

# GUEST SERVICES DIRECTORY

OAKS BROOME HOTEL



WELCOME *home*

## RECEPTION - DIAL '1' OR 'RECEPTION'

Welcome to Oaks Broome Hotel. 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 1 or "reception" from your in-room phone. We trust that your stay with us will be an enjoyable one.

## KEY CONTACT

Reception (24 hours) & Housekeeping	Dial 1 or Reception Button
Outside Line	Dial 0 or Outside Button
1861 Restaurant & Bar	Dial Restaurant/Bar Button

## HOTEL SERVICES

### ACCOUNT SETTLEMENT

Payment can be made by cash, credit card or EFTPOS upon 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%.

### AIRPORT

Broome International Airport is located 2kms from the hotel (approx. 4 mins drive in no traffic). Taxis and shuttle bus services can be arranged on request by reception.

### CAR PARKING (If applicable)

Ample car parking is available for guests with undercover parking available in the Guy Street car park. One car space is allocated per apartment. Unauthorised parking may result in the vehicle being towed at the expense of the owner. Oaks Hotels, Resorts & Suites accepts no responsibility for loss or damage to vehicles parked in this facility.

### CHECK-OUT

Check-out is 10am on the day of departure. Later check-out times are subject to availability and may incur additional fees. If required, luggage storage is available at reception. Any charges that are not settled upon check-out will be automatically charged to your Credit Card on file.

### GARBAGE DISPOSAL

For your convenience, garbage and recycle bins are located on the ground floor near the lifts. All recycling must be disposed of in the green bins with a yellow lid. Cardboard boxes must be broken up prior to disposal.

### LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for 3 months and can be posted back at the guest's expense.

### TOUR DESK

Our team can assist you with booking tours and attractions around the Broome area. Should you require any local information, car hire or maps of the area please contact reception. Seaview Shopping

Centre is conveniently located approximately 50 metres from reception and includes a Convenience Store, Liquorland, Chemist, Broome Laundry and the Broome Museum. Please call reception for a full list of companies and recommendations.

### FAX / EMAIL / PRINTING

The hotel fax number is 08 9192 9599 and the reception email is fobroome@theoaksgroup.com.au. Guest emails and faxes are received at reception and can be collected at your convenience. Printing can be sent to our email address and collected from reception. Charges may apply.

### PETS

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

### 1861 RESTAURANT & BAR

Our onsite restaurant, 1861 Restaurant & Bar provides a choice of alfresco or air-conditioned dining. To contact the restaurant please dial the 'Restaurant/Bar' button located on your in-room phone.

Breakfast: 6:00am – 9:00am weekdays and 7:30am – 10:00am on weekends.

Dinner: A la Carte menu available from 5:00am – 8:30pm every day. Restaurant and Bar open from 5pm daily.

Breakfast and lunch takeaway packs are also available – please contact reception for details.

### PUBLIC TRANSPORT

A local bus stop is located approximately 50 metres from reception. During the peak season buses run 5 minutes to the hour and 25 minutes past the hour. In summer buses only run once per hour at 5 minutes to the hour.

### RECREATION FACILITIES

Swimming pool and BBQ areas are located on ground floor. Operating hours are from 6am to 6pm 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.

### GUEST LAUNDRY

There is a guest laundry available for use from 6am – 9pm daily, located behind the small swimming pool. 3 x \$1 coins are required to use either the washing machine or clothes dryer. Please refer to your map of the resort or contact reception for directions. Laundry Powder is available to purchase at Reception for \$1 per sachet.

### TAXIS

Please contact reception by dialling 1 for our staff to arrange a taxi service or alternatively you can contact 131 008 or 9192 3316.

## ROOM FEATURES

### 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.

### BREAKAGES & DAMAGES

All rooms 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 always be included in your booking. Please contact reception if you would like to arrange this service for a 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 room door to ensure your privacy is upheld. Please note your room will not be serviced with this sign in place. Should you remove this sign during the day and wish for your room to be serviced, please contact reception.

### INTERNET / WI-FI

Internet access is complimentary, please contact reception for access code.

To Connect: Turn on Wi-Fi on your device and select the option OAKS BROOME Public Wireless. Open your Internet browser, an Oaks Broome page will appear, select In House Guest and enter your room number and details. Select "connect".

For any assistance please contact reception.

### KEYS

Please do not remove the deactivated Ving Card in the socket by the entry door as this card activates the electricity in your room. Please keep your room keys with you at all times. For security purposes please ensure you lock all doors and windows when leaving your room. Oaks Hotels, Resorts & Suites accepts no responsibility for loss or damage to your property. Lost or unreturned cards will attract a fee of \$60 per set. We recommend Ving Cards are kept away from magnets and mobile phones to prevent deactivation.

### AIR CONDITIONING

All rooms are fitted with an individual climate controlled air conditioning system which can be adjusted by using the remote control attached to the wall in your room. Should you require assistance please contact reception.

### ELECTRICITY

The power points in your apartment operate on 240 volts.

### MAINTENANCE

Maintenance is generally onsite for a few hours during the week. Should you have anything to report, please contact reception as soon as possible.

### SMOKING

Oaks Broome Hotel is a strictly non-smoking building and this extends to smoking on balconies.

Each unit is fitted with smoke alarms which are multi-sensored. Burning toast or causing food to burn in the microwave will start the Fire Alarms. If this occurs ensure the balcony door is opened and the ceiling fans are turned on to clear the smoke. Do not tamper with the smoke alarms as this will cause the alarm to activate which will result in a Fire Brigade call out and you will be liable for any and all associated fees.

### TELEPHONE

Each apartment is fitted with a direct dial telephone. All external calls are automatically recorded on our Call Accounting System. For external calls please dial 0 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

Local Free to Air & Foxtel channels are available on your television and are free of charge to view. To access all the channels please use the source button to choose DTV and search channels pressing the buttons up & down.

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE **DIAL 0, 000**

RECEPTION **DIAL RECEPTION BUTTON**

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 on the front door of your room.
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade.