

GUEST SERVICES DIRECTORY

OAKS BRISBANE ON CHARLOTTE SUITES



WELCOME *home*

RECEPTION – DIAL ‘9’

Welcome to Oaks Brisbane on Charlotte 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 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, 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%. Guests staying for longer than seven nights are required to settle their account on a weekly basis.

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

Undercover car parking is available for guests at an additional cost. Please only park in lots marked ‘Hotel Guest Parking’; all others are reserved for residents’ private use. Please ensure you obtain a valid voucher from reception which must be clearly displayed on your dashboard at all times. Illegally parked vehicles and those failing to display a valid voucher will be towed at the owners’ expense. Parking is at your own risk, please ensure to lock your vehicle and do not leave valuables in plain sight. Oaks Hotels, Resorts & Suites do not accept any liability for theft or stolen items.

CHECK-OUT

Check-out is 10am on the day of departure. A late check-out can be arranged for an additional fee and is subject to availability. Any charges that are not settled upon check-out will be automatically charged to the credit card on file.

FAX / EMAIL / PRINTING

Documents that require printing can be sent to our email address focharlotte@theoaksgroup.com.au and collected from reception (USBs not accepted). Sending and receiving faxes are also processed at reception. Fax number 07 3027 8499. Please ensure you place your surname and apartment number in the subject field. Charges apply.

GARBAGE DISPOSAL

For your convenience there is a rubbish room/garage chute located on each level of the building. Please refrain from disposing of glass or large items in the garbage chute. Recyclable items can be placed into the bins provided next to the garbage chute. 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.

RECREATIONAL FACILITIES

The plunge pool and BBQ facilities are located on Level 5. Operating hours are 6am to 10pm daily. Bookings must be made with reception and please ensure the facilities are left clean and tidy after use to avoid additional cleaning fees. The lap pool, sauna and gym facilities are located on Level 2. Operating hours are 5am to 11pm daily. Strictly no glass is to be taken into any of these areas. All children must be supervised by an adult at all times.

TAXIS & TRANSFERS

The reception team can book a taxi on your behalf at no additional charge.

HOTEL SERVICES

TOURIST INFORMATION

City maps and dining brochures are available free of charge at reception. The main shopping area in Brisbane city is Queen St Mall and the Myer Centre. This is only a short 2 minute stroll from the hotel. Please contact reception for assistance with locating any shops or services you require. They can also assist with booking tours, theme park and zoo tickets. Please note that once booked, the charges will be added on to your hotel account.

APARTMENT FEATURES

AIR CONDITIONING

For your comfort, your apartment features individually controlled air conditioning. The temperature has been pre-set for your comfort. Please refer to the air conditioning guide in your apartment should you wish to make any alterations to the temperature. We suggest that you keep your balcony door closed whilst 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 apartment.

BALCONY

Please do not hang towels, clothing or other items over the balcony. Please consider the guests below by not throwing rubbish or other items over the balcony. It is also an offence to throw any items from balconies and offenders will be reported to the Police.

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

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. Please note that additional charges may apply.

Daily Service includes: Rubbish removal, place dishes in dishwasher, wipe over kitchen bench, replace towels when left on bathroom floor, clean bathroom and make bed with existing linen.

Weekly service 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.

ELECTRICAL CURRENT

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

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

For security purposes, please lock all doors and windows when you leave the apartment. The main doors are self locking. Two sets of keys and security swipe cards are available per apartment. 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. For your safety and security, the main entrance doors are locked between the hours of 10pm and 6am daily. To gain access to the building between these hours please use the swipe card.

LAUNDRY FACILITIES

Your apartment features full laundry facilities; you will find the ironing board next to the washing machine and the iron on top of the washing machine.

SMOKE DETECTORS

Smoke detectors are fitted throughout the apartment. 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. Please DO NOT open your apartment 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 apartments, including balconies are NON SMOKING areas. In addition, Queensland Government legislation prohibits smoking in all common areas and foyers of the hotel. Additional cleaning charges will apply for smoking within apartments and littering.

TELEPHONE SERVICES

Each apartment is fitted with a direct telephone. All external calls are automatically recorded on our call accounting system and charges apply.

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 apartment door, and also along the corridor on each level. Please ensure you familiarise 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 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.

HOSPITALS

Royal Brisbane and Women’s Hospital is located a 15 minute drive from Oaks Brisbane on Charlotte Suites.

St Andrews War Memorial Hospital is located a 10 minute drive from Oaks Brisbane on Charlotte Suites.

POLICE

Charlotte Street Police Station is located at 46 Charlotte Street.

Brisbane City Police Beat is located at 67 Adelaide Street approximately 450m (approximately 7 minute walk) from Oaks Brisbane on Charlotte Suites.