

# GUEST SERVICES DIRECTORY

OAKS SYDNEY NORTH RYDE SUITES



WELCOME *home*

## WELCOME

Welcome to Oaks Sydney North Ryde 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.

## RECEPTION – DIAL 9

## OUTSIDE LINE - DIAL 0

## 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

Sydney Airport is located 28.2kms from the hotel (approx. 24 mins drive in no traffic). Taxis and shuttle bus services can be arranged on request by reception.

### CHECK-OUT

Check-out is 10am on the 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.

### 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's expense.

### TOUR DESK

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

### FAX / EMAIL / PRINTING

The hotel fax number is (02) 8899 8899 and the reception email is F0NorthRyde@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

Oaks Sydney North Ryde Suites is pleased to offer the following recreation facilities onsite for you to use throughout the duration of your stay.

Gym – Located on Level 1 and open from 05:30 to 22:00.

Heated Outdoor Swimming Pool & Spa – Located on Level 1 and open from 06:00 to 20:00.

BBQ Facilities – Located on Level 1 near the swimming pool. Open from 10am to 8pm daily.

Business Centre Meeting Room – Located on Level 2 next to the reception desk. Open from 09:00 to 17:00.

Strictly no glass is to be taken into these areas. Children must be supervised by an adult at all times.

### TAXIS

Please contact reception by dialing 9 for our staff to arrange a taxi service or alternatively you can contact Sydney Taxis on 13 22 27.

## ROOM FEATURES

### BREAKAGES & DAMAGES

All rooms 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, wiping surfaces, replacing required towelling and cleaning the bathroom, making the beds with existing linen. 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 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 during the day and wish for your room to be serviced, please contact reception.

### INTERCOM

For your security the main entrance door will be locked outside of office hours. Please use your key card to access entry during this time. An intercom panel at the building entrance is connected to reception if you require assistance.

### 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 the door when leaving your room. Two sets of keys are available per room. Lost or unreturned keys/access cards will attract a fee.

## MAINTENANCE

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

## SMOKING

Oaks Sydney North Ryde Suites is a strictly non-smoking building. In addition, New South Wales legislation prevents you from smoking in common areas and foyers of the building. Additional cleaning fees will apply to any room displaying evidence of smoking.

## TELEPHONE

Each room 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 approximated rates:

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)

Anyone calling your room 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.

## TELEVISION CHANNELS

Local Free to Air channels are available on your television. Our TV's also have SMART technology fitted so you may access your own streaming services or mirror your device to the screen.

## 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 room 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 room.
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade.