

GUEST SERVICES DIRECTORY

OAKS MELBOURNE SOUTH YARRA SUITES



WELCOME *home*

RECEPTION – DIAL ‘9’

Welcome to Oaks Melbourne South Yarra 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 ‘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 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 Airport is located 40kms from the hotel (approximately 50 minutes drive in no traffic). Taxis and shuttle bus services can be arranged on request by reception.

CAR PARKING

There is no onsite parking available. Please contact reception for the closest public car park.

CHECK-OUT

Check-out is 10am on the day of departure. If you wish to extend your checkout 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. If departing outside reception hours or for express check-out please drop your keys in our ‘DROP OFF POINT’ located in the corridor area as you turn left from the lift on the ground floor.

FAX / EMAIL / PRINTING

Documents that require printing can be sent to our email address fosouthyarra@theoaksgroup.com.au and collected from reception (USBs not accepted). Sending and receiving faxes are also processed at reception. Fax number 03 9825 9399. Please ensure you place your surname and room number in the subject field. Charges may apply.

GARBAGE DISPOSAL

For your convenience garbage chutes are located on each floor near rooms ending in 03 e.g. 103, 203 etc. Cardboard boxes must be broken up prior to disposal. Large cardboard boxes may be left outside the garbage chute. If a guest is found to have blocked the rubbish chute, the guest will be charged for any costs incurred to unblock the 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 timetables and directions to the nearest public transport service or for any local information, car hire or maps of the area.

RECEPTION OPERATING HOURS

Reception is open from 7am to 9pm daily. For any emergencies outside of these hours dial extension ‘2101’ from your in room phone or contact our onsite caretaker on 0488680175.

RECREATIONAL FACILITIES

Our hotel has a rooftop terrace available for guest use between 7am and 9pm. To use the BBQ facility please contact reception.

TAXIS

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

TOUR DESK

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

ROOM FEATURES

AIR CONDITIONING

Rooms are fitted with individual controlled air conditioning systems which can be adjusted by using the remote control. Should you require assistance please contact reception.

BALCONY

Please do not hang towels, clothing or other items over balcony railings. Please do not throw rubbish or other items over the balcony. Smoking is prohibited on balconies.

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 are not 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.

ELECTRICITY

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

INTERNET / WI-FI

Internet access is subject to the inclusions of your booking. Please contact reception should you require clarification on this matter

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 in your room number and the surname listed on the reservation. Access using these details is restricted to three devices.

Any further issues please dial ‘9’ for reception.

KEYS

Please keep your room keys with you always. 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 \$300. For security reasons the front foors to the lobby entrance are locked between 9pm and 7am daily. To enter during these hours please use your key fob on the side door to access building.

MAINTENANCE

Maintenance is generally onsite in business 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: \$0.90 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.

106	Lifestyle	503	Fox Sport 3
108	Fox Sport 8	504	Fox Foorty
113	Fox Classics	505	Fox Sport 5
115	Showcase Movies	600	Sky News
122	A & E	603	Sky Weather
125	El	612	Discovery
127	Lifestyle Food	613	National Geographic
130	TLC	608	History
131	Boxsets	609	Crime
404	Action Movies	701	Nickelodeon
405	Comedy Movies	703	Nickelodeon Jr
407	Romance Movies	803	MTV Music
500	Fox Sport News	805	MAX
501	Fox Sport 1	815	Country Music
502	Fox League		

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (7AM - 9PM) DIAL 9

After Hours (Emergency Only) Dial 2101 or 0488 680 175

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 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 room.
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade or hotel staff.