

GUEST SERVICES DIRECTORY

OAKS PORT DOUGLAS RESORT



WELCOME *home*

RECEPTION – DIAL '9'

Welcome to Oaks Port Douglas Resort. 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, 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

Cairns Airport is located 66km from the resort (approximately a one hour drive). Taxis and shuttle bus services can be arranged on request by reception and generally require at least 24 hours' notice to ensure inclusion on the manifest.

CAR PARKING

Complimentary car parking is available for registered hotel guests only. Car parks are not allocated to apartments. Please feel free to use any available space. Speed limit is 10km per hour. Oaks Hotels, Resorts & Suites accepts no responsibility for 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 on file.

FAX / EMAIL / PRINTING

Documents that require printing can be sent to our email address foportdouglas@theoaksgroup.com.au and collected from reception (USBs not accepted). Please ensure you place your surname and apartment 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.

RECREATIONAL FACILITIES

The lagoon pool is located at the centre of the property and is open from 6am to 8pm daily. Please be aware there is no life guard on duty. Children must be supervised by a parent or guardian at all times. Please contact reception for further details. The pool is open to registered guests only and is a licensed venue. Strictly no BYO.

SHUTTLE BUS & TAXI SERVICES

Independent shuttle bus companies offer return services both in and out of town regularly between 7.30am and 11.30pm daily. Pick up is from reception and fares are payable directly to the bus driver. Alternatively, you may contact Australia Wide Taxi by calling 131 008.

TOUR DESK

Our knowledgeable staff can assist you with choosing the right tour and have the ability to check availability and make tour bookings. We charge only the price on the brochure. Tours can be charged to your room account and settled on departure. Should you require any local information, car hire, or maps of the area please contact reception.

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

Apartments at Oaks Port Douglas Resort are serviced either daily or weekly and on departure depending on the rate selected at the time of booking. To confirm the cleaning schedule for your stay please contact reception.

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.

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. Lost or unreturned keys will attract a fee of \$20 per key.

KITCHEN & LAUNDRY FACILITIES

One and two-bedroom apartments feature a kitchenette that is equipped with basic kitchen appliances.

Laundry facilities are located on the ground floor at the southern end of the car park. Cost includes \$5.00 per machine. Credit Card only.

Laundry powder can be collected from reception free of charge.

There are also laundry powder dispensers that accept 2x \$1.00 coins.

MAINTENANCE

Maintenance is generally onsite for a few hours during the day. Should you have anything to report, please contact reception as soon as possible. If the matter is not urgent, we do appreciate the feedback so please inform us upon check-out.

SPA TREATMENTS

Spa treatments are available onsite at The Spa. A treatment menu is available at reception. To check availability and to make a booking contact The Spa at Oaks direct on:
Website: www.thespaatoaksresort.com
Phone: 07 4099 8940
Email: thespaatoaksresort@gmail.com

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. For international calls dial '0' then '0011' followed by the 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)

To retrieve voicemail messages please dial '630' and follow the prompts.

SMOKING

All apartments are NON SMOKING. Additional cleaning charges will apply for evidence of smoking within the apartments. If you choose to smoke on the apartment balcony, please consider the affect it may have on the enjoyment of resort guests in rooms nearby. If unsure, there are designated smoking areas in the common areas of the property. Please check with reception for locations.

TELEVISION CHANNELS

Local Free to Air and Foxtel channels are available using the DTV input source.

RESTAURANT & BAR

OAK & VINE

Oak & Vine restaurant is open daily for breakfast and dinner.
Breakfast 7:00am – 10:00am
Dinner 6:00pm – 9:00pm

BAR SERVICE

Bar service is available from the Pool Bar from 12pm to 5pm. A lunch/snack menu is available from 12pm. The Bar is open from 4pm until late and a food menu is available

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (7AM TO 10PM DAILY) 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.
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.