

GUEST SERVICES DIRECTORY

OAKS WELLINGTON HOTEL



WELCOME *home*

RECEPTION – DIAL 0

Kia Ora - Welcome.

Welcome to Oaks Wellington Hotel. 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 dialling '0' 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 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 2% and Diners will incur 3.5%.

AIRPORT

Wellington Airport is located 8km from the hotel (approximately 15 minute 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 an additional cost. Guests must park in a car space unmarked for other nominated use. Unauthorised parking may result in the vehicle being towed at the expense of the owner. Oaks Hotels, Resorts & Suites 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.

FAX / EMAIL / PRINTING

The reception email is FOWellington@theoaksgroup.co.nz. Guest 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.

LOST PROPERTY

For any lost property enquiries please contact our Housekeeping Manager via reception. All lost property items are held for three months and can be posted back at the guest expense.

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

The gym area is located on the first floor on the right hand side, operating 24 hours. Strictly no glass is to be taken into the gym area. Children must be supervised by an adult at all times around

the gym equipment. Please also note a full service gym is available 100m away on Taranaki Street which is Les Mills.

TAXIS

Please contact reception by dialling '0' for our staff to arrange a taxi service. Please give yourself enough time for this and if you are not sure check with reception on appropriate times to leave.

TOUR DESK

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

ROOM FEATURES

AIR CONDITIONING

Your room is fitted with an individual air conditioner for your own personal climate control. These units are preset to 23 degrees as per manufacturer recommendations.

BALCONY

Only level 9 apartments offer balconies. Please do not hang towels, clothing or other items over the balcony. Please consider the guests below and beside you by not throwing rubbish or other items over the balcony.

BLUETOOTH SPEAKER IN-ROOM

Each room has a Bluetooth speaker, to connect press the 'Pair' button and you will see a device with the name starting 'SDIG' come up on your devices Bluetooth list and simply connect. You may then stream your audio as required.

BREAKAGES & DAMAGES

All rooms are fully equipped with a standard inventory for their room type. 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 our housekeeping team provide daily servicing. If you do not wish your room to be serviced please simply let us know. As we are very sustainability focussed please help us make the effort by recycling cardboard and plastic where possible. Also the re-use of your towelling makes a remarkable difference if you are environmentally minded like we are.

DO NOT DISTURB

Please place your 'Do Not Disturb' sign on the outside of your room door to ensure your privacy is upheld. Please note your room will not be serviced with this sign in place. Should you remove this sign prior to 2pm and wish for your room to be serviced, please contact reception.

EXTERNAL DEVICE CONNECTIVITY

Each room has an HDMI port located on the wall which is directly connected to your in room TV. To access the content from this connection press the AV button at the top of the remote and select HDMI 1 or whichever connection you connected to.

IN ROOM SAFE

Each apartment is fitted with an in room safe for your own personal use and security. Please enter your own 4 digit code which you will also use to re-open the safe. It is important to remove all items from the safe on check out. We do not have override access to the safe and additional charges may apply to retrieve items. Any valuable items it is your responsibility to ensure you place in the safe.

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 the intercom or your building access card.

MAINTENANCE

Maintenance is onsite each day and our manager on duty can provide some 24 hour support. Should you have anything to report, please contact reception as soon as possible.

SMOKING

Oaks Wellington Hotel is a strictly non-smoking building. In addition, Wellington legislation prevents you from smoking in common areas and foyers of the building.

Any smoking inside a room will incur additional cleaning fees.

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 '1' first followed by the phone number.

TELEVISION CHANNELS

Local Free to Air and Foxtel channels are available on your television and are free of charge to view. Please call reception for any assistance.

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.

FOOD & BEVERAGE

Oak & Vine Wellington, our modern integrated restaurant and bar space, is situated on Level 1 to the left as you come out of the lift. Our conference rooms are also situated on Level 1, to the right as you exit the lift.

Breakfast is available from 6.30am until 10.30am and has a great buffet selection or alternately you can select some a la carte options. Excellent coffee awaits you from one of our barista's if that is all you need to get your day started as well.

Lunch opens from 12 noon through until 2pm and provides some great options from fresh and light dishes to heartier ones to see you through even the toughest afternoons.

Dinner opens from 6pm with last orders at 9.30pm again providing a great variety of options showcasing the freshest kiwi produce with a Mediterranean flair.

We also provide an overnight menu that is available from when the restaurant closes through until just before Breakfast. Contact our team on extension '0' for more information on the options available tonight.

MEETINGS & EVENTS

We have 4 dedicated meeting rooms and some other flexible options for a range of event types. Right here in the heart of Courtenay Place there is no better venue to connect with your team or set the creative flair alight to setup the year ahead or kickstart that new venture. If you are interested to see what we can do help you with your event whether it be corporate or personal please contact our events team via extension '0' to see what is possible.

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 1, 111

RECEPTION (24 HOURS) DIAL 0

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 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.