

GUEST SERVICES DIRECTORY

OAKS CASUARINA SANTAI RESORT



WELCOME *home*

RECEPTION – DIAL 9

Welcome to Oaks Santai 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 FEATURES

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 of 1.5%.

AIRPORT

Coolangatta Airport is located 18.2kms from the hotel (approx. 16 mins drive in no traffic) Taxis and shuttle bus services can be arranged on request by reception.

Car Parking

Undercover car parking is available for guests at no extra cost. There is one allocated park per room. Guests must park in a car space marked with the correct room number. Unauthorised parking may result in the vehicle being towed at the expense of the owner. Oaks Hotels & Resorts accept no responsibility for loss or damage to vehicles parked in this facility.

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.

GARBAGE DISPOSAL

For your convenience garbage chutes are located on each floor near the lifts. All recycling must be disposed of in the yellow lid bins on level 1 where lifts are located. If you are located on eastern side of the building there is a rubbish chute towards the front of the resort on each level and also on ground floor near public toilets/ restaurant. 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 3 months and can be posted back at the guest expense.

TOUR DESK

Our team can assist you with booking tours and attractions around the Tweed Coast area. Please call reception for a full list of companies and recommendations.

FAX / EMAIL / PRINTING

The hotel reception email is fosantai@theoaksgroup.com.au. Guest emails 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. Please note we do not have a fax.

PETS:

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

RECREATION FACILITIES

Swimming pool and common areas are located on Level 1. Operating hours are from 7:00am to 9:00pm 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.

TAXIS

Please contact reception by dialling '9' for our staff to arrange a taxi service or alternatively you can contact Tweed Coast Taxi on 131 009.

APARTMENT FEATURES

BALCONY

Please do not hang towels, clothing or other items over the balcony. Please consider the guests below by not throwing 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

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, 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

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 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 \$20 per key.

For security reasons the front doors to the lobby entrance are locked between 9:00pm and 7:00am daily. To enter during these hours please tap room key on the left side of the wooden entrance doors. If exiting the resort through reception please push the green button on the right of the wooden doors to open.

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 Santai Resort is a strictly non-smoking building and this extends to smoking on balconies. In addition, Queensland legislation prevents you from smoking in common areas and foyers of the building.

TELEVISION CHANNELS

Local Free to Air channels are available on your television and are free of charge to view. To access the Foxtel channels please use the source button to choose the AV channel. For Free to Air channels, choose DTV.

DAY SPA

If you would like to make a booking for our Day spa please contact reception on '9' to make a booking.

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (7AM TO 10PM DAILY) DIAL 9

AFTER HOURS SECURITY DIAL 02 6670 5500

OR IF AN EMERGENCY 0409 824 646

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 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.
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.