

# GUEST SERVICES DIRECTORY

OAKS R SUITES GEELONG



WELCOME *home*

## RECEPTION

Welcome to Oaks R Suites Geelong. 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 'Reception' 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's Avalon Airport is located 26.1 kms from the hotel (approximately 26 minutes drive in no traffic).

### CHECK-OUT

Check-out is 10am on the 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.

### CAR PARKING

Undercover car parking is available for guests. Oaks Hotels, Resorts & Suites accept no responsibility for loss or damage to vehicles parked in this facility. As there are limited spaces, car parking is subject to availability. Advance booking is required.

### GARBAGE DISPOSAL

For your convenience garbage chutes are located on each floor. After exiting the lift turn right, then right again until you see the door labelled 'Chute Room'. 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 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 any local information, car hire or maps of the area.

## TAXIS

Please contact our friendly reception staff to organise your taxi booking. Alternatively, call Yellow Cabs on 13 2227.

## 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.

## APARTMENT FEATURES

### AIR CONDITIONING

All apartments are fitted with individual controlled air conditioning systems which can be adjusted by using the remote control, which you will find mounted on the wall. Should you require assistance please contact reception. Please note the temperature should be no lower than 23 degrees and windows and doors should remain closed during operation.

### BALCONY

Please do not hang towels, clothing or other items over balcony railings. Please do not throw rubbish or other items over the balcony. Our rooms and balconies are strictly no smoking, additional charges will apply for evidence of smoking.

### 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.

### ELECTRICITY

The power points in your apartment operate on 240volts (AC 50 cycles).

## 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 always. For security purposes please ensure you lock all doors and windows when leaving your apartment. One set of keys are available per apartment, additional keys available upon request. For security reasons the front doors to the lobby entrance are locked between 9pm and 6am daily. To enter during these hours please use the intercom or your building access card.

## 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 apartments and common areas are NON SMOKING. 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. Please dial 'Voicemail' and follow the prompts.

## TELEVISION CHANNELS

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

## RESTAURANTS

### LE CAFÉ

Le Café is located on the ground level of the hotel. For opening and room service hours dial or see reception.

## IN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

### RECEPTION (24 HOURS)

DIAL RECEPTION

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 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 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.