

# GUEST SERVICES DIRECTORY

OAKS TOWNVILLE METROPOLE HOTEL



WELCOME *home*

## RECEPTION – DIAL ‘9’

Welcome to Oaks Townsville Metropole Hotel. Following you will find information with respect to the building and surrounds. Reception is open from 6am to 11pm daily should you require any assistance during your stay please feel free to contact our friendly reception staff 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 and VISA. We also have EFTPOS available, however we do not offer a cash out facility. An ATM is located in the bistro. Please note, all credit card payments incur a service fee of 1.5%. Should you be checking out prior to 6am on your day of departure please contact reception the day prior to finalise your account and arrange key collection.

### AIRPORT

Townsville Airport is located approximately 6km from the hotel (approximately 15 minutes drive in low traffic) Taxis can be arranged on request by reception.

### CAR PARKING

Complimentary car parking is available on site. Parking is unallocated and is subject to availability.

### CHECK-OUT

Check-out is 10am 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.

### DINING FACILITIES

Our restaurant, bar and conferencing facilities are located in the historic Metropole Hotel at the front of the premises. The restaurant is open for breakfast, lunch and dinner, offering a range of Australian cuisine. Meals are able to be charged to your room account and take away options are available should you prefer to dine in your room.

Opening hours:

Breakfast: Monday - Sunday 7am - 9am

Lunch: Friday - Sunday 12pm - 2pm

Dinner: Monday – Sunday 6pm - 8:30pm

Bar: Monday - Tuesday 4pm - 8:30pm

Wednesday – Sunday 10am - late

To place an order or make a booking at the restaurant please dial ‘2955’ from your in-room phone. If you need to contact the bar please dial ‘2957’. Please see in room menu for room service options.

## DRY CLEANING

Same day dry cleaning and laundry services are available Monday to Saturday. Place the completed order sheet into the laundry bag provided in your wardrobe along with your items and leave at reception prior to 8am. Your garments will be available for collection from reception after 4pm.

## FAX / EMAIL / PRINTING

Documents that require printing can be sent to our email address [fometropole@theoaksgroup.com.au](mailto:fometropole@theoaksgroup.com.au) and collected from reception (USBs are not accepted). Sending and receiving faxes are also processed at reception, our fax number is 07 4753 2999. Please ensure you place your surname and apartment number in the subject field. Charges may apply.

## GARBAGE DISPOSAL

For your convenience garbage chutes are located on each floor adjacent to the fire stairs on the left hand side of the lifts. Please ensure glass items are placed on the floor of the garbage area on each floor for collection and cardboard boxes are broken up before disposal.

## 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.

## RECREATIONAL FACILITIES

Our swimming pool and BBQ facilities are located on the Ground Level outside reception and are available for use between 7am and 8pm daily. Children must be supervised by an adult at all times around the pool area. BBQ utensils are available from reception. Please ensure the plate is cleaned after use. The gym is located on Level 1 and is open from 6am to 8pm daily. Children must be over 15 years of age to use the gym equipment and must be supervised. Strictly no glass or alcohol is to be taken into either the pool or gym areas.

## TAXIS

Reception will gladly arrange a taxi booking for you with Townsville Taxis. Alternatively, Townsville Taxi’s are available on 131 008. Uber services are also operating in the Townsville region.

## TOUR DESK

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

## APARTMENT FEATURES

### BALCONY

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

## 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 keys with you at all times. For security purposes please ensure you lock all doors and windows when leaving your apartment. Additional keys are available at reception if required. For security reasons the front doors to the lobby entrance are locked between 11pm and 6am daily. Your room key can be used to open the front door to provide access to the building during these times.

## MAINTENANCE

Maintenance is generally onsite for a few hours daily during the week. Should you have anything to report, please contact reception as soon as possible.

## SMOKE DETECTORS

To ensure the safety of all guests, sensitive smoke detectors are fitted in your apartment and activations will immediately notify Queensland Fire & Rescue. These detectors can be activated by smoke, excessive steam from the bathroom and clothes dryer. Please ensure the rangehood is operating when cooking, the bathroom door is closed when showering and the cupboard door remains open while the dryer is in operation.

## SMOKING

All apartments and common areas are strictly NON SMOKING areas. Smoking is permitted on all private balconies provided the sliding door is closed. Additional cleaning charges will apply for evidence of smoking within the apartments and littering.

## TELEPHONE SERVICES

Each apartment 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 \$0.80 per pulse thereafter (within Australia)

ISD: \$2.50 for connection and \$0.80 per pulse thereafter (International calls)

Anyone calling your apartment may leave a message on Voicemail should the call be unanswered. A light on your telephone indicates that a message is waiting for you.

## TELEVISION CHANNELS

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

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (6AM TO 11PM DAILY) DIAL 9

AFTER HOURS SECURITY 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 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.