

# GUEST SERVICES DIRECTORY

OAKS CABLE BEACH RESORT



WELCOME *home*

## RECEPTION – DIAL ‘9’

Welcome to Oaks Cable Beach Resort. 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.

## RESORT FEATURES

### 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, 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 Airport is located 5kms from the hotel (approx. 8 mins drive in no traffic) Taxis and shuttle bus services can be arranged on request by reception.

### CABLES RESTAURANT & BAR

Relax and enjoy a contemporary yet relaxed dining experience at our onsite restaurant, Cables Restaurant & Bar.

Breakfast A La Carte: 7am - 9am weekdays and 7:30am - 9:30am on weekends.

Dinner A La Carte: 5pm - 8:30pm daily.

Bar Service: 5pm - 9pm daily.

### CAR PARKING

Free car parking is available for guests. Guests can park in any space without a sign. 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. Other times may be arranged for an additional fee. 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 chutes are located around the property in the wooden bins. All recycling must be disposed of in the yellow bins. 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 Kimberley area. Please call reception for a full list of companies and recommendations.

### FAX / EMAIL / PRINTING

The hotel fax number is 08 9192 8288 and the reception email is focablebeach@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.

### RECREATION FACILITIES

Swimming pool and BBQ areas are located around the property. 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.

### TAXIS

Please contact reception by dialling 9 for our staff to arrange a taxi service or alternatively you can contact Chinatown Taxi on 9192 3316.

### PUBLIC TRANSPORT

A local bus stop is located at the entrance of the resort. During the peak season buses run every half an hour, during the wet season buses run every hour. Bus timetables can be obtained from reception.

## 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 room. Please note, beds with personal items on them will not be made.

Pool towels are located in your room for convenience. Housekeeping will not change these during your stay. Any towels not in the room on departure will incur of \$15.00 per towel.

### 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 apartment will not be serviced with this sign in place.

### INTERNET ACCESS

Internet access is complimentary and unlimited.

To connect: Turn on Wi-Fi on your device and select the option ‘Oaks Gigafy + room number’. Enter username + password given at check-in. Each Wi-Fi access card is limited to 2000MB, please ask reception if you require additional data.

### 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 room. One key will be supplied per unit. For a second key we will apply a \$190 deposit to your account which will be refunded when the key is returned. Lost or unreturned keys will attract a fee of \$190 per key.

### 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

All rooms are STRICTLY NON SMOKING. Smoking is permitted on the private balcony of your room. Please ensure the doors are closed so smoke doesn't enter the room as this will activate the smoke alarm.

### TELEPHONE

Each room 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 (Broome 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)

For room to room calls place 200 in front of single digit room numbers, 20 in front of double digit room numbers and 2 only in front of triple digit room numbers. E.g. to call room 5 dial ‘2005’, to call room 39 dial, ‘2039’.

## ELECTRICITY

The power points in your room operate on 240 volts (AC 50 cycles). International adaptors are largely available at convenience stores. Please contact reception for the nearest store.

## HEATING & COOLING

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.

## TELEVISION CHANNELS

Local Free to Air and a selection of Foxtel channels are available on your television and are free of charge to view. Foxtel channels are located from 101 onwards. Please contact Reception should you require further instructions.

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION DIAL 9

A fire evacuation plan is located on the back of your room door, please ensure you have familiarised yourself with the nearest fire exit.

This property is fitted with smoke detectors in all units. In case of fire, please follow the procedures outlines below:

1. Please make your way to the nearest fire exit. Do not run.
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.