

# EVERYTHING YOU NEED TO KNOW

Grab a cuppa, it's reading time.

**OAKS.**

Hotels, Resorts & Suites

## Reception

Hey there, Nature Lovers!

Welcome to Oaks Cypress Lakes Resort, your ultimate getaway surrounded by rolling vineyards, sparkling lakes, and the tranquil Hunter Valley landscape. Whether it's a family escape, a romantic retreat, or a solo adventure, you're in the perfect spot.

Kick back in our spacious one- and two-bedroom apartments or villas, each with a fully equipped kitchen, laundry, and private balcony or courtyard, some even offer views of the lakes and vineyards. Fancy a splash? Our pools and spa are ready for you. Craving a BBQ or a bite to eat? We've got you covered.

Need a hand? Our friendly team is always nearby. Swing by Reception or give us a buzz — we're here to make your stay unforgettable.

# 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%.

## Flying?

Newcastle Airport is just 66 km away — or as we like to call it, the perfect excuse for a quick 53-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

Complimentary parking is available at your villa and at the public car parks near Reception. Park at your own risk, lock your car and keep valuables out of sight. While we love your ride, the resort can't take responsibility for theft or lost items.

## Print Support

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

## Explore the Hunter Valley

Want to make the most of your stay? Our team can help you book tours and attractions around the Hunter Valley. Swing by Reception for brochures and complimentary maps — adventure awaits!

## Hop On, Hop Off

Our complimentary shuttle zips you between your villa and Reception. Just dial 9 from your in-villa phone or swing by Reception. Service runs daily from 7am to 10pm — no hiking required!

## 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.

## Bugs and Buddies

Our bushland setting means insects are part of the experience. Please stay out of garden beds, keep an eye on little explorers, and don't try to handle any wildlife. Pro tip: close doors and windows at night to keep the bugs away from the lights.

## Recreational Facilities

Work up a sweat in our gym, open 7am to 9pm — just use your room key to get in. Take a dip in any of our three outdoor pools, open daily from 6am to 8pm, with towels available from Reception. Fancy some tennis? The courts are open 6am to 8pm, and you can hire equipment from the Pro Shop.

## Bin There, Done That

Rubbish bins are dotted around the property for your convenience. Help us out with recycling by popping plastics, glass, paper, cardboard, and aluminium into the yellow-lid bins. All other general rubbish goes in the red-lid bins.

## Under the Weather?

Not feeling 100%? Reception can point you to the nearest chemist or doctor. And if it's serious, John Hunter Hospital is open 24/7 and just 46 minutes away.

# GET UP, CLOSE, AND PERSONAL WITH YOUR ROOM

## Cool (or Toasty) Vibes

Each villa has its own air conditioning, controlled with the provided remote. For comfort and the environment, we recommend keeping it between 21 and 24 degrees Celsius. Don't forget to turn it off when you're out — Mother Nature will thank you!

## 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.

## Sparkle and Shine

Our reservations include servicing every 3 days. If you'd rather enjoy your peace, pop the 'Do Not Disturb' sign on your door (service usually happens after 2pm). Want extra goodies like blankets, cots, or portable bedding? Just call Reception — additional charges may apply.

## Screen Time

Kick back and enjoy a huge selection of Foxtel and local channels in your villa. Access all TV through the Foxtel unit in the cabinet. Need a hand? Dial 9 and Reception will sort you out.

## Me-Time, Please

Pop your 'Do Not Disturb' sign on the door to keep your privacy intact. Your apartment won't be serviced while it's up. If you'd like a tidy-up, remove the sign and call Reception before 12pm to arrange service.

## 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

You'll get electronic swipe keys at check-in. Misplaced it or having trouble? Give Reception a shout. Keep keys away from mobiles and credit cards — they can deactivate your key faster than you can say "oops!"

## Fix-It Friends

Spot a problem in your apartment? Give Reception a shout. Our maintenance team is on hand until 4pm, seven days a week, 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.

## Phone Fun

All local and international calls are chargeable and can be dialled directly from your in-villa phone, with external calls automatically added to your account. To call outside, just press 0 and dial the number. Want to chat with another villa? Dial their villa number — internal calls are on us!

## Tee Time & Club Life

Cypress Lakes Golf Course is open daily from 6:30am to 5pm, with all rates including cart hire. Need clubs? We've got you covered. The resort shop also stocks golf fashion and essentials for your stay. Want to join the exclusive Cypress Lakes Resort Country Club? Call the Pro Shop for membership info.

## Celebrate in Style

Planning a wedding, conference, or special event? We've got a range of function rooms ready for you. Call our Events Team on 806 for all the details and let's make it unforgettable!

## Restaurants

Start your day right with breakfast in our Bar & Bistro — 7am to 10am weekdays and 7am to 10:30am on weekends. Beat the rush and arrive before 9:30am for a relaxed start.

**Oak & Vine Cypress Lakes** is open Friday and Saturday evenings from 6pm to 9pm — bookings via Reception.

**Cypress Lakes Bar & Bistro** serves an all-day menu from 12pm to 9pm with takeaway options available.

**Oak & Vine Bar** is ready for Friday and Saturday night drinks from 6pm.

**Elysia Restaurant** opens Friday and Saturday from 7:30pm, offering panoramic Hunter Valley views.

Need a drink or a snack? Our Bottle Shop is open from 10am downstairs in the Bar & Bistro.

# 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!