

# GUEST SERVICES DIRECTORY

OAKS THE ENTRANCE WATERFRONT SUITES



WELCOME *home*

## RECEPTION – DIAL 7

Welcome to Oaks The Entrance Waterfront Suites. Following your arrival 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 '7' 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 check in. 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

Newcastle Airport is approximately 100km from our property (approximately 90 minutes drive in no traffic). Taxi services can be arranged on request by reception.

### CAR PARKING

Undercover car parking is available for guests at an additional cost. Unauthorised parking may result in the vehicle being towed at the expense of the owner. Oaks Hotels, Resorts & Suites accept no responsibility for loss or damage to vehicles parked in this facility. A fee equal to approximately \$350 is charged by the towing company for the retrieval of impounded vehicles.

### CHECK-OUT

Check-out is 10am on 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. 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.

### EMAIL/PRINTING

Guest emails that are sent through to fowaterfront@theoaksgroup.com.au are received at reception. Printing can be sent to our email address and collected from reception. Charges may apply.

### GARBAGE DISPOSAL

For your convenience rubbish rooms are located on each floor near the lifts. You will find in the rubbish rooms a rubbish bin and a recycling bin, cardboard boxes must be broken up prior to 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's expense.

## RECREATION FACILITIES

Our heated swimming pool, spa and gym are located on Level 2. Operating hours are from 7am to 9.30pm daily. Strictly no glass is to be taken into these areas. Children must be supervised by an adult at all times around the pool area. Children must be over 16 years of age to use the gym equipment and must be supervised.

## PETS

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

## TOURIST INFORMATION

Our team can assist you with local knowledge and recommendations, alternatively we can point you in the direction of the central coast tourist information centre which is only a short stroll from our property.

## TAXIS

Please contact reception by dialling '7' for our staff to arrange a taxi service for you or alternatively you can contact Central Coast Taxis on 131 008.

## ROOM 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

Daily housekeeping services are included for Studio Ocean and 2 Bedroom Loft rooms only. For all other room types, please be aware that daily cleaning services are not 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 ACCESS

Internet access is free of charge with all bookings.

To connect: Turn on Wi-Fi on your device and select the option "Oaks Public Wireless". Open your internet browser and enter in your room number (i.e 0504 or 2103) and the surname listed on the reservation. You will then be able to select the pricing plan required. Type "ACCEPT" in the box to accept the terms and conditions of using the Reivernet service. Once you have accepted the terms and conditions you will be diverted to the "connection" page where you will then be able to navigate to the internet.

## 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 keys are available per apartment. Lost or unreturned keys/access cards will attract a fee of \$20 per key charge. For security reasons the front doors to the lobby entrance are locked between 10pm and 6am daily. To enter during these hours please use the intercom or your building access card.

## MAINTENANCE

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

## SMOKING

Oaks The Entrance Waterfront Suites is a non-smoking building with the exception of smoking on a private balcony with any access to the unit 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. Please dial '11' and follow the prompts.

## TELEVISION CHANNELS

Local Free to Air channels and a number of Foxtel channels are available on your television and are free of charge to view. To access all of these channels, please use the source button on the TV remote control and select DTV.

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (6AM - 10PM DAILY) DIAL 7

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.