. Major credit cards are accepted including American Express, Diners Club, MasterCard and Visa. EFTPOS is available, however we do not offer a 'cash out' facility. Please note that all credit card payments incur a service fee of 1.5%.

### AIRPORT

Brisbane Domestic and International Airports are located approximately 13kms from the CBD. You should allow at least 25 minutes drive; more in peak periods. Should you require transfers, please contact reception.

### CAR PARKING

Secure parking is available at a fee per space, per night. Please note that all vehicles must be registered at reception. Unlawfully parked vehicles may be removed from the building, incurring a retrieval fee. Please note that Oaks Hotels, Resorts & Suites guests and their visitors cannot utilise the visitor parking facility. Parking is at your own risk, please ensure to lock your vehicle and do not leave valuables in plain sight. Oaks Hotels, Resorts & Suites does not accept any liability for theft or stolen items.

### CHECK-OUT

Check-out is 10am on the day of departure. If you wish to request a later check-out, please contact reception. Late check-outs are subject to availability and may attract a fee. If you would like to extend your stay, please also contact reception.

### DINING

Please refer to the extensive dining guide enclosed. Some dining establishments will allow you to charge your purchase to your room account. Do not hesitate to ask reception staff for dining recommendations nearby.

### FAX/ EMAIL / PRINTING

Please contact reception for more details.

### GARBAGE DISPOSAL

For your convenience, garbage chutes are located on each floor adjacent to the type '7' suites. Cardboard boxes must be broken up prior to disposal to avoid blockage of the chute. Large amounts of cardboard and any glass bottles can be disposed of in the large green recycle bins located in the loading dock on Level 1. Please contact reception for further details.

### LOST PROPERTY

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

### PETS

With the exception of guide dogs, pets are not permitted in the building.

### RECREATION FACILITIES

The gymnasium, pool, spa, sauna and BBQs are located on Level 7. These facilities are available from 6am to 10pm, Monday to Friday and 7.30am to 10pm on Saturday and Sunday. Children must be supervised at all times. Glass items are not permitted. Bookings for the BBQs are not required and are available on a 'first in, best dressed' basis. Please inform reception if any facilities are out of order.

### TAXIS & TRANSFERS

If you require assistance with transportation, please contact reception. Taxis will collect guests from the visitor parking bay at the rear of the building on Level 1.

### TOURIST INFORMATION

Should you require any local information, car hire or maps of the area please contact reception.

### UNIT CAPACITIES

In accordance with fire and safety regulations, a maximum of three people are permitted in a 1 bedroom apartment, five people in a 2 bedroom unit and seven people in a 3 bedroom apartment. Non-registered guests are not permitted to reside beyond 10pm.

## ROOM FEATURES

### AIR CONDITIONING

For your comfort, your room features individually controlled air conditioning. The temperature has been pre-set for your comfort. Please refer to the air conditioning guide in your room should you wish to make any alterations to the temperature. We suggest that you keep your balcony door closed while the air conditioner is in operation so as to take full advantage of this facility. We also suggest that you switch your air conditioner off when you leave your room.

### BALCONY

Please do not hang towels, clothing or other items over the balcony. Please consider the guests below by not throwing cigarette butts, rubbish or any other items over the balcony. The building is fitted with highly sensitive CCTV equipment so any offenders will be identified.

### BREAKAGES & DAMAGES

All rooms 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

Depending on your tariff, Oaks Brisbane Aurora Suites offers 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 room. Daily services are generally done prior to 2pm. For extra amenities or special requests such as extra blankets, cots or portable bedding, please contact reception. Kindly note that additional charges may apply.

Daily Service includes: Rubbish removal, dishes placed in the dishwasher, wipe over kitchen, replace towels and clean bathroom, make bed with existing linen. Please note: hanging towels will not be replaced. If you require fresh towels please leave these on the floor. Beds with personal items on them will not be made.

Full Service (once per week) includes: As above plus a linen change, full vacuum and cleaning of the room. 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 if this sign is in place. Should you remove this sign and wish for your room to be serviced, please contact reception.

### INTERNET ACCESS

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 call reception.

### IRON & IRONING BOARD

An iron and ironing board is provided in the laundry cavity located in the main bathroom.

### KEYS

For security purposes, please lock all doors and windows when you leave the room. The main doors are self-locking. Two sets of keys and two security swipe cards are available per room. Please keep your room keys with you at all times. Lost or unreturned keys/security swipe cards will attract a fee of \$300 per set.

### SMOKING DETECTORS

Smoke detectors are fitted throughout the room. Internal detectors will activate when smoke is expelled from your toaster, oven etc. Steam from the bathroom can also activate the alarm. Should this occur, please do not try to deactivate

the alarm. Open the balcony doors to assist in clearing smoke and/or steam from the apartment. DO NOT open your room door as this will activate the detectors in the foyer that service the entire building. These detectors are linked directly to the Fire Brigade and will result in a call out and you will be liable for all associated fees.

### SMOKING

All rooms and common areas throughout Oaks Brisbane Aurora Suites are strictly non-smoking. Smoking is permitted on the balconies, with doors closed at all times. Additional cleaning charges may apply if there is evidence of smoking in rooms. Alternatively, smoking is permitted on the ground floor at the building entrances.

### TELEPHONE SERVICES

All local and international calls are charged. For fees, please contact reception. External calls may be placed directly from your room phone and will be automatically charged to your account. Reception: Dial 9 from your room phone or 07 3838 9800 from your mobile.

Room to Room: Dial 0 + the apartment number, 00 for double digit apartments, i.e. for room 435, dial 0435, for room 95, dial 0095. There are no charges for apartment to apartment calls. Local Calls: Dial 8 + the number you wish to call.

National Area Codes: Australian Capital Territory 02 / New South Wales 02 / Northern Territory: 08 / Queensland: 07 / Tasmania: 03 / Victoria: 03 / Western Australia: 08 International Calls: Dial 8 + 0011 + country code, area code (if applicable), then the telephone number.

## 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 room 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 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 phone 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 wall opposite the elevators on every level.
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade or hotel staff.