

GUEST SERVICES DIRECTORY

OAKS DARWIN ELAN HOTEL



WELCOME *home*

RECEPTION – DIAL ‘9’

Welcome to Oaks Darwin Elan Hotel. Following you will find information with respect to the building and surrounds. If we have omitted any details please feel free to contact our friendly reception staff either in person or by dialing ‘9’ from your in-room phone. We trust that your stay with us will be an enjoyable one.

NEARBY STORES & SERVICES

CONVENIENCE STORE:

Darwin 24-7 Store - located on Knuckey Street (six minute walk), open 24 hours seven days a week.

SUPERMARKET:

Woolworths - located on the corner of Cavanagh and Whitfield Street (five minute walk), open 6am to 10pm daily.

Coles - located in the Mitchell Centre on the corner of Mitchell and Knuckey Street (seven minute walk), open 6am to 10pm daily.

SHOPPING CENTRE:

Mitchell Centre - limited specialty stores

Casuarina Square - major shopping centre being in Casuarina (approximately 20 minutes drive from the CBD).

Smith Street Mall - Indigenous art, souvenirs and specialty stores (five minute walk).

CHEMIST:

Amcal - located corner of Cavenagh and Whitfield Street (two minute walk), open Monday to Friday 8am to 5pm and Saturday 9am to 3pm.

Chemist Warehouse - located near the Darwin Post Office on Cavenagh Street (two minute walk), open Monday to Friday 8am to 9pm and on weekends 8am to 5pm.

MAJOR BANKS WHICH ARE ALSO A SHORT WALK FROM THE HOTEL:

Smith Street - ANZ, CBA, NAB, Bendigo Bank, Westpac, Bank SA / St George Bank

Mitchell Street - People's Choice Credit Union

Cavenagh Street - Bank of Queensland (BOQ)

POST OFFICE:

Australia Post - located on Cavenagh Street (three minute walk), operating Monday to Friday 9am to 5pm and Saturday 9am to 12.30pm. Other freight/postage depots are located at the Darwin International Airport.

Please contact reception for directions or assistance.

DINING FACILITIES

The O.A.K Restaurant located on-site (Ground Floor) offers delicious modern Australian a la carte cuisine.

Please contact our friendly reception team for trading hours.

HOTEL SERVICES

ACCOUNT SETTLEMENT

Payment can be made by cash, credit card or EFTPOS upon arrival. Company charges will only be accepted by prior arrangement. Major credit cards are accepted including American Express, Diners Club, Master Card, Visa and Union Pay. We also have EFTPOS available, however we do not offer a ‘cash out’ facility. Please note, all credit card payments incur a service fee of 1.5%. Any charges that are not settled on check-out will automatically be charged to your credit card on file.

BAGGAGE SERVICES

Same day baggage storage is provided free of charge for arriving or departing guests. Please contact reception for more information.

CAR PARKING

Car parking is available for guests at an additional fee at \$15 per night or \$70 per week. Please contact reception should you require a car park so that our friendly reception team can organise access for you and advise on the parking procedure accordingly. Please note hotel guests must only park in hotel allocated car parks. Failure to comply may result in your vehicle being towed at your own expense.

CHECK-OUT

Check-out is 10am on the day of departure. Other times may be arranged for an additional fee. Any charges that are not settled upon check-out will be automatically charged to your credit card on file.

GARBAGE DISPOSAL

There are rubbish chutes located on each floor for waste disposal. Recycling bins are located on the Basement Level, please recycle any glass or cardboard. Please do not throw any unusually large or long items down the chute (e.g. pizza boxes, appliance boxes) as they can get stuck in the chute.

RECREATIONAL FACILITIES

The gymnasium and swimming pool are located on Level 6. Both are open daily from 6am to 9pm. Pool towels are available for guests at reception. Children should be supervised at all times in recreational areas.

TAXIS

Please contact reception if you wish to book a taxi. Alternatively, call either Blue Taxi on 13 82 94 or Darwin Radio Taxi on 13 10 08

TOURS

AAT Kings offer an extensive range of tours and holiday packages around Darwin and the surrounding areas including Kakadu, Litchfield National Park, Katherine and Uluru. Please see our range of brochures in the lobby and contact reception for more information and bookings.

ROOM FEATURES

AIR CONDITIONING

Please refrain from switching the air conditioning units off. The temperature can be adjusted by using the remote control provided. Please ensure your balcony doors are locked and latched whilst in operation as the air conditioning units are equipped with sensors and will shut off completely if the balcony doors are open.

BREAKAGES & DAMAGES

All rooms are fully equipped with a standard inventory. Please report any breakages, missing items or damaged property to reception. Guests are responsible for the cost of replacement or repair to any damaged items.

DO NOT DISTURB

Please place your ‘Do Not Disturb’ sign on the outside of your room door to ensure your privacy is upheld. Please note your room will not be serviced with this sign in place. Should you remove this sign and wish for your room to be serviced, please contact reception before 12pm.

INTERNET / WI-FI

Complimentary internet access is available in your room. Please connect to ‘Elan Guest’ network and log in with your room number and surname on the booking. Please contact reception if you require assistance.

SMOKING

All rooms are strictly NON-SMOKING. Smoking is permitted on all private balconies provided the balcony doors are closed. Additional cleaning charges will apply for evidence of smoking within the rooms and littering. Designated smoking areas are located to the front of the hotel.

ROOM ACCESS CARDS

Please keep your room access cards with you at all times. These access cards gain you access into your room as well as the car park, basement, pool and gymnasium. For security purposes please ensure all windows and doors are locked when leaving your room.

Please keep your room access cards separate to mobile devices and magnets as this can interfere with them. Please see reception if you require any assistance.

For security reasons the front doors to the lobby entrance are locked between 11pm and 6am daily. To enter during these hours please use the intercom or your room access card.

TELEPHONE SERVICES

Each room is fitted with a direct dial telephone. The hot keys on your phone will automatically connect you with a variety of services both in and out of the property.

For an outside call dial ‘0’ followed by the number you wish to connect to. Please note all external calls are automatically recorded on our call accounting system. For more information and pricing please contact reception. Please contact reception to book a wake-up call if required.

LAUNDRY SERVICES

Laundry facilities are available on Level 5A. Payment is to be made via Eftpos (Pay Wave) only and is charged at \$5 per washing cycle and \$5 per drying cycle.

TELEVISION CHANNELS

For your convenience, a selection of Free to Air and Foxtel TV channels are available for your enjoyment.

101	Fox Sports 1	111	CNN
102	Fox Sports 2	112	Sky bus
103	Fox Sports 3	113	Premier Movies
104	Fox Footy	114	FOX 8
105	ESPN	15	Biography
106	Sky Racing	116	Comedy Movies
107	Speed	117	History
108	Fuel	118	Nickelodeon
109	Discovery	119	Crime Investigation
110	Showcase	120	Action Movies

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (24 HOURS) DIAL 9

A fire evacuation plan is located on the back of your room 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 procedures outlined below:

1. If the fire alarm or automatic evacuation system sounds, please make your way to the nearest fire exit.
2. Do not telephone Reception as we may require the phone lines for emergency calls
3. Assemble at the meeting point indicated on the evacuation plan located behind the entrance door to your room
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade.