

# GUEST SERVICES DIRECTORY

OAKS PORT STEPHENS PACIFIC BLUE RESORT



WELCOME *home*

## RECEPTION – DIAL ‘RECEPTION’

Welcome to Oaks Port Stephens Pacific Blue Resort. In this compendium you will find information with respect to the hotel and surrounds. If we have omitted any details please feel free to contact our friendly reception staff either in person or by dialing ‘Reception’ 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 for any additional charges throughout your stay 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. Please note, all credit card payments incur a service fee of 1.5%.

### AIRPORT

Newcastle Airport is located 32km from the hotel (approximately 25-30 minutes drive in no traffic). Local bus times and taxi services can be arranged on request by reception.

### CAR PARKING

One car park is allocated per apartment. Oaks Hotels, Resorts & Suites accept no responsibility for loss or damage to vehicles parked in this facility. As there are limited spaces, car parking is subject to availability.

### CHECK-OUT

Check-out is 10am on the day of departure. Some reservations may have a provision for a later check-out, subject to availability. Please call reception the night prior to departure for further assistance.

### FAX / EMAIL / PRINTING

Documents that require printing can be sent to our email address, [fopacificblue@theoaksgroup.com.au](mailto:fopacificblue@theoaksgroup.com.au) and collected from reception (USBs not accepted). Sending and receiving faxes can also be processed at reception. The fax number is 02 4916 1210. Please ensure you place your surname and apartment number in the subject field. Charges may apply.

### GARBAGE DISPOSAL

For your convenience garbage bins are located throughout the property. We kindly ask for your assistance with recycling by placing plastic, glass, paper, cardboard and aluminium in the yellow lid bins. For all general rubbish, please use the red lid bins.

### LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for a maximum of three months and can be posted back at the guest's expense. Oaks Hotels, Resorts & Suites will not be held liable for any lost property.

### PETS

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

## RECREATIONAL FACILITIES

We offer an extensive range of facilities onsite:

Lagoon pool: Open from 7.30am to 9.30pm

Outdoor heated spas & apartment plunge pools: Open from 7.30am to 9.30pm

Tennis court: Open from 8am to 9pm. Please call reception to book the court. Equipment is available to hire for \$2.50 per racquet.

Outdoor 25m lap pool: Open from 6am to 10pm.

Gym & Japanese steam room: Open from 6am to 10pm (15 years and above). Children must be supervised by an adult at all times in and around the pool areas. We enforce a strict ‘No Glass’ policy. Charges will apply for broken glass in public areas and on balconies.

### TAXIS

Contact Nelson Bay Taxi service on 131 008.

### TOUR DESK

Our team can assist you with booking tours and attractions. Visit reception for a full list of companies and recommendations.

## ROOM FEATURES

### AIR CONDITIONING

Please ensure your room key is in the power slot and the remote control has batteries. Stand directly in front of the air conditioner and turn on with the power button. Using the mode button, select the ‘sun’ for heat and the ‘snowflake’ for cooling. If there is more than one remote control provided in the apartment, both the living area and bedroom need to be on the same setting and temperature to operate. Please note the condenser can take time to switch from cooling to heating. Your patience is required as this can take up to 15 minutes.

### 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 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 reservation. Please contact reception if you would like to arrange this service for a fee.

Daily Service includes: rubbish removal, replacing towelling, making the beds with existing linen, and replenishment of kitchen and bathroom consumables. Please note beds with personal items on them will not be made.

A full mid-stay service (for stays of 8 nights or more) includes: as above plus a linen change, full vacuum and cleaning of the apartment.

## 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 wish to remove this sign and have your apartment serviced, please call reception prior to 12pm to arrange.

### 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 room.

The front doors to the lobby entrance are locked between 11 pm and 6am daily. To enter during these hours please use your building access card.

### MAINTENANCE

If you experience any issues within your apartment, please contact reception. Our maintenance team is available until 6pm, seven days per week.

### SMOKING & SMOKE DETECTORS

Smoking is strictly prohibited inside all apartments. Please use the ashtray provided if you wish to smoke on your patio area. Charges will apply for cigarettes disposed of in the drains. Smoke detectors are not to be touched or tampered with as an alarm will be activated at reception. Emergency call out fees will apply.

### SPA BATH

Ensure the water level is above the jets. Press the button to operate. If the jets fail to operate, there may be an air lock. Please phone reception and maintenance will assist.

### 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

Using the remote control, power on the television and scroll for channel selection. Please note, local digital channels will range between 1 to 88 and Foxtel channels from 501 to 520. To change to digital television, simply press the input button, or on a Samsung remote, press source and then TV/DTV located half-way down the left-hand side.

## WASHING MACHINE

If your apartment has a washing machine, check that the power point and machine are both switched on. Open the detergent drawer and add front loading powder/liquid to compartment one. Turn the dial to quick wash, select the temperature and press start. There is a time delay before the door lock is released at the end of the wash cycle. Do not force the door to open as it will break the handle. Charges will apply.

### WI-FI / INTERNET

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.

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0,000

RECEPTION (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

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.