

# GUEST SERVICES DIRECTORY

OAKS MELBOURNE ON LONSDALE SUITES



WELCOME *home*

## RECEPTION – DIAL ‘RECEPTION’

Welcome to Oaks Melbourne on Lonsdale 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 on arrival. Company charges or cheque payments will only be accepted by prior arrangement. Major credit cards are accepted including American Express, Diners Club, Master Card, UnionPay 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

Melbourne Airport is located 23kms from the hotel (approximately 30 minutes drive in no traffic).

### CAR PARKING

Undercover car parking is available for guests with access via Lonsdale Street. Car parking is **\$39** per night and multiple access use. Oaks Hotels, Resorts and Suites accepts no responsibility for loss or damage to vehicles parked in this facility. As there are limited spaces, car parking is subject to availability.

### CHECK-OUT

Check-out is 10am on the day of departure. If you wish to extend your check-out time please contact reception. Late check-outs are subject to availability and fees may apply. Any charges that are not settled upon check-out will be automatically charged to your credit card on file.

### FAX / EMAIL / PRINTING

Documents that require printing can be sent to our email address [folonsdale@theoaksgroup.com.au](mailto:folonsdale@theoaksgroup.com.au) and collected from reception (USBs not accepted). Sending and receiving faxes are also processed at reception. Fax number 03 9200 7599. Please ensure you place your surname and room number in the subject field. Charges may apply.

### GARBAGE DISPOSAL

For your convenience garbage chutes are located on each floor near apartments ending in ‘02’. Cardboard boxes must be broken up prior to disposal. Any large items, please leave in the garbage chute room for housekeeping to dispose of. 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.

### PETS

With the exception of assistance dogs, guests of Oaks Hotels, Resorts and Suites are not permitted to bring any animals into the building.

### PUBLIC TRANSPORT & INFORMATION

Please contact reception for timetables and directions to the nearest public transport service or any local information, car hire or maps of the area.

### TAXIS

Please contact our friendly reception staff to organise your taxi booking. Alternatively contact 13Cab’s on 13 22 27 to book.

## ROOM FEATURES

### AIR CONDITIONING

All rooms are fitted with individual controlled air conditioning systems which can be adjusted by using the remote control. Should you require assistance please contact reception. Please note the temperature should be no lower than 23 degrees at all times and windows and doors should remain closed during operation.

### BALCONY

Please do not hang towels, clothing or other items over balcony railings. Please do not throw rubbish or other items over the balcony. Please note: throwing any objects off the balcony is strictly prohibited under Section 17 of the Victorian “Crime Act 1958” which has a maximum penalty of 15 years imprisonment.

### 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 room will not be serviced with this sign in place. Should you remove this sign prior to 1:30pm and wish for your room to be serviced, please contact reception.

### ELECTRICITY

The power points in your room operate on 240volts (AC 50 cycles). Please contact reception for international adaptor hire (subject to availability).

### 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 (if you are in a three digit room number, please place a ‘0’ in front). 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. Lost or unreturned keys/access cards will attract a fee of \$20 per key. For security reasons the side door and front sliding door to the hotel entrance are locked between 11pm and 6am daily.

### MAINTENANCE

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

### SMOKING

All rooms and common areas are NON SMOKING. Additional cleaning charges will apply for evidence of smoking within the rooms and littering.

### 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 red light on your telephone indicates that a message is waiting for you. Please press the red-light button and follow the prompt to retrieve your voicemail.

## IN AN EMERGENCY

### POLICE, FIRE DEPARTMENT

DIAL 0, 000

### OR AMBULANCE

### 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. 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.