

GUEST SERVICES DIRECTORY

OAKS GLADSTONE GRAND HOTEL



WELCOME *home*

RECEPTION – DIAL ‘9’

Welcome to Oaks Gladstone Grand 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 ‘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 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

Gladstone Airport is located 8 kms from the hotel (approximately ten minutes drive) Taxis services can be arranged on request by reception.

CAR PARKING

Undercover car parking is available for guests at no charge. Unauthorised parking may result in the vehicle being towed at the owners expense. Oaks Hotels, Resorts & Suites accept no responsibility for loss or damage to vehicles parked in this facility.

CHECK-OUT

Check-out is 10am day of departure. If you wish to extend your check-out time please contact reception. 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 fograndgladstone@theoaksgroup.com.au and collected from reception (USBs not accepted). Please note that charges may apply.

GARBAGE DISPOSAL

Rubbish will be collected daily from your apartment during your housekeeping service. If you would like additional rubbish collected please contact reception. Please do not leave rubbish in the hall ways.

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

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.

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

Our swimming pool and gym are located on the ground floor behind reception. Operating hours are from 6am to 10pm daily. Strictly no glass or alcohol is to be taken into these areas. 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

Reception can order you a taxi at your request Alternatively the contact number for Gladstone Taxi 07 9472 1800.

TOUR DESK

Our team can assist you with booking tours and attractions around the Gladstone Region. Please call reception for a full list of companies and recommendations.

APARTMENT FEATURES

ACTIVATING POWER

Upon entering your room, please ensure to put your room key in the card reader located next to the door entry. This will activate power for the apartment, including air conditioning and lighting.

AIR CONDITIONING

For your convenience each room has its own air conditioning controls to allow you to regulate the room temperature and fan speed. We recommend an optimum setting of 22 degrees. For rooms with a balcony please note the air conditioning will shut off when the balcony door is open.

APARTMENT APPLIANCES

For your convenience each apartment contains kitchen and laundry facilities. Please contact reception to report any faults or if you require further assistance. Please note the washing machine will only wash with cold water.

BALCONY

Please do not hang towels, clothing or other items over balcony railings. Please do not throwing 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 always 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.

DRY CLEANING

Same day dry cleaning and laundering facilities are available Monday to Friday. Please make use of the bags provided in your room and deliver items to reception prior to 8.30am for same day collection. Your items can be collected after 5pm each afternoon and the cost will be added to your room account. All dry cleaning services are subject to a 10% service fee.

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 key card with you at all times. For security purposes please ensure you lock all doors and windows when leaving your apartment. Additional key cards are available per apartment at reception. For security reasons the front doors to the lobby entrance are locked between 10pm and 6am daily. To enter during these hours please use the intercom or your room key card.

SMOKE DETECTORS

Sensitive smoke detectors are fitted throughout your apartment. These detectors will activate when smoke is exerted. Excessive steam from the bathroom, clothes dryer or whilst cooking may activate the fire alarm. Please ensure care is taken when performing these activities. If you activate the smoke detector in your room and the fire brigade find that the activation was due to negligent action, the guest may be liable for the call out cost associated with the fire brigade attending.

SMOKING

Oaks Gladstone Grand Hotel rooms are strictly NON SMOKING. Smoking is permitted on all private balconies so long as the sliding door is closed. In addition, Queensland legislation prevents you from smoking in common areas and foyers of the building.

TELEVISION CHANNELS

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

101	Fox Sports 1	110	Crime
104	Fox Footy	113	Movies
107	Fox 8	103	Fox Sports 3
112	Nickelodeon	106	Sky Business
115	Movie Greats	111	Discovery
102	Fox Sports 2	114	Kids Channel
105	Sky News		

TELEPHONE SERVICES

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

Room to Room: Dial 2 + the apartment number, i.e. for room 901, dial 2901. There are no charges for apartment to apartment calls.

Local Calls: Dial 0 + the number you wish to call.

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 outlines 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.