

GUEST SERVICES DIRECTORY

OAKS SUNSHINE COAST SEAFORTH RESORT



WELCOME *home*

RECEPTION – DIAL ‘9’

Welcome to Oaks Sunshine Coast Seaforth 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 upon or prior to arrival. Company charges or cheque payments will only be accepted by prior arrangement. Direct deposit payments are required to be received in full prior to arrival. 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%. Should you be checking out prior to 7am on your day of departure please contact reception the day prior, to finalise your account and arrange key collection.

AIRPORT

Sunshine Coast Airport is located 11 km from the hotel (approximately 20 minutes drive in no traffic). Taxi and shuttle bus services can be arranged on request by reception.

CAR PARKING

Complimentary car parking is available for guests with access via the security gate located under each tower. One car space is allocated per apartment. Please ensure you park in your designated car parking space, this corresponds to your allocated unit number. Unauthorised parking may result in the vehicle being towed at the owners expense. Alternative parking is available, please contact reception for further details. Oaks Hotels, Resorts & Suites accept no responsibility for loss or damage to vehicles parked in this facility.

CHECK-OUT

Check-out is 10am on 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.

EMAIL / PRINTING

Documents that require printing can be sent to our email address foseaforth@theoaksgroup.com.au and collected from reception (USBs not accepted).

GARBAGE DISPOSAL

For your convenience there is a recycle room and garbage chute located on each level of your building. Please break up large cardboard boxes before discarding and refrain from disposing glass in the garbage chute.

LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for three months and are posted back at the guest's expense. Please note that the property is not liable for any property brought onto the premises.

PETS

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

TAXIS

Reception can book a taxi for you at any time. Alternatively contact Black & White Cabs on 131 008 to book.

TOUR DESK

Our team can assist you with booking tours and attractions around the region. Please contact reception for a full list of companies and recommendations. There is also a brochure information stand located in the foyer of every building.

RECREATIONAL FACILITIES

Our lagoon pool, lap pool and outdoor spas are located within the grounds of the property. Opening hours are 7am - 10pm daily. Strictly no glass or alcohol is to be taken into the pool areas. Children must be supervised at all times. Additional towels are available for hire from reception. For your safety, and in accordance with Body Corporate rules, please do not climb on rocks or water features and do not allow children to dive from the planter boxes, rocks or water features.

The gymnasium and sauna are located beside the lap pool on the Ground Level. For access please obtain a key from reception. Opening hours are from 7am - 8pm daily. Barbeque areas are located beside the lagoon pool and lap pool. Bookings can be made with reception. In consideration of other guests please clean the barbecue plate after use.

APARTMENT FEATURES

AIR CONDITIONING

To operate the air conditioner in your apartment please use the remote control provided in room. Please keep the temperature set at a minimum 22 degrees for cooling and a maximum 25 degrees for heating.

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

Rooms at Oaks Sunshine Coast Seaforth Resort are serviced weekly or on departure. Towels can be exchanged at reception. Should you desire to have your room serviced during your stay please contact reception the day before and we will be happy to organise this for you, please note fees apply. A starter pack including dishwashing liquid and powder, scourer, tea and coffee etc has been supplied in your room.

INTERCOM

To call another room simply dial the room number. An intercom is located at the front door of each tower. Visitors can contact your apartment by dialling the apartment number followed by the ‘#’. You will need to meet visitors at the base of the tower.

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.

MAINTENANCE

Maintenance officers are present between 8am and 4pm Monday to Friday and can attend to any maintenance issues within your apartment. Please dial ‘9’ for reception to report any issues.

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. Two sets of keys are available per apartment. Lost or unreturned keys/access cards will attract a fee of \$150 per set.

SMOKING

All apartments and property grounds are NON SMOKING. Additional cleaning charges will apply for evidence of smoking within apartments and littering.

TELEPHONE SERVICES

Each apartment is fitted with a direct dial telephone. Please be advised that phone calls can only be transferred during reception hours and any calls to reception outside of these hours will divert to an answering service. Telephone calls are charged at the following rates:

STD: \$1.50 for connection (within Australia)

ISD: \$2.50 for connection (International calls)

Local Calls: Dial 0 + the number you wish to call.

National Area Codes: Australian Capital Territory 02 / New South Wales 02 / Northern Territory: 08 / Queensland: 07 / Tasmania: 03 / Victoria: 03 / Western Australia: 08

International Calls: Dial 0 + 0011 + country code, area code (if applicable), then the telephone number.

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 166 or press the ‘Voicemail’ button on the phone and follow the prompts to retrieve your voicemail.

TELEVISION CHANNELS

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

401 Fox Sports 1	405 Nickelodeon
404 Sky News	408 Action
407 Premier Movies	403 Fox Sports 3
402 Fox Sports 2	406 Masterpiece

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (7AM - 8PM DAILY) DIAL 9

AFTER HOURS SECURITY DIAL 9

A fire evacuation plan is located on the back of your apartment door, and also along the corridor on each level. Please ensure you familiarise 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.