

# GUEST SERVICES DIRECTORY

OAKS BRISBANE ON MARGARET SUITES



WELCOME *home*

## RECEPTION – DIAL ‘9’

Welcome to Oaks Brisbane on Margaret Suites. Our friendly reception team is here to help make your stay memorable, please dial ‘9’ from your in-room phone. We trust that your stay with us will be an enjoyable one.

## RECEPTION HOURS

Reception hours are between 6am – 10pm daily. To access the building outside these hours, please swipe the access fob attached to your room key, on the grey panel under the intercom at the front doors.

## AFTER-HOURS ASSISTANCE

For after-hours assistance, please contact either 07 3035 6000 or 07 3316 5500.

## HOTEL SERVICES

### ACCOUNT SETTLEMENT

Payment can be made by cash, credit card or EFTPOS, on or prior to departure. EFT transfers, cheques or company payments will only be accepted by prior arrangement. All major credit cards are accepted including American Express, Diners Club, MasterCard, VISA, Union Pay and JCB. Please note, all credit card payments incur a service fee of 1.5%. We do not offer cash out facilities.

### CAR PARKING

Secure onsite car parking is available at a cost per night. Please enquire at reception. Additional charges may incur for access to the car park before or after check in/out times. Guests must park in a space marked ‘Hotel Parking’ in green. Visitor car parking is available complimentary up to 4 hours, subject to availability. All vehicles parked in this area must be registered with reception. Unlawfully parked vehicles will be removed from the property at the vehicle owner’s expense. Oaks Hotels, Resorts & Suites accept no responsibility for loss or damage to vehicles parked in this facility. A fee equal to approximately \$660 is charged by the towing company for the retrieval of impounded vehicles.

### CHECK-OUT

Check-out time is 10am on the day of departure. Please contact reception for late check-out options. Any charges that are not settled upon check-out will be automatically charged to the credit card on file.

### EXPRESS CHECK-OUT

Express check-out is available. There is an express check-out box at the front desk for room keys to be placed in.

### GARBAGE DISPOSAL

Please dispose of all bagged rubbish through the chute located in the hallway of each floor. Bottles and other recyclables can be placed in the blue containers in front of the garbage chute. Large amounts of cardboard and glass can be disposed of in the yellow recycle bins located on ground level in the car park. Excessive rubbish left behind will incur additional cleaning charges.

### LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for three months and can be posted if required, at a charge. Please note that Oaks Brisbane on Margaret Suites does not accept any liability for any items left behind.

### PETS

With the exception of guide dogs, pets are not permitted in the building.

## PRINTING

Printing can be sent to our email address and collected from reception. Charges may apply. Email: fo212margaret@theoaksgroup.com.au

## RECREATIONAL FACILITIES

Swimming pool, gymnasium and BBQ facilities are located on level 5. Operating hours are from 6am to 9pm daily. Strictly no glassware or bottles are to be taken into the pool areas. Children must be supervised by an adult at all times. Guests are required to make a booking at reception if they wish to use the BBQ facilities. Please ensure you clean the BBQ plate and facilities after use. Failure to do so, may incur additional cleaning charges. Additional towels for the swimming pool are available at reception for \$2 per towel.

## HOUSE POLICY

Oaks Brisbane on Margaret Suites has a strict zero tolerance party policy, in order to ensure the safety, comfort and peaceful enjoyment of all guests and residents within the building. Oaks Brisbane on Margaret Suites reserves the right to refuse access to any patrons it deems necessary, as well as the right to immediately evict any guest, visitor or member of the public for breaching the party policy. Should eviction occur, the full amount of accommodation for the stay will be forfeited and no refunds will be allowed. For full details of this policy, please contact reception.

## NOISE RESTRICTIONS

Oaks Brisbane on Margaret Suites has strict noise restrictions in place. Upon receiving one noise complaint from reception, it is expected that noise is ceased immediately. A second noise complaint will result in immediate eviction. Any gatherings of 4 or more people in a one bedroom and 6 or more people in a two bedroom must be pre-arranged with reception. All unregistered guests are required to vacate the room prior to 10pm.

