

# GUEST SERVICES DIRECTORY

OAKS MELBOURNE FLEMINGTON SUITES



WELCOME *home*

## RECEPTION – PRESS RECEPTION BUTTON

Welcome to Oaks Melbourne Flemington 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 'Reception' 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, VISA and Union Pay. 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

Melbourne Tullamarine Airport is located 20km from the hotel (approximately 20 minutes drive in no traffic). Taxi and bus transfer services can be arranged on request by reception.

### CAR PARKING

Onsite parking available at \$49 per night and must be pre-booked. Please contact reception to secure parking spot.

### CHECK-OUT

Check-out is 10am on the 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.

### REFUSE ROOM

For your convenience garbage chutes are located on each floor. Please do not put large cardboard boxes down the garbage 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's expense.

### PETS

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

### PUBLIC TRANSPORT & INFORMATION

Please contact reception for directions to the nearest public transport service or any local information, attractions, car hire or maps of the area.

## ROOM FEATURES

### AIR CONDITIONING

To operate the climate control air conditioning in your room, please use the wall mounted control panel. The temperature shown on the screen shows the current room temperature. You can adjust the set temperature using the up and down arrows. Should you require assistance please contact reception.

### 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 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.

### ELECTRICITY

The power points in your apartment operate on 240volts (AC 50 cycles).

### INTERNET / WI-FI

Standard Wi-Fi access is complimentary for the duration of your stay. To upgrade to high speed unlimited Wi-Fi, become a GHA or MyOaks loyalty member today. To sign up, please refer to the instructions conveyed on the internet log in page, or see reception.

### MAINTENANCE

Maintenance requests are available during business hours. Should you have anything to report, please contact reception as soon as possible.

### SMOKING

All rooms and common areas are NON SMOKING. Additional cleaning charges will apply for evidence of smoking within the rooms and littering.

### TELEPHONE SERVICES

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 (metropolitan area only)  
STD: \$1.50 for connection and \$0.90 per pulse thereafter (within Australia)  
ISD: \$2.50 for connection and \$0.90 per pulse thereafter (International calls)

Anyone calling your room may leave a message on voicemail should the call be unanswered. A light on your telephone indicates that a message is waiting for you. Press the message button and follow the prompts.

### TELEVISION CHANNELS

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

## IN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (24 HOURS)

PRESS RECEPTION BUTTON

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 procedure 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.