

GUEST SERVICES DIRECTORY

OAKS CAIRNS HOTEL



WELCOME *home*

RECEPTION – DIAL 9

Welcome to Oaks Cairns Hotel. 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 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 6.2kms from the hotel (approx. 10 mins drive in no traffic). Taxis and shuttle bus services can be arranged on request by reception.

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.

LOST PROPERTY

For any lost property enquiries 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 Cairns area. Please call reception for a full list of companies and recommendations.

FAX / EMAIL / PRINTING

The hotel fax number is (07) 4281 6939 and the reception email is cairns@theoaksgroup.com.au. Guest emails and faxes are received at reception and can be collected at your convenience. Printing can be sent to our email address and collected from reception. 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.

RECREATION FACILITIES

Oaks Cairns Hotel, is conveniently located on the Cairns Esplanade.

The Esplanade includes 2.5km of pedestrian and shared paths along the picturesque foreshore. The paths are ideal for walking or running and include markers at every 500m so you can measure your distance travelled.

Also located on the Esplanade is the Lagoon Pool, Bouldering Park, Skate Park, Beach Volleyball courts/multi-use sports facilities/ basketball courts and Green Gym Fitness Station.

TAXIS

Please contact reception by dialling 9 for our staff to arrange a taxi service or alternatively you can contact Cairns Taxis on 131 008.

ROOM FEATURES

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 a fee.

Daily service includes: rubbish removal, wiping surfaces, replacing required towelling and cleaning the bathroom, making the beds with existing linen. 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 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 during the day and wish for your room to be serviced, please contact reception.

INTERCOM

For your security the main entrance door will be locked between 11.00pm and 6.00am. Please use your key card to access entry during this time. An intercom panel at the building entrance is connected to reception if you require assistance.

INTERNET ACCESS

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 the door when leaving your room. Two sets of keys are available per room. Lost or unreturned keys/ access cards will attract a fee.

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 Cairns Hotel is a strictly non-smoking building. In addition, Queensland legislation prevents you from smoking in common areas and foyers of the building. Additional cleaning fees will apply to any room displaying evidence of smoking.

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 '0' first followed by the phone number.

Telephone calls are charged at the following approximated rates:

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 room 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 '#' and follow the prompts.

TELEVISION CHANNELS

Local Free to Air channels are available on your television. Our TV's also have SMART technology fitted so you may access your own streaming services or mirror your device to the screen.

OAK & VINE- ROOFTOP RESTAURANT & BAR

Welcome to Oak & Vine Cairns – Cairns' newest rooftop restaurant and bar serving up simple and modern breakfast and share plates daily. A unique blend of Peruvian dishes made with Japanese techniques and fresh local produce, our menu is inspired by the highly popular, Nikkei Cuisine trending around the world.

As the sun sets over the Coral Sea, the terrace transforms into a lively cocktail bar mixing inventive signature cocktails and pouring fine wines, craft beers and a selection of Artisan botanical gins with spicy tonics.

Sit back, relax and soak in some of the best ocean views and terrace dining Cairns has to offer at Oak & Vine Cairns.

Breakfast: 6.30am – 10.00am Daily
All Day dining & drinks - 10.00am – 10.00pm

IN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 000

RECEPTION OPEN 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.