

# GUEST SERVICES DIRECTORY

OAKS MELBOURNE ON COLLINS HOTEL

## RECEPTION – DIAL '9'

Welcome to Oaks Melbourne on Collins 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

Melbourne Tullamarine Airport is located 23km from the hotel (approximately 25mins drive in no traffic). Taxis and shuttle bus services can be arranged on request by reception.

### CAR PARKING

Undercover car parking is available for guests with access via Church Lane. Car parking is an additional cost on a per exit basis. Please ask reception for parking costs. A 50% discount voucher is also available from reception. Oaks Hotels, Resorts & Suites accepts no responsibility for loss or damage to vehicles parked in this facility. As there are limited spaces, car parking is subject to availability. Alternatives are available; please contact reception for further details.

Please note: Car keys must be left at reception from 6.30pm to 7am and ALL DAY on weekends. Failure to do so may incur a possible fine or towing of the car as per the rules and regulation of the public car park company.

### 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.

### 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.

### TOUR DESK

Our team can assist you with booking tours and attractions around the area. Please come down to the concierge desk or reception for a full list of companies and recommendations.

### FAX / EMAIL / PRINTING

Documents that require printing can be sent to our email address focollins@theoaksgroup.com.au and collected from reception (USBs

not accepted). Sending and receiving faxes are also processed at reception. Fax number 03 8610 6488. Please ensure you place your surname and room number in the subject field. 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

Our sauna and gym are located on Level 3 and are open from 6am to 10pm daily. Strictly no glass is to be taken into these areas. Children under 13 years of age must be supervised by an adult at all times. Children must be over 15 years of age to use the gym equipment and must be supervised.

### TAXIS

Please contact our friendly reception staff to organise your taxi booking.

### PUBLIC TRANSPORT & INFORMATION

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

## ROOM FEATURES

### AIR CONDITIONING

Some rooms are fitted with individual controlled air conditioning systems which can be adjusted by using the remote control. Please note the temperature should not be lower than 23 degrees at all times and windows and doors should remain closed during operation.

### BALCONY

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

### ELECTRICITY

The power points in your room operate on 240volts (AC 50cycles). Please contact reception for international adaptor hire (subject to availability).

### INTERNET / WI - FI

Complimentary WI-FI access is available in your room. To connect - Please turn on Wi-Fi on your device and select "Oaks Public Wireless". Any further issues please contact reception dial "9"

### 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. Two sets of keys are available per room. Lost or unreturned keys/access cards will attract a fee of \$20 per key. For security reasons the front doors to the Lobby entrance are locked

between 10pm and 6am daily. To enter during these hours please use your building access card.

### 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 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)

### TELEVISION CHANNELS

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

1	10 Bold	90	9 HD MELBOURNE
2	ABC	91	9 MELBOURNE
3	SBS ONE	94	9 LIFE MELBOURNE
7	7 SEVEN	95	9 GEM HD MELBOURNE
9	NINE	99	9 GO MELBOURNE
10	STUDIO 10	202	FOX SPORTS 1
11	10 PEACH	203	FOX SPORTS 2
12	10 BOLD	204	FOX SPORTS 3
13	STUDIO 10	205	FOX SPORTS 4
14	TVSN	206	FOX SPORTS 5
15	SPREE TV	207	FOX FOOTY
20	ABC HD	208	ESPN 3
21	ABC	209	SKY NEWS
22	ABC 2 KIDS	210	SKY BUSINESS
23	ABC ME	211	FOX 8
24	ABC NEWS 24	212	BIOGRAPHY
30	SBS ONE HD	213	HISTORY
31	SBS VICELAND HD	214	CRIME
32	SBS TWO	215	NICKELDEON
33	SBS FOOD	216	DISCOVERY
34	NITV	217	MOVIES PREMIER
44	C 31	218	MOVIES ACTION
70	SEVEN HD MELBOURNE	219	MOVIES COMEDY
71	SEVEN MELBOURNE	220	SHOWCASE
72	SEVEN TWO MELBOURNE	221	SKY RACING
73	7MATE MELBOURNE	37	SBS RADIO 1
74	7MATE HD MELBOURNE	38	SBS RADIO 2
75	OPEN SHOP	39	SBS RADIO 3
76	7 FLIX MELBOURNE	200	DOUBLE J RADIO
78	RACING.COM	201	ABC JAZZ RADIO

## HOUSEKEEPING

### 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 room. 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.

## 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 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 or hotel staff.