

# GUEST SERVICES DIRECTORY

OAKS HERVEY BAY RESORT AND SPA



WELCOME *home*

## RECEPTION – DIAL ‘9850’

Welcome to Oaks Hervey Bay Resort and Spa. In this compendium you will find information with respect to our hotel and facilities. We take pleasure in welcoming you as our guest and trust that your stay is both comfortable and enjoyable. Our reception is open from 6.30am to 9pm daily so please feel free to contact our friendly staff either in person or by dialing ‘9850’ from your in-room phone.

## HOTEL SERVICES

### ACCOUNT SETTLEMENT

Payment can be made by cash, credit card, or EFTPOS on 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, VISA, and Union Pay. 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

Hervey Bay airport is located 6.3km from the hotel (approximately 8 minutes drive). We are happy to arrange Taxis, however additional charges may apply.

### CAR PARKING

Onsite parking is available and free of charge for all in-house guests. It can be accessed via the Hibiscus Street entrance. Oaks Hotels, Resorts & Suites accepts no responsibility for loss or damage to vehicles parking in this facility. Please ensure you have your room key to access the secure onsite car parking. Please see reception for further details.

### CONFERENCE FACILITIES

Our team can assist you with booking events and conferences at our resort. With six different function rooms, the resort can cater for up to 220 guests. Please contact our reception for further details.

### CHECK-OUT

Check-out is 10am on the day of your 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

Located on each floor there are two rubbish chutes (each one is located just around the corner on each side of the building). The rooms are labelled ‘Garbage Rooms’. Please dispose of all food materials down the chute and any recyclables including bottles and paper in the bins provided.

## LOST PROPERTY

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

## PUBLIC TRANSPORT & INFORMATION

Please contact reception for directions to the nearest public transport service or any local information, attractions, car hire, or maps of the area.

## RESTAURANT HOURS

Bayswater Bar & Bistro 10am to late daily  
Salt Café: Wednesday to Sunday 7am – 3pm

## RECREATIONAL FACILITIES

The swimming pool is open from 7am to 9pm daily. Children under 12 years of age must be accompanied by an adult. Smoking is not permitted. Strictly no glass is to be taken into this area.

## SPA & HAIR SALON HOURS

Mineral Earth Wellness Spa: Monday to Saturday - 9.30am to 6pm

## TOUR DESK

Our team can assist you with booking tours and attractions around Hervey Bay. Please see reception for tour brochures and complimentary maps.

## APARTMENT FEATURES

### AIR CONDITIONING

Your room has individually controlled reverse cycle air conditioning for both heating and cooling. An easy to use control pad/remote control can be found on the wall close to the air conditioner. Please contact reception should you require assistance.

### BREAKAGES & DAMAGES

All apartments are fully equipped with 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 are not be included in your booking. Please contact reception if you would like to arrange this service for an extra fee.

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.

## ELECTRICITY

To activate the power in your room please insert your room key in the power saving device located near the front door of your apartment. The power points in your apartment operate on 240 volts (AC 50 cycles).

## INTERNET / WI-FI

To connect: Turn on Wi-Fi on your device and select the option ‘Oaks Guest 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 your room door is locked when leaving your apartment. Two sets of keys are available per apartment. Lost or unreturned room keys will attract a fee of \$20 per card. For security reasons, the front doors to the lobby entrance are locked between 9pm and 7am daily. To enter during these hours please use your room key at the entrance.

## Maintenance

Maintenance requests are available during business hours during the week. Should you have anything to report, please contact reception as soon as possible.

## SMOKING

All rooms are STRICTLY NON-SMOKING. Smoking is however permitted on the balcony. Please ensure the doors to the apartment are closed so smoke does not enter the apartment as this will activate the smoke alarm and fees may apply for additional cleaning.

## 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 ‘0’ first followed by the phone number.

Telephone calls are charged at the following rate:

Local: \$0.90 for unlimited talk time (metropolitan area only)

STD: \$1.50 for connection and \$0.90 per pulse thereafter (within Australia)

ISD: \$2.50 for connection and \$0.90 per pulse thereafter (International calls)

## TELEVISION CHANNELS, FOXTEL AND STREAMING SERVICES

The television in your lounge room will allow you access to a broad range of entertainment including Foxtel.

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (6.30AM - 9PM) DIAL 9850

AFTER HOURS (EMERGENCY ONLY) DIAL 9850

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.