

GUEST SERVICES DIRECTORY

OAKS IPSWICH ASPIRE SUITES



WELCOME *home*

RECEPTION – DIAL ‘9’

Welcome to Oaks Ipswich Aspire Suites. 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.

HOTEL SERVICES

ACCOUNT SETTLEMENT

Payment can be made by cash, credit card or EFTPOS upon or prior to departure. Company charges or cheque payments will only be accepted by prior arrangement. Major credit cards are accepted including American Express, Diners Club, Master Card and VISA. 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%.

AIRPORT

Brisbane Domestic and International Airport is roughly 45 minutes from the hotel and the Gold Coast airport is 1.5 hours drive. Taxis and shuttle bus services can be arranged on request by reception.

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.

FAX / EMAIL / PRINTING

The hotel fax number is 07 3221 4921 and the reception email is foaspire@theoaksgroup.com.au. Guest 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.

GARBAGE DISPOSAL

For your convenience garbage chutes are located on each floor opposite the lifts. All recycling must be disposed of in containers in front of the garbage chute. Cardboard boxes must be broken up prior to disposal. If a guest is found to have blocked the rubbish chute, the guest will be charged for any costs incurred to unblock the chute.

LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for three months and can be posted back at the guest’s expense.

RECREATIONAL FACILITIES

Our swimming pool, gym and BBQ areas are located on Level U6. Operating hours are from 7am to 9.30pm daily. Strictly no glass is to be taken into these areas. Please clean the BBQ plate after use. Children must be supervised by an adult at all times around the pool area. Children must be over 15 years of age to use the gym equipment and must be supervised.

TAXIS

Please contact our friendly reception staff to organise your taxi booking. Alternatively, call Yellow Cabs on 131 924.

ROOM FEATURES

BALCONY

Please do not hang towels, clothing or other items over balcony railings. Please do not throw rubbish or other items over the balcony.

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.

CLEANING / HOUSEKEEPING

Please be aware that daily cleaning services may not be included in your booking. Please contact reception if you would like to arrange this service for an extra fee. Daily Service includes: rubbish removal, placing dishes in the dishwasher, wiping over kitchen, replacing towelling and cleaning the bathroom, making the beds with existing linen. Full Service (once per week) includes: as above plus a linen change, full vacuum and cleaning of the room. Please note beds with personal items on them will not be made.

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 apartment will not be serviced with this sign in place. Should you remove this sign during the day and wish for your room to be serviced, please contact reception.

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

Please keep your room keys with you at all times. For security purposes please ensure you lock all doors and windows when leaving your room. Two sets of keys are available per room. Lost or unreturned keys/access cards will attract a fee of \$150 per set. For security reasons the front doors to the building are locked between 7pm and 7am daily. To enter during these hours please use the intercom or your building access card.

MAINTENANCE

Maintenance is generally onsite for a few hours during the week. Should you have anything to report, please contact reception as soon as possible.

SMOKING

Oaks Ipswich Aspire Suites is a strictly NON-SMOKING building and this extends to smoking on balconies. In addition, Queensland legislation prevents you from smoking in common areas and foyers of the building.

TELEPHONE SERVICES

Each room is fitted with a direct dial telephone. 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)

Anyone calling your room may leave a message on voicemail should the call be unanswered. A light on your telephone indicates that a message is waiting for you. Please dial ‘Voicemail’ and follow the prompts.

TELEVISION CHANNELS

Local Free to Air channels are available on your television and are free of charge to view. To access the Foxtel channels please use the source button to choose the AV channel. For Free to Air channels, choose DTV.

101 Fox Sports 3	111 Disney Junior
102 Fox Sports 2	112 History
103 Fox Sports 3	113 Crime
104 Fox Sports 4	114 Nickelodeon
105 Fox Sports 5	115 Discovery
106 Fox Footy	116 Premier Movies
107 ESPN	117 Action Movies
108 Sky News	118 Comedy Movies
109 Sky Business	119 Showcase
110 Fox 8	120 Sky Racing

RESTAURANTS

FOURTH CHILD

6/126 Brisbane Street, Ipswich Qld 4305
Phone: 07 3281 9934

Open: Monday - 7am to 5pm,
Tuesday to Thursday - 7am to 6pm
Friday and Saturday - 7am to late,
Sunday - 7am to 3pm

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE **DIAL 0, 000**
Reception (7am to 10pm daily) **Dial 9**
After Hours Security **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. 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 room.
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade or hotel staff.