

# GUEST SERVICES DIRECTORY

OAKS QUEENSTOWN SHORES RESORT



WELCOME *home*

## RECEPTION – DIAL ‘0’

Welcome to Oaks Queenstown Shores 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 ‘0’ 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. For Visa, MasterCard & Union Pay the fee is 2% and for American Express & Diner Club the fee is 3.35%.

### AIRPORT

Queenstown Airport is located 8kms from the hotel (approx. 15 mins drive in no traffic). Taxis and shuttle bus services can be arranged on request by reception.

### CAR PARKING

Limited undercover car parking is available on a first-come first served basis. This is \$15 per night and must be prebooked. Limit of 1 car per apartment. Oaks Hotels, Resorts & Suites accept no responsibility for loss or damage to vehicles parked in this facility. The maximum height clearance limit is 2.2 metres.

### CAFE/ BAR/ RESTAURANT

Unfortunately, our Shores Restaurant is currently closed until further notice. We apologise for any inconvenience this may cause during your stay.

### 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.

### GARBAGE DISPOSAL

For your convenience garbage bins are placed at all door entries in the car park. Most kitchens have a garbage disposal unit located in the sink for food scraps ONLY.

### LOST PROPERTY

For any lost property inquiries 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 the Queenstown area. Please see our friendly reception team for recommendations and booking assistance.

## EMAIL & PRINTING

The hotel reception email is [foshores@theoaksgroup.co.nz](mailto:foshores@theoaksgroup.co.nz).

Please contact reception should you require documents printed. Black & white prints are \$0.25 per page, coloured prints are \$0.50 per page.

## PETS

With the exception of assistance dogs, guests of Oaks Hotels, Resorts & Suites are not permitted to bring any animals into the building.

## LAUNDRY FACILITIES

Shared laundry facilities are no longer available – under construction. There are ‘Liquid Laundromat’ services available in Queenstown CBD. Please note, all 2-bedroom apartments have a private laundry facility in their room.

## TAXIS

Please contact reception by dialling 0 for our staff to arrange a taxi service or alternatively you can contact Queenstown Taxis on **0800 788 2947**.

## SHUTTLE SERVICES

A shuttle bus service is available for guests to and from Queenstown. Bookings are essential. Please see reception for operating hours.

## APARTMENT FEATURES

### APARTMENTS FEATURING BALCONIES

Please do not hang towels, clothing or other items over the balcony. Please consider 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 an additional fee.

Daily service includes rubbish removal, placing dishes in the dishwasher, wiping kitchen benches, replacing towels, cleaning the bathroom and making up beds with existing linen.

Full service (once per week) includes as above plus a linen change, full vacuum and cleaning of the apartment. To respect your privacy please be advised that 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 before 2pm and wish for your room to be serviced, please contact reception. After 2pm, reception can provide any supplies you may need.

## INTERNET ACCESS

Internet access is complimentary. The internet service is provided by an external supplier and once accepted/purchased we cannot cancel or offer refunds.

To connect: Turn on Wi-Fi on your device and select the option. Oaks Wireless or Oaks Hotspot. Go to your internet browser and you will then be directed to Reivernet site. Select “Visitor” then enter the following code: **Bookdirect!**

## 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 \$10 per key card.

Please note that your room key cards are magnetically encoded and may malfunction if placed near magnetic fields such as mobile phones, televisions or other charge cards.

For security reasons the front doors to the lobby entrance are locked between 11pm and 4am daily. To enter during these hours please use your room keys.

## MAINTENANCE

We endeavour to ensure all rooms are maintained to the highest possible standard. Should you notice anything requiring attention, kindly contact reception as soon as possible. Maintenance is generally onsite during the week.

## DISHWASHER

All apartments with kitchens have either a two drawer or a single drawer dish washing machine. Please use the dish washing powder supplied. Do not put any other liquid in the machine as it causes damage. Please contact Reception if you experience any difficulties.

## FIREPLACE & HEATING

Apartments are equipped with a gas fireplace or an electric heater. For safety reasons please do not leave the heater or fireplace turned on whilst the apartment is unattended. Do not place clothing or furniture near heaters or fireplaces. To ensure maximum efficiency please ensure windows and doors are closed. Ensure the main fireplace/heater switch on the wall is turned on. Please contact reception for directions on using the in-room heating. If the gas fire is on **DO NOT TOUCH THE GLASS**. The glass on the fireplace is not heat resistant.

## SMOKING

The Body Corp advises that as an insurance requirement, all apartments and common areas of the Property are **NON-SMOKING**. Smoking is only permitted in the two designated smoking areas: (1) Level 1 garden area and (2) on the podium above reception.

Please use the provided ashtray and do not throw cigarette butts into the gardens. If there is evidence of smoking (including littering of cigarette butts) found in your apartment, you will be automatically charged an additional cleaning fee of \$150.

## TELEPHONE

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 ‘1’ 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 New Zealand)

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 Chromecast from your device to the TV.

## ICE

During the winter period it is common for ice to form on pathways around the property. Please take extra care when walking and driving in these conditions.

## SNOWBOARD AND GEAR

All snowboard and ski gear must be stored in our Ski Storage located on Level 5 in the car park. Guests are responsible for storing these items at their own risk. An additional fee may be incurred for any resulting damage or extra cleaning from taking Ski Gear into the apartments.

## NOISE & SECURITY

Please ensure that noise is kept to a minimum to ensure a peaceful stay for all resort guests. Please dial 0 (24 hours) to report any noise or security issues to Reception.

## IN EMERGENCY

**POLICE, FIRE DEPARTMENT OR AMBULANCE      DIAL 1, 000**

**RECEPTION (24 HOURS)      DIAL 0**

A fire evacuation plan is located on the back of your apartment entrance, 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 procedure 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 back of the main entrance door to your apartment.
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade or hotel staff.
5. Please note: If a false alarm is found to be caused by the occupant of a unit, a false alarm will be charged to the occupant.