

GUEST SERVICES DIRECTORY

OAKS TOWNSVILLE GATEWAY SUITES

RECEPTION – DIAL ‘9’

OUTSIDE LINE - DIAL 0

Welcome to Oaks Townsville Gateway Suites. 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 dialing ‘9’ from your in room phone. We trust that your stay with us will be an enjoyable one.

HOTEL FEATURES

ACCOUNT SETTLEMENT

Payment can be made by cash, credit card or EFTPOS upon 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 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 1.5%.

AIRPORT

Townsville Airport is located 5.7kms from the hotel (approx. 13 mins drive in no traffic) Taxis and shuttle bus services can be arranged on request by reception.

CAR PARKING

Complimentary undercover car parking is available for guests, subject to availability. Guests must park in a car space marked with a Hotel Guest Parking sign and display a parking voucher on their dash. 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.

GARBAGE DISPOSAL

For your convenience garbage chutes are located on each floor near the lifts. Cardboard boxes must be broken up prior to disposal. If a guest is found to have blocked the rubbish chute, the guest will be charged for any costs incurred to unblock the chute.

LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for 3 months and can be posted back at the guest expense.

TOUR DESK

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

EMAIL / PRINTING

The reception email is fogateway@theoaksgroup.com.au. Guest emails and mail 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.

PETS

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

RECREATION FACILITIES

Swimming pool and gym areas are located on Level 2. Operating hours are from 7am to 8pm daily. Strictly no glass is to be taken into these areas. Children must be supervised by an adult at all times around the pool area. Children must be over 15 years of age to use the gym equipment and must be supervised.

TAXIS

Please contact reception by dialling 9 for our staff to arrange a taxi service or alternatively you can contact 13CABS on 132 227.

APARTMENT FEATURES

BALCONY

Please do not hang towels, clothing or other items over the balcony. Please consider the guests below by not throwing 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 always be included in your booking. Please contact reception if you would like to arrange this service for a fee.

Daily service includes: rubbish removal, placing dishes from 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.

Please note, guests must leave the apartment vacant during housekeeping service.

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.

INTERNET ACCESS

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

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 sets of keys are available per apartment. Lost or unreturned keys/access cards will attract a fee of \$250 per set.

For security reasons the front doors to the lobby entrance are locked between 9.30pm and 7.00am daily. To enter during these hours please use the caretaker mobile or your building access card.

MAINTENANCE

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

SMOKING

Oaks Townsville Gateway Suites is a strictly non-smoking building and this extends to smoking on balconies. In addition, Queensland legislation prevents you from smoking in common areas and foyers of the building.

SMOKE DETECTORS

Smoke detectors are fitted throughout your apartment. Steam from the bathroom, the clothes dryer and cooking smoke can activate the alarm. We ask when completing any of the aforementioned activities you open your balcony door, turn on your fan and/or air conditioner and use the kitchen extractor fan (slide toward you to activate). If your smoke detector should activate, please press the acknowledgement button located near the kitchen and clear smoke from the detector. If smoke is not cleared within 30 seconds of pressing the button, the fire alarm will be triggered. Oaks Hotels and Resorts staff are unable to prevent QLD Fire and Rescue from attending once the alarm has activated. Guests may be held liable for any costs associated with fire alarm activation.

TELEPHONE

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)

DINING FACILITY

Meals from the following restaurants are able to be charged back to your room account by showing your room key. Please note a 5% service is incurred. Oaks Metropole Pub, Ribs & Rumps, Masala, Coffee Club and Cowboys League & Strand. Opening hours may vary. Please contact reception to make a booking.

TELEVISION CHANNELS

Local Free to Air channels are available on your television and are free of charge to view. To access the Foxtel channels please use the source button to choose the AV channel. For Free to Air channels, choose DTV.

101	Fox Cricket	112	History
102	Fox League	113	CI
103	Fox Sports 3	114	Nickelodeon
104	Fox Footy	115	Discovery
105	Fox Sports 5	116	Premiere
106	Fox Sports 6	117	Movie Action
107	Fox Sports 7	118	Movie Comedy
108	ESPN	119	Showcase
109	Sky News	601	Sky News
110	Sky Business	120	Sky Racing
111	Fox 8		

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION 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 phone reception as we may require the phone lines for Emergency calls.
3. Assemble at the meeting point located on the evacuation plan 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.