

# GUEST SERVICES DIRECTORY

OAKS BRISBANE MEWS SUITES



WELCOME *home*

## RECEPTION – DIAL ‘9’

Welcome to Oaks Brisbane Mews Suites. In the following, 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 ‘9’ 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. 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 do not offer a cash out facility. Please note, all credit card payments incur a service fee of 1.5%.

### AIRPORT

Brisbane Airport is located 11 km from the hotel (approximately 20 minutes drive). Taxi services can be arranged on request by reception.

### BAGGAGE STORAGE

Baggage storage is provided free of charge for arriving and departing guests. Please contact reception for more information.

### CAR PARKING

Undercover car parking is available for guests at an additional cost of \$25 per night. The car park clearance is 2m. All vehicles must be registered with Reception and have a parking permit displayed on the dash. Unauthorised parking may result in the vehicle being towed at the owners’ expense. Oaks Hotels, Resorts & Suites accept no responsibility for the loss or damage to vehicles parked in this facility.

### CHECK-OUT

Check-out is 10am on the day of departure. If you wish to extend your check-out time please contact reception. Late check-outs are subject to availability and fees may apply. Any charges that are not settled upon check-out will be automatically charged to your credit card on file.

### FAX / EMAIL / PRINTING

Documents that require printing can be sent to our email address [fomews@theoaksgroup.com.au](mailto:fomews@theoaksgroup.com.au) and collected from reception (USBs not accepted). Please note that charges may apply for these services.

### GARBAGE DISPOSAL

Rubbish and recycling bins are located in the basement car park, by the elevators. We also have a dedicated container recycling bin. If your package includes Housekeeping servicing, your bins will be emptied daily.

### LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for 60 days and can be collected from Reception, or posted at the guests’ expense.

### PETS

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

## RECREATIONAL FACILITIES

The swimming pool and gym are located at the back of the complex, near building two. Operating hours are from 6am to 10pm daily. Strictly no glass or alcohol is to be taken into the pool area and children must be supervised at all times. The floatation devices are for emergencies only and should not be used as toys. Children under 15 years of age are not permitted inside the gym.

### TAXIS

Please contact reception if you would like to book a taxi. Alternatively the contact number for Black & White Cabs is 131 008.

### TOURIST DESK

Our team can assist you with booking tours and attractions around the Brisbane region. Please call Reception for more information.

## APARTMENT FEATURES

### APARTMENT APPLIANCES

For your convenience each apartment contains kitchen and laundry facilities. Please contact reception to report any faults or if you require assistance.

### BEDROOM LIGHT AND FANS

To operate the bedroom light and fans, ensure the light switch is in the ON position. You can then use the wall mounted remote to operate the fan and light.

### 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 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 contact Reception if you would like more information on your housekeeping schedule, or to arrange additional services for a small fee. Daily Service includes: Rubbish removal, placing dishes in the dishwasher, wiping over kitchen, replacing towelling and making the beds with existing linen. Weekly Service includes: 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.

### DRY CLEANING

Same day dry cleaning and laundering facilities are available Monday to Friday. Please see staff for dry cleaning bags and deliver items to reception prior to 8am for same day collection. Your items can be collected after 5pm each afternoon and the cost will be added to your room account.

## INTERNET / WI-FI

Complimentary Wi-Fi is inclusive for all guests. To connect: Turn on Wi-Fi on your device and select the option “Oaks Public Wireless”. If you are not automatically diverted, go to [portal.reivernet.com](http://portal.reivernet.com) and select ‘In House Guests’. Enter your room number and the reservation surname to connect. An upgrade to premium speed wifi is available for \$5 per day. Please contact Reception for assistance.

### KEYS

Please keep your room key with you at all times. For security purposes please ensure you lock all doors when leaving your apartment. Two keys are available per apartment. For security reasons the front doors to the lobby entrance are locked between 7pm and 7am daily. To enter during these hours, please swipe your fob to the right-hand side of the door, or use the intercom.

### MAINTENANCE

Every so often, maintenance issues do arise. Should you have any issues in your room, please contact reception for assistance.

### SAFES

For your security and convenience a personal room safe is located in your apartment. For operating instructions please contact reception.

### SMOKING

Oaks Brisbane Mews Suites is strictly NON SMOKING. Queensland legislation prevents you from smoking in common areas and foyers of the building

### SMOKE DETECTORS

Sensitive smoke detectors are fitted throughout your apartment. These detectors will activate when smoke is exerted. Excessive steam from the bathroom, clothes dryer and cooking may activate the fire alarm. Please ensure care is taken when performing these activities. In the event that your alarm is activated by cooking, do not open the apartment door. Open balcony doors to air out the unit only. Activation of the hallway alarms will alert the whole building.

### TELEPHONE SERVICES

Each apartment is fitted with a direct dial telephone. All external calls are automatically recorded on our Call Accounting System. 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)

Local Calls: Dial 0 + 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

### TELEVISION CHANNELS

Local Free to Air and Foxtel channels are available on your television and are free of charge to view.

100	Channel 9	407	Romance Movies
102	ABC	409	Movie Hits
103	Sky News	412	Action Movies +2
104	SBS	433	SBS World Movies
106	Lifestyle	500	Fox Sports News
107	Channel 7	501	Fox Cricket
108	Fox 8	502	Fox League

110	Channel 10	503	Fox Sports 503
112	Arena	504	Fox Footy
113	Fox Classics	505	Fox Sports 505
115	Fox Showcase	506	Fox Sports 506
118	Fox Crime	507	Fox Sports More
119	Fox Hits	513	beIN Sports 1
121	Comedy Channel	514	beIN Sports 2
122	A&E	515	beIN Sports 3
125	E	526	Sky Racing 1
127	Lifestyle Food	529	Racing.com
130	TLC	600	Sky News
131	Box Sets	602	Fox Sports News
133	Smooth / Arts	603	Sky Weather
134	ABC Comedy / Kids	604	Sky News Extra
138	7 Mate	605	Sky News UK
139	9 Go	608	History
141	10 Peach	609	Crime
142	SBS Viceland	611	A&E +2
143	SBS Food	612	Discovery
144	NITV	613	National Geographic
149	Fox Showcase +2	635	Discovery +2
150	Fox 8 +2	641	National Geographic +2
151	Fox Crime +2	642	ABC News
152	Lifestyle +2	651	Aljazeera
153	Arena +2	652	TRT World
156	Classics +2	701	Nickelodeon
161	Fox Funny +2	703	Nick Jr
162	Fox Hits +2	723	ABC Me
164	Lifestyle Food +2	801	V
166	TLC +2	802	V +2
176	TVSN Shopping	803	MTV Music
177	Expo	805	Max
404	Action Movies	806	Smooth Arts
405	Comedy Movies	815	CMC

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (6AM TO 10PM DAILY) 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 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.