

GUEST SERVICES DIRECTORY

OAKS BRISBANE ON FELIX SUITES



WELCOME *home*

RECEPTION – DIAL ‘9’

Welcome to Oaks Brisbane on Felix 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%. Reception is open 24 hours per day, and will always be able to help with account settlement queries.

AIRPORT

Brisbane Airport is located 13km from the hotel (approximately 25 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 at an additional cost, please organise this with reception. Guests must park in a car space marked with a ‘Hotel Guest Parking’ sign. Day parking is also available if you do wish to park your car after 12pm on your day of departure. Please organise this with reception. As with most CBD car parking, the spaces at Oaks Brisbane on Felix Suites are narrow. Please ensure you park centrally between the lines, and take care of neighbouring vehicles when opening car doors. Please ensure your parking voucher is on display at all times in the car park. Unauthorised parking may result in the vehicle being towed at the expense of the owner. Oaks Hotels, Resorts & Suites accept no responsibility for loss or damage to vehicles parked in this facility. A fee equal to approximately \$450 is charged by the towing company for the retrieval of impounded vehicles.

CHECK-OUT

Check-out is 10am 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 fofelix@theoaksgroup.com.au and collected from reception (USBs are not accepted). Faxes can be sent from reception. Charges may apply.

GARBAGE DISPOSAL

For your convenience garbage chutes are located on each floor near the number ‘8’ apartments. All recycling must be disposed of in

the green bins on ground level in the car park by the car wash bay. 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 expense.

PETS

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

RECREATIONAL FACILITIES

Operating hours are from 6am to 10pm daily. Strictly no glass is to be taken into these areas. Please clean the BBQ plate after use. Children must be supervised by an adult at all times around the pool area. Children must be over 15 years of age to use the gym equipment and must be supervised.

TAXIS

An auto call service is available at reception to dial direct to the taxi company. Alternatively the contact number for Yellow Cabs is 131 924.

TOUR DESK

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

APARTMENT FEATURES

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.

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.

INTERCOM

An intercom panel at the building entrance is connected to every apartment by their own in room intercom. Outside visitors can contact guests by simply keying in the room number followed by the bell button. To open external doors for visitors, press the door release button on the in room intercom. This also allows the visitor lift access to your floor.

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 keys 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/access cards will attract a fee of \$300 per set. For security reasons the front doors to the lobby entrance are locked between 11pm and 6am daily. To enter during these hours please use the intercom or your building access card.

MAINTENANCE

Maintenance is available Monday to Friday from 8am to 4.30pm. Should any issues occur outside these hours, our front desk team will assess the issue and offer the best solution to the guest.

TELEPHONE SERVICES

Each apartment is fitted with a direct dial telephone. All external calls are automatically logged by our Call Accounting System. For external calls please dial ‘0’ first followed by the phone number. For internal calls (room to room) please dial ‘2’ 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)
STD: ISD: \$2.50 for connection and \$0.80 per pulse thereafter (International calls)

SMOKING

Oaks Brisbane on Felix Suites is strictly a NON SMOKING building and this extends to smoking on balconies. In addition, Queensland legislation prevents you from smoking in common areas and foyers of the building. Additional cleaning charges will apply for evidence of smoking within the apartments and littering.

TELEVISION CHANNELS

Local Free to Air and Foxtel channels are available on your television and are free of charge to view.

108	Fox 8	505	Fox 4
115	Showcase	506	Fox 5
133	The Arts	508	ESPN
401	Premiere	519	Sky Racing
406	Movies Action	605	Sky News
407	Movies Comedy	602	Sky Business
501	Fox Sport 1	608	Discovery
502	Fox Sport 2	611	History
503	Fox Sport 3	617	C.I
504	Fox Footy	701	Nickelodeon

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 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 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.