

GUEST SERVICES DIRECTORY

OAKS NELSON BAY LURE SUITES



WELCOME *home*

RECEPTION – DIAL ‘RECEPTION’

Welcome to Oaks Nelson Bay Lure Suites. In this compendium you will find information with respect to our hotel and facilities. We take pleasure in welcoming you as our guest and trust that your stay is both comfortable and enjoyable. Our reception is open from 9am to 6pm so please feel free to come see our friendly staff.

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, and Union Pay. 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%.

CAR PARKING

Underground parking is available to guests, entry via Tomaree Street. Parking is free of charge and can be accessed using your room access card. Oaks Hotels & Resorts accepts no responsibility for loss or damage to vehicles parking in this facility.

CHECK-OUT

Check-out is 10am on the day of your 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 rubbish bins are located on each floor. Alternatively, rubbish can be disposed of in the skip bins located in the basement.

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 swimming pool is solar heated. Opening times are 7am to 8pm daily. Children under 12 years of age must be accompanied and supervised by an adult at all times. Strictly no glass is to be taken into these areas. Strictly NO SMOKING in the pool area.

TOURS & MAPS

Our team can assist you with booking tours and attractions around Port Stephens. Please see reception for tour brochures and complimentary maps of the area.

PUBLIC TRANSPORT & INFORMATION

Please contact reception for directions to the nearest public transport service or for any local information, attractions, or car hire.

APARTMENT FEATURES

AIR CONDITIONING

To operate the climate control in your apartment, please use the remote control located in your unit. The temperature shown on the screen shows the current room temperature. You can adjust the set temperature using the up and down arrows. Should you require assistance please contact reception. Please do not operate your unit below 22 degrees on cooling as it may cause the unit to stop working.

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 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.

ELECTRICITY

The power points in your apartment operate on 240 volts (AC 50 cycles).

INTERNET / WI-FI

To connect: Turn on Wi-Fi on your device and select the option “Oaks Public Wireless”. Open your internet browser, select ‘Visitor’, enter the code ‘Lure’ (not case sensitive). Charges may apply. Any further issues please call reception.

MAINTENANCE

Maintenance requests are available during business hours. Should you have anything to report, please contact reception as soon as possible.

ROOM ACCESS CARDS

Please keep your room access cards with you at all times. For security purposes please ensure your room door is locked when leaving your apartment. Two sets of room access cards are available per apartment. Lost or unreturned room access cards will attract a fee of \$20 per card. For security reasons the front doors to the lobby entrance are locked between 6pm and 9am daily. To enter during these hours please use your room access card at the entrance. Please keep your room access cards separate to mobile devices and magnets as this can wipe them. If this does happen, please see reception to have them reset.

SMOKING

All apartments (including balconies) are NON SMOKING. Evidence of smoking within apartments may result in smoke odour removal fees. Please refrain from smoking on the balcony as the smoke alarm will be triggered.

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 ‘Voicemail’ and follow the prompts.

TELEVISION CHANNELS

In addition to local Free to Air channels, the following Foxtel channels are available on your television at no charge.

2	ABC	54	TVSN	502	Fox Sport 2
3	SBS	55	GOLD	503	Fox Sport 3
5	Ten	60	Seven HD	504	Fox Sport 4
6	Seven	61	Seven	505	Fox Sport 5
8	Nine	62	Seven 2	506	Fox Sport 6
20	ABC HD	64	7 Mate	507	ESPN
21	ABC	65	Seven Bravo	508	MTV Classics
22	ABC Kids	66	7 Flix	509	Sky Racing 1
23	ABC Me	67	ishopTV	511	FOX8
24	ABC News	68	Racing.com	512	Biography
30	SBS One HD	80	Nine HD	513	History
31	SBS HD Viceland	81	Nine	514	Crime
32	SBS World Movies	82	9 Gem	515	Nickelodeon
33	SBS Food	83	9 Go!	516	Discovery
34	NITV	84	9 Life	517	Movie Premier
35	SBS World Watch	85	9 Gem HD	518	Movie Action
50	Ten HD	87	Extra	519	Movie Comedy
51	10 Bold	88	9 Go!	520	Fox Showcase
52	Ten Peach	500	Sky News		
53	Sky News Regional	501	Fox Sport 1		

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (9AM TO 6PM DAILY) DIAL ‘RECEPTION’

AFTER HOUR EMERGENCIES 0447 206 221

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 or hotel management.