

# EVERYTHING YOU NEED TO KNOW

Grab a cuppa, it's reading time.

**OAKS.**

Hotels, Resorts & Suites

## Reception

Hey there, City Adventurers!

Whether you're here for business, a weekend escape, or a little city adventure, you've found your perfect base at Oaks Brisbane Casino Towers Suites. Settle into our spacious one, two and three bedroom apartments, each featuring a kitchen, laundry, and everything you need for a comfortable stay.

When it's time to unwind, take a dip in the outdoor lap pool, relax in the spa, or soak up the stunning river and city views from your balcony.

Need a hand? Our friendly team is always nearby – pop into reception, dial 9, or try a telepathic message (hey, it could work).

## AT YOUR SERVICE

### Settling the bill

When it's time to settle up, payments can be made by cash, credit card, or EFTPOS. Just a heads-up: all credit card payments incur a service fee of 1.5%. Visa, Mastercard, American Express & China Union Pay is 2%. Diners Club fee is 3.35% and JCB Card surcharge is 3.35%. Happy transactions!

### Flying?

Brisbane Airport is just 13 km away – or as we like to call it, the perfect excuse for a quick 20 – minute cruise to your comfy home-away-from-home, with plenty of time to belt out your favourite tunes en route.

### Planes, Trains... and Taxis

Need to hit the road (or runway)? Call Reception to organise a taxi or airport transfer – we'll get you moving in no time.

### Time to go

Check-out is at 10am on departure day. Need a little extra time? Please call reception and we'll see what we can do. Late check-outs are based on availability and may come with a fee. Any charges not settled at checkout will be automatically charged to your credit card on file.

### Car parking

Heading out or rolling in? We've got undercover parking available for guests at an additional cost. Just make sure you park in a space marked 'Hotel Guest Parking' – the rest are reserved for residents. Don't forget to grab your parking voucher from reception and display it clearly on your dashboard. Cars without one may be towed (and that's never fun). Please lock your vehicle, keep valuables out of sight, and note that parking is at your own risk. Oaks Hotels, Resorts & Suites can't take responsibility for any theft or damage.

### Explore Brisbane

Want to make the most of your stay? Our team can help you book tours and attractions around Brisbane. Swing by Reception for companies and recommendations – adventure awaits!

### Print Support

Email your docs to [focasio@theoaksgrou.com.au](mailto:focasio@theoaksgrou.com.au) and pick them up at Reception. Sorry, no USBs – we like to keep it simple!

## Lost something?

If you've misplaced something, just get in touch with reception. We hold onto lost items for three months and can mail them back to you at your expense.

## G'day assistance dogs

Sorry, furry friends! Only assistance dogs are welcome at Oaks Hotels, Resorts & Suites. No other animals allowed.

## Recreational Facilities

Head to Level 7 to find our heated lap pool, spa, sauna and gym – your go-to zone for relaxation or a quick workout. Open daily from 6 am to 9 pm, it's the perfect place to start your morning or wind down at the end of the day. Please keep things safe and tidy by leaving the area clean after use, supervising children at all times, and keeping glass well away from the fun.

## Room for Everyone (Well, Almost)

For everyone's comfort and safety, each apartment has a maximum number of guests allowed as part of our fire and safety regulations. Extra guests will incur an additional fee and be provided with a rollaway bed. Please check with reception if you are unsure about your room's limit.

- One Bedroom Apartment maximum of three guests
- Two Bedroom Apartment maximum of five guests

If your group exceeds the limit, we may have to ask you to vacate, and no one wants that.

## Under the Weather?

Not feeling 100%? Reception can point you to the nearest chemist or doctor. And if it's serious, Royal Brisbane & Women's Hospital is open 24/7 and just 13 minutes away.

## GET UP, CLOSE, AND PERSONAL WITH YOUR ROOM

### Cool (or Toasty) Vibes

Your apartment comes with its very own air conditioning system so you can chill out or warm up just the way you like. Use the control panel near the kitchen to work your magic. Press the mode button until you see a snowflake for cooling or the heat symbol for heating. Once you've set your perfect temperature, the panel will show the current room temp while it gradually gets comfy for you. Pro tip: don't go below 20 degrees and keep doors and windows closed to make the magic happen.

### Love that view? Us too!

But please don't hang towels, clothes, or anything else over the balcony railings – and definitely no tossing stuff over the edge (we see you). All balconies and rooms are strictly smoke-free – any smoky business may result in extra charges. Keep it fresh, folks.

### No smoking zone

Unless you're a BBQ grill master, smoking isn't allowed here! All rooms and common areas are completely NONSMOKING. If there's any evidence of smoking or littering inside the room, extra cleaning charges will apply.

## Toasty Troubles

Each apartment is fitted with smoke detectors to keep everyone safe and sound. These little heroes are super sensitive, and a smoky toaster or steamy shower can easily set them off. If that happens, don't panic and don't try to switch them off. Just open your balcony doors to clear the air. Whatever you do, do not open your apartment door, as that will trigger the building detectors and call the Fire Brigade. A false alarm call-out can cost around \$1200 and will be charged to you.

## Sparkle and Shine

Depending on your booking, it may include a daily service during your stay. If you prefer some privacy, just pop the Do Not Disturb sign on your door. Daily services usually happen before 2pm. Need extra goodies like blankets, cots, or portable bedding? Just ask reception, though extra charges may apply.

**Daily service** includes rubbish removal, placing dishes in the dishwasher, wiping over the kitchen, replacing towels left on the floor, cleaning the bathroom, and making the bed with existing linen. Beds with personal items on them will not be made.

**Full service** once per week includes all of the above plus a linen change and a full vacuum and clean of the room. Beds with personal items on them will still not be made.

## Me-Time, Please

If you'd like privacy, please hang your 'Do Not Disturb' sign on the outside of your apartment door. Your apartment will not be serviced while the sign is displayed. If you remove the sign during the day and would like your apartment serviced, please contact Reception to arrange this.

## Breakages and damages

We've got your room stocked with the essentials. Please report any breakages, missing items or damaged property to reception. Guests are responsible for the cost of replacing or repairing any damaged items.

## Lock and key

Keep your room key close at all times and make sure to lock all doors and windows when you step out. The main entrance doors lock automatically, so no sneaky entries allowed. Need to get in during the off hours? Just swipe your key card like the VIP you are:

Monday to Friday from 6pm to 8am  
Saturday and Sunday from 5pm to 8am

## Fix-It Friends

Spot a problem in your apartment? Give Reception a shout. Our maintenance team is on hand, ready to get things sorted.

## Stay Connected!

Complimentary WiFi is all yours in-room – no hunting for hotspots required. Plus, with free-to-air digital channels, you can scroll, stream or channel surf without missing a beat.

## Binge or Chill

Kick back and relax with all your favourite local Free to Air channels and a selection of Foxtel channels, all ready to watch at no extra cost. Your next TV marathon starts here!

## IN EMERGENCY

### POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 000

### RECEPTION

Your safety is our priority. Please take a moment to familiarise yourself with the fire evacuation plan located on the back of your apartment door and identify the nearest fire exit.

### IN CASE OF FIRE

Incase 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.
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.

### Ready, set, explore!

Thanks for reading through all the important info. Now it's time to go and seize the day. Enjoy every moment of your stay with us, and remember, we're just a phone call away if you need anything.

Really, well done, that was a lot!