

# GUEST SERVICES DIRECTORY

OAKS TOOWOOMBA HOTEL



WELCOME *home*

## RECEPTION – DIAL ‘RECEPTION’

Welcome to Oaks Toowoomba Hotel. Our friendly reception team are here to help you make your stay more memorable.

## HOTEL SERVICES

### ACCOUNT SETTLEMENT

Payments can be made by cash, credit card or EFTPOS upon departure or on arrival. Company charges or cheque payments will only be accepted by prior arrangement. All major credit cards are accepted including American Express, Diners Club, Master Card, Union Pay and Visa. Please note we do not offer a ‘cash out’ facility. All credit card payments will incur a service fee of 1.5%. Guests staying for longer than 7 nights are required to settle their account on a weekly basis. All accounts are required to be settled seven days in advance.

### AIRPORT

Brisbane Airport is located approximately 140 kilometers (about a 2 hour car journey) from the Hotel. Taxis and shuttle bus services can be arranged on request with reception.

### CAR PARKING

Undercover car parking is available for guests at an additional cost. Only car parks marked “Oaks Hotel” can be used as all others are reserved for resident private use. Illegally parked vehicles will be towed at the owners’ expense and attract a fine. Parking is at your own risk, please ensure to lock your vehicle and do not leave valuables in plain sight. Oaks Hotels, Resorts & Suites does not accept any liability for theft or stolen items.

### CHECK-OUT

Check-out time on your day of departure is 10 am. If you wish to extend your check-out time please contact reception. Late checkouts are subject to availability and fees may apply. Short on time? An express check-out box is available at reception. Simply drop your key/s in the box and any outstanding balance on your account will be charged to the credit card provided on check-in. Please note: this option is not available for guests with a vehicle as you will need your swipe access to exit the building.

### DINING

During your stay At Oaks Toowoomba, we have a variety of dining options. Breakfast is available at Quarter Acre, serving à la carte from 6:30am – 11:00am, including a range of grab-n-go cabinet items if you’re on the run. Room service breakfast is available by pressing ‘Quarter Acre’ on the handset of your room phone. Our restaurant, The Rock serves lunch from 12:00pm – 2:00pm and dinner from 6pm - 9pm. You’re welcome to dine-in for either however, room service is only available for dinner. Press ‘The Rock’ button on the handset of your room phone to order. Menus are available by scanning the in-room QR code or via reception for a hard copy.

Room chargeback, EFTPOS and cash payments are available at both venues. Please note, The Rock and Quarter Acre have a surcharge on all merchant transactions. They have a variety of food offerings to cater for dietary requirements, so please speak with the friendly staff if you have any questions.

## LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are kept for three months and can be posted back at the guest’s expense. Please note: the hotel is not liable for any property brought onto the premises.

## TAXIS & TRANSFERS

Reception can book a taxi on your behalf at no additional charge. Please contact reception by dialing ‘9’ from your in-room phone. Reception can assist with booking tours, theme park and zoo tickets and airport transfers. Please see the reception desk to make a booking and note that charges will be added on to your hotel account.

## RECREATIONAL FACILITIES

Our outdoor heated pool & fitness centre is open from 5am to 10pm, on Level M. Strictly no glass is to be taken in these areas and all children must be supervised by an adult at all times.

## APARTMENT FEATURES

### AIR CONDITIONING

For your comfort, your apartment offers individually controlled air conditioning. You can operate the unit using the control panel located near the kitchen. To select cooling, press the mode button until the snowflake is displayed. For heating press the mode button until the heat symbol is displayed. Once you have set the desired temperature, the panel will revert to the current room temperature and will gradually change to the desired room temperature. For optimal operation of the air conditioning, do not set the temperature below 20 degrees and ensure all doors and windows are closed.

### BALCONY

Please do not hang towels, clothing or other items over the balcony. It is an offence to throw any items from balconies and offenders will be reported to the Police and evicted from the hotel.

### BREAKAGES & DAMAGES

All apartments are fully equipped with a standard inventory. Please report any breakages, missing items or damaged property to reception immediately. The cost of replacement or repair of any items broken is the responsibility of the guest.

### CLEANING/ HOUSEKEEPING

If you do not wish for a service to occur in your apartment, please place the Do Not Disturb door hanger outside of your apartment. For extra amenities or special requests such as extra blankets, cots or portable bedding, please contact reception. Note that additional charges may apply. Please note: beds with personal items on them will not be made.

Daily Service includes: Rubbish removal, wipe over kitchen bench, replace towel when left on bathroom floor and make beds with existing linen.

Full Service (weekly) includes: As above with a full linen change, full vacuum and cleaning of the apartment.

## 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. For assistance please call reception.

## KEYS

Please keep your room key with you at all times. For security purposes please ensure you lock all doors and windows when leaving your apartment. Two sets of keys and security swipe cards are available per apartment. Lost or unreturned keys/ access cards will attract a fee of \$20. For your safety and security, the main entrance doors lock automatically. To gain access to the building between the hours of 10pm and 6am please use the swipe card provided with your keys.

## SMOKE DETECTORS

Smoke detectors are fitted throughout your apartment. These internal detectors will activate in your unit when smoke is detected. Steam from the bath room may also activate the alarm. Should this occur please do not try to deactivate the alarm. Do not open the windows but please DO NOT open your apartment entrance door as this will activate the detectors in the corridor that service the entire building. These detectors are linked directly to the fire brigade and will result in a Fire Brigade call out and you will be liable for any and all associated fees.

## SMOKING

All apartments are NON-SMOKING areas. In addition, Queensland Government legislation prevents you from smoking in all common areas and foyers of the hotel. Additional cleaning charges will apply for smoking within apartments and littering.

## TELEPHONE SERVICES

Internal calls can be made free of charge between apartments by dialing the room number of the guest you wish to call.

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)

## TELEVISION CHANNELS

In addition to local Free to Air channels, some Foxtel channels are available on your television at no charge.

## IN EMERGENCY

POLICE, FIRE DEPARTMENT  
OR AMBULANCE

PRESS EMERGENCY

RECEPTION (24 HOURS)

PRESS 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.