

GUEST SERVICES DIRECTORY

OAKS BRISBANE FESTIVAL SUITES

RECEPTION – DIAL ‘9’

Welcome to Oaks Brisbane Festival Suites. Our friendly reception team are here to help you make your stay more memorable.

HOTEL SERVICES

ACCOUNT SETTLEMENT

Payments can be made by cash, credit card or EFTPOS upon departure or on arrival. Company charges or cheque payments will only be accepted by prior arrangement. All major credit cards are accepted including American Express, Diners Club, Master Card, Union Pay and Visa. Please note we do not offer a ‘cash out’ facility. All credit card payments will incur a service fee of 1.5%. Guests staying for longer than 7 nights are required to settle their account on a weekly basis. All accounts are required to be settled seven days in advance.

AIRPORT

Brisbane Domestic and International Airport are located approximately 13 kilometers (about a 20 minute drive with no traffic) from the Hotel. Taxis and shuttle bus services can be arranged on request with reception.

CAR PARKING

Undercover car parking is available for guests at an additional cost. Only car parks marked ‘Hotel Guest Parking’ can be used as all others are reserved for resident private use. Please ensure you obtain a valid voucher from reception which must be clearly displayed on the dashboard of your vehicle at all times. Illegally parked vehicles and those failing to display a valid voucher will be towed at the owners’ expense and attract a fine. 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 time on your day of departure is 10 am. If you wish to extend your check-out time please contact reception. Late checkouts are subject to availability and fees may apply. Short on time? An express check-out box is available at reception. Simply drop your key/s in the box and any outstanding balance on your account will be charged to the credit card provided on check-in. Please note: this option is not available for guests with a vehicle as you will need your swipe access to exit the building.

DINING

The hotel has dining establishments that will allow you to charge your meals to your room account. Please see reception for details and do not hesitate to ask our friendly reception staff for any dining recommendations.

LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are kept for three months and can be posted back at the guest’s expense. Please note: the property is not liable for any property brought onto the premises.

TAXIS & TRANSFERS

Reception can book a taxi on your behalf at no additional charge. Please contact reception by dialing ‘9’ from your in-room phone. Reception can assist with booking tours, theme park and zoo tickets and airport transfers. Please see the reception desk to make a booking and note that charges will be added on to your hotel account.

RECREATIONAL FACILITIES

The lap pool, plunge pool, spa and gym facilities are located on level 4. Operating hours are from 5am to 10pm daily. Strictly no glass is to be taken into these areas. All children must be supervised by an adult at all times. BBQ facilities are also located on level 4 near the swimming pool area. Bookings must be made with reception. Please ensure the facilities are left clean and tidy to avoid additional cleaning fees.

UNIT CAPACITIES

Due to Fire & Safety regulations, each room type has a maximum number of guests. Additional guests will incur an additional fee and will be provided with a rollaway bed. Please contact reception to obtain your room’s maximum capacity.

- One Bedroom apartment must not exceed three people in total
- Two Bedroom apartment must not exceed five people in total

Any guests found to be exceeding the maximum unit capacity will be asked to vacate the building.

APARTMENT FEATURES

AIR CONDITIONING

For your comfort, your apartment offers individually controlled air conditioning. You can operate the unit using the control panel located near the kitchen. To select cooling, press the mode button until the snowflake is displayed. For heating press the mode button until the heat symbol is displayed. Once you have set the desired temperature, the panel will revert to the current room temperature and will gradually change to the desired room temperature. For optimal operation of the air conditioning, do not set the temperature below 20 degrees and ensure all doors and windows are closed.

BALCONY

Please do not hang towels, clothing or other items over the balcony. It is an offence to throw any items from balconies and offenders will be reported to the Police and evicted from the hotel.

BREAKAGES & DAMAGES

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

CLEANING/ HOUSEKEEPING

If you do not wish for a service to occur in your apartment, please place the Do Not Disturb door hanger outside of your apartment. For extra amenities or special requests such as extra blankets, cots or portable bedding, please contact reception. Note that additional charges may apply. Please note: beds with personal items on them will not be made.

Daily Service includes: Rubbish removal, dishes placed in dishwasher, wipe over kitchen bench, replace towel when left on bathroom floor and make beds with existing linen.

Full Service (weekly) includes: As above with a full linen change, full vacuum and cleaning of the apartment.

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 call reception.

KEYS

Please keep your room key with you at all times. For security purposes please ensure you lock all doors and windows when leaving your apartment. For your safety and security, the main entrance doors lock automatically. To gain access to the building between the hours listed below, please use the swipe card provided with your keys;

- Monday to Friday: 6pm to 8am
- Saturday and Sunday: 5pm to 8am

SMOKE DETECTORS

Smoke detectors are fitted throughout your apartment. These internal detectors will activate in your unit when smoke is detected. Steam from the bath room may also activate the alarm. Should this occur please do not try to deactivate the alarm. Do not open the windows but please DO NOT open your apartment entrance door as this will activate the detectors in the corridor that service the entire building. These detectors are linked directly to the fire brigade and will result in a Fire Brigade call out and you will be liable for any and all associated fees.

SMOKING

All apartments, including balconies are NON-SMOKING areas. In addition, Queensland Government legislation prevents you from smoking in all common areas and foyers of the hotel. Additional cleaning charges will apply for smoking within apartments and littering.

TELEPHONE SERVICES

Internal calls can be made free of charge between apartments by dialing the room number of the guest you wish to call. For external calls, please dial ‘8’ first followed by the phone number.

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)

TELEVISION CHANNELS

In addition to local Free to Air channels, some Foxtel channels are available on your television at no charge. To access the Foxtel channels, press the SOURCE button on your TV remote and using the up/down arrows, select the correct input (either AV or HDMI). To select, press the ‘OK’ button. You can now change Foxtel channels by using the Foxtel remote.

IN 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.