## APARTMENT FEATURES

### 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.

### BALCONY

Exposing washing from balconies is not permitted per strict Body Corporate by-laws. The disposal or throwing of any item from balconies is illegal. Guests found doing so will be evicted and may incur additional cleaning charges.

### BREAKAGES & DAMAGES

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

### CLEANING / HOUSEKEEPING

Please be aware that housekeeping 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, placing dishes in the dishwasher, spot clean if necessary, replacement of bathroom linen, replacement of unit supplies and remaking beds with existing linen.

Weekly service 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 and bathroom linen will only be replaced if left on the bathroom floor.

## GO GREEN

Help us to do our bit for the environment by choosing to ‘Go Green’. Skip your daily service/s and receive a \$5 restaurant voucher per service. Conditions apply. Please see reception for full details.

## INTERCOM

An intercom is located at the front doors to the building. Visitors are required to ring your room via the intercom. Please press the key button on the intercom on your handset to open the front doors and activate the lift to access your floor.

## 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.

## KEYS

A maximum of two keys are available per apartment. You are more than welcome to keep your room keys on you during your stay, however you can leave them at reception to hold if required. For security purposes, please ensure you lock all doors and windows when leaving your apartment. A fee of \$300 may apply for lost or unreturned keys.

## SMOKE DETECTORS

Internal smoke detectors are fitted throughout your apartment and will activate (in your apartment only) when smoke is emitted from the toaster, oven or stove. Steam from the bathrooms can also activate the alarm. Should this occur, please do not attempt to deactivate the system. Open all windows and balcony doors. Please DO NOT open the entrance door to the hallway as this will trigger a call to the Queensland Fire and Rescue Service. False alarm call-out fees are approximately \$1200 and are payable by the guest.

## SMOKING

Oaks Brisbane on Margaret Suites is a strictly non-smoking building including balconies. In addition, Queensland legislation prevents you from smoking in common areas and foyers of the building. Additional cleaning charges will apply for evidence of smoking within apartments and littering.

## TELEPHONE SERVICES

Each apartment is fitted with a direct dial telephone. Room to Room: Dial the Room Number. If 3 Digit Room Number, Dial 3 First (Example: Unit 0601 – dial 3601). 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: \$0.80 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)

Each apartment has a direct contact number. Please contact reception for this number. Anyone calling your apartment may leave a message on Voicemail should the call be unanswered. A light on your telephone indicates that a message is waiting for you. To listen to the message, please dial ‘11’ and follow the prompts.

## RESTAURANTS

Oaks Brisbane on Margaret Suites offers room charge back facilities with the following restaurants:

### MASTER TOMS

42-60 Albert Street, Brisbane City QLD 4000  
Ph: (07) 3012 9575  
Opening Hours: Mon - Fri: 6:00am – 8:00pm  
Sat & Sun: 7:00am – 2:30pm

### MR EDWARD’S ALEHOUSE & KITCHEN

46 Edward St, Brisbane City QLD 4000  
Ph: (07) 3137 1590  
Opening hours: Mon - Sat: 7am – 10pm  
Sun: Closed

### PORT OFFICE HOTEL

40 Edward St, Brisbane City QLD 4000  
Ph: (07) 3003 4700  
Opening hours: Mon - Sat: 11am – 12am  
Sun: Closed

Oaks Brisbane on Margaret Suites is in close proximity to other alternatives for dining throughout Albert Street/ Queen Street Mall and our iconic waterfront Eagle Street Pier.

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (6AM TO 10PM DAILY) DIAL 9

AFTER HOURS SECURITY DIAL 9  
(07 3035 6000 OR 07 3316 5500)

A fire evacuation plan is located on the back of your apartment door, and also along the corridor on each level. Please ensure you familiarise 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 outlines 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 (corner of Margaret and Albert Streets and/or corner of Margaret and Edward Streets).
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade or hotel staff.