

GUEST SERVICES DIRECTORY

OAKS BRISBANE WOOLLOONGABBA SUITES



WELCOME *home*

RECEPTION – DIAL ‘9’

Welcome to Oaks Brisbane Woolloongabba 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%. Should you be departing prior to 6am, please contact reception one day prior to your departure to finalise your account and arrange the key return.

AIRPORT

Brisbane Airport is located approximately 20kms from the hotel and is approximately a 30 minute drive (allow extra time in peak hours and heavy traffic). Taxis and transport services can be arranged on request by reception.

CAR PARKING

Car parking is available for an additional cost of \$15 per vehicle per day and must be arranged with reception (subject to availability). Please ensure you have parked in a designated space marked with a red ‘H’ sign. Registered hotel guests are not permitted to park in visitor parking bays. Visitor car parking has a strict 4 hour time limit and all vehicles in this area must be registered with reception. Cars parked in areas other than the allocated bay will be towed at the owner’s 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.

GARBAGE AND DISPOSAL

Please dispose of all bagged rubbish through the chute located in the corridor of each floor. No loose items should be placed in the chute. Cardboard boxes must be broken up prior to disposal to avoid blockage of the chute. Recycling bins are available in the loading dock near the driveway entrance.

LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for 3 months and can be posted if required, at a charge. Please note that Oaks Brisbane Woolloongabba Suites does not accept any liability for any items left behind

PRINTING

Printing can be sent to our email address and collected from reception. Charges may apply.

RECREATIONAL FACILITIES

The swimming pool, spas, BBQ facilities and steam room are located on the rooftop (Level R). Open from 6am to 10pm daily. Strictly no glass is to be taken into the pool area. Children must be supervised by an adult at all times. Please ensure that you clean the BBQ plate and facilities after use. Additional towels are available from reception (charges apply). Please see reception for gym facilities, just a short walk from the property.

TRANSPORTATION

Buranda Busway Station and Buranda Train Station are both a short walk from the hotel. Please contact reception for timetables and directions.

APARTMENT FEATURES

BALCONY

Please do not hang towels, clothing or other items on or over the balcony. Government and Body Corporate by-laws for this property strictly prohibit objects being dropped or thrown from balconies. Guests found doing so will be evicted and may be prosecuted.

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

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 if this sign is in place. Should you remove this sign and wish for your apartment to be serviced, please contact reception. Housekeeping services cannot be guaranteed after 1pm.

Daily service includes: Rubbish removal, place dishes in dishwasher, wipe over kitchen, spot vacuum, replace towelling (if not hanging on towel racks), clean toilet 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.

DISHWASHER

All apartments are fitted with dishwashers for your convenience. To turn your dishwasher on, open the door and press the power button located on top of the door. Use the program selection key to select the desired cycle and press ‘Start’.

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 ensure you lock all doors and windows when leaving your apartment. Please keep your room keys with you at all times and kindly return all keys to reception

upon departure. If keys are not returned, a replacement fee of \$300 will be imposed. Outside of reception hours please place your keys in the Express Check-Out box at reception.

MOVIES / TELEVISION

A selection of local free-to-air and Foxtel channels is available. Please use the ‘Source’ button on your television remote to navigate between Foxtel, free-to-air channels and the DVD player.

100 CH 9	500/501 Fox Sports News
101 TV Hits	502 Fox League
102 ABC	503 Fox Sports
104 SBS	504 Fox Footy
106 Lifestyle	505/506/507 Fox Sports
107 CH 7	513/514/516 Be In Sports
108 Fox 8	517 LFC TV
110 CH 10	526 Sky Racing
111 111 Funny Romance	600 Sky News Live
112 Arena	601 Sky News Business
113 Fox Classics	603 Sky News Weather
115 Showcase	608 History
122 A & E	609 Crime
125 E!	612 Discovery
138 7Mate	613 National Geographic
139 9GO!	701 Nickelodeon
141 10 Peach	703 Nick Jr
143 Food Network	801 Channel [V]
404 More Movies	803 MTV
409 Action Movies	805 MAX
412 Comedy Movies	806 Smooth / Arts
414 Romance Movies	815 CM

SMOKE DETECTORS

Internal smoke detectors are fitted throughout your apartment and will activate (in your apartment only) when smoke is emitted from the toaster, oven or stove. Should this occur, please do not attempt to deactivate the system. Open all windows and balcony doors. Please DO NOT open your apartment entrance door as this will activate the detectors in the foyer which service the entire building. These detectors are linked directly to the Fire Brigade and will result in a Fire Brigade call out. You will be liable for the payment of all associated fees, as a result of a false Fire Brigade call out.

SMOKING

All apartments and common areas are strictly non-smoking. Additional cleaning charges will apply for evidence of smoking within apartments and for littering.

TELEPHONE SERVICES

Each apartment is fitted with a direct dial telephone. Dial “0” for an outside line. All external calls are automatically recorded on our Call Accounting System. All local and international calls are charged. For fees, please contact reception.

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.

RESTAURANTS

We recommend the following restaurants where you can charge back to your room. Please contact reception for a menu or further information; a 10% surcharge applies to all meal charge-backs.

COFFEE NATURE

Located adjacent to the hotel.

Open 6:30am – 4pm Monday to Friday.

7am to 2.30pm Saturday and 7am to 11.30am on Sunday.

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (6AM TO 9PM DAILY) DIAL 9

AFTER HOURS SECURITY (0429 425 050) 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.