

GUEST SERVICES DIRECTORY

OAKS GOLD COAST HOTEL



WELCOME *home*

RECEPTION – DIAL 8

Welcome to Oaks Gold Coast 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 dialing 8 from your in room phone. We trust that your stay with us will be an enjoyable one. Please note our reception hours are from 7am - 12am daily.

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 1.5%.

AIRPORT

Gold Coast Airport (OOL) is located 20kms from the hotel (approx. 25 mins 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 marked with a Hotel Guest Parking sign. 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 bins are located on B1 near the lifts. All recycling must be disposed of in the green bins on B1 near the visitor parking bays. Cardboard boxes must be broken up prior to disposal.

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. Food & beverage items are disposed of on the same day of departure.

TOUR DESK

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

EMAIL / PRINTING

The hotel fax number is 07 5648 3199 and the reception email is fogoldcoast@theoaksgroup.com.au. 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.

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

The swimming pool (ground level) operating hours are from 6am to 9pm 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.

TAXIS

Please contact reception by dialling 8 for our staff to arrange a taxi service or alternatively you can contact Gold Coast Cabs on 13 10 08.

ROOM 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 in 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.

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 / 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

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 \$20 per set.

For security reasons the front doors to the lobby entrance are locked between 8pm and 6am daily. To enter during these hours please use 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 Gold Coast Hotel 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.

MOVIES / TELEVISION

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

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 '#' 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 & \$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 '#' and follow the prompts.

IN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION OPEN 7AM - 12AM DAILY 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 – 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.