

# GUEST SERVICES DIRECTORY

OAKS SUNSHINE COAST OASIS RESORT



WELCOME *home*

## RECEPTION – DIAL 9

Our friendly reception team is here to help your stay be memorable. Reception is open from Sunday - Thursday 7am to 8pm and Friday and Saturdays 7am to 9pm.

## CHECK-OUT

Check-out is 10am on the day of departure. We do offer late check-out, stay until 5pm with a \$49 credit to spend on food and beverage, ask reception for availability. Luggage storage is available if required.

## TOUR DESK

Reception can assist you with booking tours, tickets and attractions around the Sunshine Coast as well as local recommendations. We also have a range of drinks available for sale.

## LOST PROPERTY

For any lost property enquiries please contact reception. Lost property items are held for 3 months and can be express posted back at the guest's expense. Perishable and heavily soiled items are not kept.

## FAX / EMAIL / PRINTING

The resort fax number is 07 5491 0321 and the reception email is foasis@theoaksgroup.com.au. 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.

## KEYS

Reception will supply you with keys on check-in. Should you misplace your key or experience difficulties with your key please contact reception. Lost or unreturned villa keys will attract a fee. Please keep your key with you at all times.

## CREDIT CARDS

All major credit cards are welcome at the resort. Please note a processing fee of 1.5% will be incurred on any credit transaction.

## ROOM FEATURES

### AIR CONDITIONING

Your air conditioner is designed to work best in a range of 18 to 23 degrees. If you are located in the Sunset Wing, please ensure you have inserted your card into the power slot by the front door to power your air conditioning.

### CAR PARKING

Car parking is complimentary for resort guests. Access is via North Street. The entrance at the Sunset Wing building is locked overnight. The main entrance at reception is accessible 24 hours. Unauthorised parking may result in the vehicle being towed at the expense of the owner. Oaks Hotels, Resorts & Suites accepts no responsibility for loss of property or damage to vehicles parked in this facility.

## TAXIS

Suncoast Cabs is the local taxi company. Taxis can pick you up directly from reception. They can be contacted on 131 008.

## SAFE

For your convenience, an electronic safe is located in your room.

## PETS

Oaks Sunshine Coast Oasis Resort strata management & health regulations do not permit pets on the resort grounds.

## MOVIES / TELEVISION

Your room receives a large array of Foxtel and local television channels. DVD players are available in the Sunset and Wallaby Wings and villas.

## 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.

## TELEPHONE SERVICES

All local and international calls are chargeable telephone calls. External calls will be automatically charged to your account. To dial an outside line press 0 then dial the number you wish to call.

Room to Room: between Boomerang and Sunset Wings dial room number. Between villa's and apartments dial 14 followed by the room number.

## SMOKING

Smoking at Oaks Sunshine Coast Oasis Resort is strictly prohibited unless in designated areas in accordance with QLD Law. A cleaning fee of \$250 will be charged without exception for each confirmed occurrence of smoking within the rooms.

## LAUNDRY

Boomerang Wing – a coin operated laundry is on level 3, reception has a supply of change.

Sunset Wing – each dual key apartment has a laundry just inside the main entrance.

Wallaby Wing and Villas – laundry is inside your apartment.

## BINS

Boomerang Wing – bins are located in the car park at the rear of the property.

Sunset Wing – bins are located on ground level at the rear of the property.

Villas/Apartments – bins are located at the front of each villa and on the ground floor of the apartments.

## RESORT FACILITIES

### WATERPARK

The waterpark is located behind Reflections Restaurant and is heated for your convenience. Open 9am to 5pm daily. The waterpark is designed for children under the age of twelve (12). They must be accompanied and supervised by a guardian sixteen (16) years of age or older, at all times. In house guests are required to wear a wristband to allow access to the Waterpark. Waterpark rules are to be followed by guests at all times. Light snacks, refreshments and pool towels are available in the Waterpark.

### ADVENTURE ZONE

Enjoy all activities free of charge in the Adventure Zone including an 18 hole putt putt course, a sand pit, Triple Galaxy climbing frame, volleyball and Kangaroo Jumping Pillow. Open from 9am daily with equipment available from the Waterpark Kiosk. All children must be accompanied and supervised by a guardian sixteen (16) years of age or older, at all times.

### POOL AND SPA

The pool and spa are located adjacent to Reflections Restaurant. Open 7am to 10pm daily. All children must be accompanied and supervised by a guardian sixteen (16) years of age or older, at all times. The spa is heated to 32 degrees.

### TENNIS

The tennis court is located beside reception. Open 7am to 8pm daily. Equipment is available from reception. Bookings for tennis are made in 1 hour slots and are essential.

## HOUSEKEEPING – DIAL 9

### CLEANING / SERVICING

Rooms at Oaks Sunshine Coast Oasis Resort are serviced weekly and on departure. We are happy to organise your room to be serviced during your stay, please contact reception the day before and we will organise this for you. (Fees apply). Extra amenities and towels are available at reception free of charge. For other special requests such as extra blankets, cots or portable bedding, please contact reception. Note that additional charges may apply.

## RESTAURANT AND BAR – DIAL 1325

### BAR

Open daily – a relaxed setting on the Oasis lagoon serving a variety of local beers, wines, cocktails and light meals. Happy hour daily between 4.30pm and 5.30pm.

### REFLECTIONS RESTAURANT

Breakfast is available daily. Dinner features a selection of light meals intended to be shared amongst friends and contemporary main meals. Bookings essential (Dial 1325). Please note that in school holidays or peak times opening days or hours do vary, please check with reception.

## BANQUET / CONFERENCE / WEDDING FACILITIES

Oaks Sunshine Coast Oasis Resort features four conference rooms and extensive outdoor areas ideally suited for team meetings or private functions in a tranquil garden setting. Each room has individual climate and lighting controls, power and full audio visual facilities. As part of our friendly and professional service, all conferences have a dedicated conference coordinator on call to assist you with any request you may have during your event. For further information dial 9.

### WATERPARK KIOSK

Our Waterpark Kiosk located inside the Waterpark is open 9am to 5pm daily serving a variety of food and beverages, from coffee to hot pizza we can look after you.

## IN AN EMERGENCY

### FOR AFTER HOURS ASSISTANCE

In an emergency only, please call our night caretaker on 0419 848 481.

### DOCTOR / EMERGENCY

Should you require medical assistance during your stay, please contact reception. In case of emergency dial 000.

The National Home Doctor Service will visit after hours and this can be bulk-billed. The contact phone number is 137 425.

### HOSPITAL

Caloundra Public Hospital is approximately a 3 minute drive from Oaks Sunshine Coast Oasis Resort.