

# GUEST SERVICES DIRECTORY

OAKS REDCLIFFE MON KOMO SUITES



WELCOME *home*

## RECEPTION – DIAL 6

Welcome to Oaks Redcliffe Mon Komo Suites. Our friendly reception team is here to help make your stay more memorable. For your convenience, reception is open 6am to 10.30pm, Sunday to Thursday and 24 hours on Friday and Saturday.

## HOTEL SERVICES

### AIRPORT

Brisbane Airport is located approximately 30km from the hotel, approximately 45 minutes drive. Taxis and shuttle services can be arranged on request by reception.

### BANQUET / CONFERENCING / WEDDING FACILITIES

The Mon Komo Hotel features a range of function rooms. For further information please contact their Events Department on 07 3284 6520.

### CAR PARKING

Free secure car parking is available in the underground car park located in basement 2. Please only park in the yellow banded pillar areas. Public car parks are located in basement 1. Parking is at your own risk, please ensure to lock your car and do not leave valuables in plain sight. The hotel does not accept any liability for theft or stolen items.

### CHECK-OUT

Check-out is at 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. If you would like to extend your stay, please contact reception.

### DRY CLEANING

Next-day dry cleaning service is available Monday to Friday. Please contact reception for information and pricing.

### FAX / EMAIL / PRINTING

Our fax number is 07 3283 9399 and the reception email is [fomonkomo@theoaksgroup.com.au](mailto:fomonkomo@theoaksgroup.com.au). 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.

### GARBAGE DISPOSAL

A garbage chute and recycle bin are located in the refuse room behind the lifts on each level. Please place garbage in plastic bags before placing in chute and all glass, aluminium and paper items into the recycle bins.

### LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for three months and posted back at the guest's expense. Please note that Oaks Redcliffe Mon Komo Suites does not accept any liability for any items left behind.

## PETS

With the exception of guide dogs, pets are not permitted in the building.

## RECREATIONAL FACILITIES

Our gymnasium and outdoor pool are located in on Level 2 and can be accessed with your room key during the hours of 7am to 8pm. Extra towels are available from reception.

## TAXIS & TRANSFERS

Please contact reception to arrange a booking or call 131 008.

## TOURIST INFORMATION

We can assist you with booking tours and attractions around Moreton Bay Region. Please contact reception for a full list of companies and recommendations.

## APARTMENT FEATURES

### AIR CONDITIONING

For your comfort, your apartment offers individually controlled air conditioning. You can operate the unit using the control panel on the wall. The best temperature setting is between 21 and 24 degrees celsius.

### BALCONY

Please do not hang towels or washing on balcony railings, or throw items from the balcony, this is prohibited and may result in eviction from the building.

### BREAKAGES & DAMAGES

All apartments are fully equipped with a standard inventory. Please report any breakages, missing items or damaged property to reception. The cost of replacement or repair of any items broken or damaged is the responsibility of the guest.

### CLEANING / HOUSEKEEPING

We offer daily or weekly housekeeping services during your stay depending on the rate that has been booked. Please note that some discounted rates do not include servicing. Please place the "Do Not Disturb" door hanger outside your apartment if you do not require housekeeping services.

Daily service includes: Rubbish removal, place dishes in dishwasher, wipe over kitchen, spot vacuum, replace towelling (if not hanging on towel racks), replace amenities, clean toilet and make bed with existing linen. Daily services generally happen after 12 noon. For extra amenities or special requests such as extra blankets, cots or portable bedding, please contact reception. Kindly note that additional charges may apply. Weekly service 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.

### ELECTRICAL CURRENT

Within Australia, electrical appliances use 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 'In House Guests', enter your room number and the surname listed on the reservation. Charges may apply. Any further issues please call reception.

## KEYS

Reception will supply you with an electronic swipe key on check in. A \$30 fee may apply for swipe keys lost or not returned on departure.

## LAUNDRY FACILITIES

Your apartment features full laundry facilities; you will find the ironing board next to the washing machine and the iron on top of the washing machine. Oaks Redcliffe Mon Komo Suites hotel rooms do not have laundry facilities.

## MOVIES / TELEVISION

Your apartment receives 20 Foxtel channels and local digital television channels; accessed via source DTV on the television.

## SAFE

For your convenience, an electronic safe is located in your apartment.

## SMOKE DETECTORS

These are fitted in your apartment and will be activated by steam and cooking. Please always use the range hood when using the cooktop. Each apartment is fitted with a false alarm button; in event of an alarm activation, please press and hold this button until the alarm ceases within 30 seconds. A re-test will occur in 60 seconds. Please open balcony doors and windows to clear smoke. Please DO NOT open the entrance door to the hallway as this will trigger a call to the Queensland Fire and Rescue Service. False alarm call-out fees are approximately \$1200 and are payable by the guest.

## SMOKING

This is strictly prohibited unless in designated areas in accordance with Queensland Law. A cleaning fee of \$250 will be charged without exception for each confirmed occurrence of smoking within the apartment.

## TELEPHONE SERVICES

All local and international calls are chargeable telephone calls. All external calls will be automatically charged to your account. For fees, please contact reception.

Room to Room: To phone another apartment dial the required apartment in 4 digit format (i.e. Apartment 402 is 0402) There are no charges on these internal calls.

Local Calls: Dial 8 + the number you wish to call.

National Area Codes: Australian Capital Territory: 02 / New South Wales: 02 / Northern Territory: 08 / Queensland: 07 / Tasmania: 03 / Victoria: 03 / Western Australia: 08 / South Australia: 08

## RESTAURANTS

### CARRIBEE RESTAURANT

Breakfast daily from 6.30am to 10.30am and lunch daily from 11am to 2.30pm. Dinner is from 5.30pm to 9pm. Bookings are recommended and can be made by contacting reception or dialling the restaurant extension. A light snack menu is offered at Cabana Bar menu.

### THE MON KOMO HOTEL

Located on Marine Parade, in front of the hotel features onsite bars and a restaurant. A takeaway menu is located on the fridge in your apartment and can be ordered by dialling the restaurant on extension 9401. Chargeback facilities are available.

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 8, 000

RECEPTION DIAL 6

A fire evacuation plan is located on the back of your apartment door, and also along the corridor on each level. Please ensure you familiarise 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 outlines 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.

The After Hours Caretaker contact mobile number is 0408 113 575. This is for emergencies only after 10.30pm Sunday to Thursday. Please contact reception by dialling 6 at all other times.

### DOCTORS / EMERGENCY

Should you require medical assistance during your stay, please contact reception. In case of an emergency please dial 000.

### HOSPITALS

Redcliffe Hospital is a five minute drive from Oaks Redcliffe Mon Komo Suites along Anzac Avenue.