

# GUEST SERVICES DIRECTORY

OAKS MELBOURNE SOUTHBANK SUITES



WELCOME *home*

## WELCOME

Welcome to Oaks Melbourne Southbank Suites. Following, you will find information with respect to the building and surrounds. If we have omitted any details, please feel free to approach our friendly reception staff either in person or by dialing '9' from your cordless in-room phone located beside our televisions. We trust that your stay with us will be an enjoyable one.

## RECEPTION – DIAL 9

Outside Line Dial 0

## HOTEL FEATURES

### ACCOUNT SETTLEMENT

Outstanding payments can be made by cash, credit card or EFTPOS upon or prior to departure. Company charges/invoicing or cheque payments will only be accepted by prior arrangements. Major credit cards are accepted including American Express, Diners Club, Master Card and VISA. We also have EFTPOS available and 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 28kms from the hotel (approx. 30 mins drive with no traffic). Taxis can be arranged on request by reception. We are located a 2 minutes' walk away from a SkyBus station.

### CAR PARKING

Undercover car parking is available for guests at an additional cost of \$45 per night. Parking is accessible via 22 Fawkner St, Southbank. Please note there is a strict size restriction of 2.1m in height and 5m in length due to a car elevator. Guests must park in a car space marked with a 'Hotel Guest Parking' sign. Unauthorised parking may result in the vehicle being towed at the expense of the owner. Oaks Hotels, Resorts & Suites accepts no responsibility for accidents, loss or damages 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 provided on arrival.

### GARBAGE DISPOSAL

For your convenience, garbage chutes are located on each floor near the lifts. All oversized recycling must be disposed of in the blue bins on Level 1 near the car park entrance. Cardboard boxes must be broken up prior to disposal. 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 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 Melbourne. Please contact reception for recommendations.

## FAX / EMAIL / PRINTING

The hotel fax number is 03 8548 4299 and the reception email is [fosouthbank@theoaksgroup.com.au](mailto:fosouthbank@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

Facilities are available for use at WRAP on Southbank (3 minute walk) including a gymnasium, pool, sauna and restaurant. Please ask our friendly staff for directions and further information.

## TAXIS

Please contact reception by dialling 9 for our staff to arrange a taxi service or alternatively you can contact 13 Cabs on 13 2227.

## ROOM FEATURES

### BALCONY / STEP BALCONY

Please do not hang towels, clothing or other items over the balcony. Please consider the residents/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. Please note beds with personal items on them will not be made.

Full service (weekly) 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 before 4.30pm.

## INTERCOM

An intercom panel at the residence entry is connected to every room by their own in-room intercom. Outside visitors can contact guests directly by simply keying in the room number followed by the bell button. To open external doors for visitors, press the door release key button followed by (\*) button on the intercom phone attached to the wall. This will allow the visitor lift access to your floor.

## INTERNET ACCESS

To connect to the Wireless Internet Access, please follow the below steps. Note maximum of 3 devices may be used at any one time.

24 Hour Helpdesk: 1300 300 472

1. Connect to "Oaks Public Wireless" network
2. Open your web browser
3. Select 'In House Guest'
4. Enter your Surname and 4-digit room number (If below floor 10, place a 0 in front of room number)
5. Accept Terms & Conditions

## KEYS

Please keep your room access cards or keys with you at all times. For security purposes, please ensure all doors and windows are locked when leaving your room. Lost or unreturned keys/access cards will attract a fee of \$300 per barrel and key or \$20 per card.

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 room access card or the intercom.

## 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

Oaks Melbourne Southbank Suites is a strictly non-smoking building, and this extends to smoking on balconies.

## TELEPHONE

Each room is fitted with a direct dial telephone. All external calls made 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 \$0.80 per pulse thereafter (within Australia)  
ISD: \$2.50 for connection and \$0.80 per pulse thereafter (International calls)

## TELEVISION CHANNELS

Local Free to Air channels are available on your television and are free of charge to view. For Free to Air channels, choose DTV Source/Input.

To access the Foxtel channels please use the Source/ Input button and choose HDMI 2.

100 Channel 9	152 Lifestyle +2	603 Sky Weather
102 ABC	153 Arena +2	604 Sky news Extra
103 Sky News	156 Classics +2	605 Sky news UK
104 SBS	162 Fox HITS +2	608 History
106 Lifestyle	164 Lifestyle Food 2	609 Crime
107 Channel 7	166 TLC +2	611 A&E +2
108 Fox 8	176 TVSN Shopping	612 Discovery
110 Channel 10	177 EXPO	613 National Geographic
111 Fox Funny	404 Action	635 Discovery +2
112 Arena	405 Comedy	641 National Geographic +2
113 Fox Classics	407 Romance	642 ABC News
115 Fox Showcase	409 Hits	651 Al Jazeera
118 Fox Crime	412 Action +2	652 TRT World
119 Fox HITS	433 SBS World Movies	701 Nickelodeon
121 Comedy Channel	500 Euro Sport News	703 Nick Jr
122 A&E	501 Fox Cricket	723 ABC Me
125 E!	502 Fox League	801 [V]
127 Lifestyle Food	503 Fox Sport 503	802 [V] +2
130 TLC	504 Fox Footy	803 MTV Music
131 Box Sets	505 Fox Sports 505	805 MAX
133 Smooth/Arts	506 Fox Sports 506	806 Smooth/Arts
134 ABC Comedy/ Kids	507 Fox Sports more	815 CMC
138 7Mate	513 Bein Sports 1	867 SBS Radio 1
139 9GO!	514 Bein Sports 2	868 SBS Radio 2
141 10 Peach	515 Bein Sports 3	869 SBS Chill
142 SBS Vice land	516 Chelsea TV	879 ABC Local Vic
143 SBS Food	521 Main Event	882 Classic FM
144 NITV	526 Sky Racing 1	883 Triple J
149 Fox Showcase +2	529 Racing.com	884 Double J
150 Fox 8 +2	600 Sky News	885 ABC Jazz
151 Fox Crime +2	602 Fox Sport News	

## 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.

### 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 back of the room door.
4. Do not re-enter the building unless you are advised to do so by the Fire Department.