

# GUEST SERVICES DIRECTORY

OAKS MELBOURNE ON MARKET HOTEL



WELCOME *home*

## RECEPTION – DIAL ‘9’

Welcome to Oaks Melbourne on Market Hotel. In this compendium you will find information with respect to our hotel and facilities. We take pleasure in welcoming you as our guest and trust that your stay is both comfortable and enjoyable. Our reception is open 24/7 so please feel free to contact our friendly staff any time either in person or by dialing ‘9’ from your in-room phone.

## 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, 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%.

### AIRPORT

Melbourne Tullamarine Airport is located 23km from the hotel (approximately 25 minutes drive in no traffic). Taxi and bus transfer services can be arranged on request by reception.

### CAR PARKING

Please note pre-booked parking is available at Secure Public Car Park located at 376 Flinders Street for Oaks Melbourne on Market Hotel guests for AUD\$45 per 24 hours per car. Should you require car park access, please call Hotel reception within 24 hours prior to check in to receive a code for multiple carpark entries. Alternatively, the code can also be received from reception at check in before entering the car park. The car park is located approximately 110 meters from hotel and the height limit is 1.9m.

### 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.

### GARBAGE DISPOSAL

For your convenience garbage chutes are located on each floor in the Services Room located opposite rooms ending in ‘13’. Please do not put large cardboard boxes down the garbage 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 & Suites are not permitted to bring any animals into the building.

## PUBLIC TRANSPORT & INFORMATION

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

### RECREATIONAL FACILITIES

Our swimming pool, sauna and gym facilities are located on the Basement level and are open from 5.30am to 10pm daily. Access is available either by lift (all floors) or the staircase from the Ground Floor with your room access card. Children under 13 years of age must be accompanied by an adult and supervised at all times. Strictly no glass is to be taken into these areas. Sightseeing and Tours Our team can assist you with booking tours and attractions around Melbourne and beyond. Please see reception for tour brochures and complimentary maps of Melbourne.

## ROOM FEATURES

### AIR CONDITIONING

To operate the climate control air conditioning in your room, please use the wall mounted control panel. The temperature shown on the screen shows the current room temperature. You can adjust the set temperature using the up and down arrows. Should you require assistance please contact reception.

### 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, dishes left in the sink cleaned, 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 during the day and wish for your room to be serviced, please contact reception.

### ELECTRICITY

To activate the power in your room please insert your room key in the power saving device located near the front door of your room. The power points in your room operate on 240volts (AC 50 cycles).

## INTERNET / WI-FI

Standard Wi-Fi access is complimentary for the duration of your stay. To upgrade to high speed unlimited Wi-Fi, become a GHA or MyOaks loyalty member today. To sign up, please refer to the instructions conveyed on the internet log in page, or see reception.

To connect: turn on Wi-Fi on your device and select the option “Oaks Market Public Wireless”. Open your internet browser, select In House Guests enter in your room number and the surname listed on the reservation (for 3 digit room numbers, add a 0 first). Should you experience any issues please call reception

### KEYS

Please keep your room access cards with you always. 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 will attract a fee of \$20 per card. For security reasons the front doors to the lobby entrance are locked between 11pm and 6.30am daily. To enter during these hours please use your room access card at the entrance.

### MAINTENANCE

Maintenance requests are available during business hours. 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 \$0.90 per pulse thereafter (within Australia)  
ISD: \$2.50 for connection and \$0.90 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. Press the message button and follow the prompts.

### TELEVISION CHANNELS

Local Free to Air and Foxtel channels are available on your television and are free of charge to view.

200 Double J (Radio)	212 Life Style
201 ABC Jazz (Radio)	213 History
203 Fox Sports/ESPN 2	214 CI
205 Fox Sport 4	215 Nickelodeon
206 Fox Sport 5	216 Discovery
207 Fox Footy	217 Movies Premier
208 ESPN	218 Fox Movies Action
209 Sky News	219 Fox Comedy
210 Sky Business	220 Showcase
211 Fox 8	221 Sky Racing

## OAK & VINE

Oak & Vine is our onsite restaurant offering a relaxed, communal dining style experience, where delicious share plates are served and best enjoyed with friends and family.

Breakfast:	6.30am - 10.00am (Monday to Friday) 7.00am - 10.30am (Saturday, Sunday and Public Holidays)
Lunch:	11.30am - 2.00pm (Daily)
Dinner:	4.00pm - 10.00pm (Sunday to Thursday and Public Holidays) 4.00pm - 10.30pm (Friday and Saturday)
Bar:	11.30am - 10.00pm (Sunday to Thursday and Public Holidays) 11.30am - 10.30pm (Friday and Saturday)

## 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. 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.
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade or hotel staff.