



Guest Services

RECEPTION – DIAL 9

Welcome to Oaks Goldsbrough Apartments. In this booklet, you will find general information about the property and local surrounds. If you cannot find the information you are looking for in this booklet, 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 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, Union Pay and Alipay. 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

Sydney Airport is located 13km from the hotel (approximately 30 minute drive). Taxis are readily available at the main entrance of the building. A hotel shuttle service operates daily from our hotel at an additional cost. Please see the Concierge Desk for more information and charges.

Car Parking

Undercover car parking is available for guests off-site at Secure Parking located on 320 Harris Street, Pyrmont 2009. Car parking is an additional cost of \$45 per 24 hours. Upon entry, please take a ticket at the entrance gate and present this to reception to be validated prior to exiting the car park. Once validated, your ticket can be used for multiple exits and entries throughout your stay. Oaks Hotels & Resorts accept no responsibility for loss or damage to vehicles parked in this facility including loss of validated tickets.

Check-out

Check-out is 10am day on the 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. Express check-out is available by dropping your room keys inside the express check-out box located in reception. Any charges that are not settled upon check-out will be automatically charged to your credit card on file.

Fax / Email / Printing

Documents that require printing can be sent to our email address fogoldsbrough@theoaksgroup.com.au and collected from reception (USB/s not accepted). Sending and receiving faxes are also processed at reception. Fax number - 02 9518 5177. Please ensure you include your surname and apartment number in the subject field. Charges may apply.

Garbage Disposal

For your convenience garbage chutes are located on each floor, through the service area doors near the lifts. All garbage must be disposed of in the red bins, and any recycling in the yellow bins.

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 are not permitted to bring any animals into the building.

Recreational Facilities

A swimming pool, spa, sauna and gym are located on Level 1. Operating hours are from 6am to 12am daily. Fresh towels are available at reception on request. Strictly no glass is to be taken into these areas. Children must be supervised by an adult at all times. For safety reasons please ensure you follow the rules of the pool and gym area.

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Taxis

Taxis are readily available at the entrance of the building on Pyrmont Street. If you would like to pre-book a taxi, please call 13 22 27.

Tours

Concierge can assist you with booking tours and attractions.

APARTMENT FEATURES

Air Conditioning

All apartments are fitted with individual controlled air conditioning systems which can be adjusted by using the control panel located on the wall in the hallway of one bed/ studios or beside the stairs in two beds. Please note the temperature should be no lower than 23 degrees at all times and windows and doors should remain closed during operation.

Balcony

Please do not hang towels, clothing or other items over the balcony. 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

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 and bathroom area, replacing towels and replenishing amenities, 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). Please contact reception for international adaptor hire (subject to availability).

Internet

Internet access is complimentary daily with a 500MB download limit. You can purchase a premium internet package at an additional cost. Please read the pricing information and the terms and conditions carefully. The internet service is provided by an external supplier and once accepted/ purchased we cannot cancel or offer refunds.

Keys

Please keep your room access cards with you at all times. For security purposes please ensure you lock all doors and windows when leaving your apartment. Lost or unreturned access cards will attract a fee of \$20 per card. 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 located at the main and Level 2 entrances or insert your access card.

Maintenance

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

HOTEL SERVICES

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)

For room-to-room calls, please dial the room number (4-digit room numbers) or '3' and then the room number (3-digit room numbers).

Television Channels

Local Free to Air and Foxtel (limited pack) channels are available on your television and are free of charge to view. To access please use the source button to choose the AV1 or AV2 channels.

101 TV Hits	102 ABC 1	103 Sky News
106 Lifestyle	108 Fox 8	110 Channel 10
111 Funny	112 Arena	113 Fox Classics
115 Showcase	118 Box Sets	121 Comedy Channel
122 A&E	125 E!	127 Lifestyle Food
130 TLC	133 Smooth/Arts	137 7 TWO
138 7 Mate	139 GO	140 One
142 SBS Viceland	143 Food Network	149 TVHITS +2
151 Arena +2	152 Lifestyle +2	153 Fox +2
154 Funny +2	156 Fox Classics +2	158 Showcase +2
162 Comedy Channel +2	164 Lifestyle Food +2	177 Expo
192 9 Gem	194 9 Life	409 Action
411 Action +2	412 Comedy	414 Romance
501 Fox Sports	502 Fox League	503 Fox Sports 3
504 Fox Footy	505 Fox Sports 5	515 Bein Sport 3
601 Sky News	603 Sky News Weather	608 Discovery
610 National Geo	701 Nickelodeon	801 Channel V

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE Dial 0, 000

Reception (24 Hours) Dial 9

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. 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.