

# GUEST SERVICES DIRECTORY

OAKS MIDDLEMOUNT SUITES



WELCOME *home*

## RECEPTION – DIAL ‘9’

### OUTSIDE LINE - DIAL 0

Welcome to Oaks Middlemount 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 FEATURES

### ACCOUNT SETTLEMENT

Payment can be made by 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

Emerald Airport is located 145kms from the hotel (approx. 1hr 40mins drive in no traffic)

### CAR PARKING (IF APPLICABLE)

Undercover car parking is available for guests at no additional cost. Unauthorised parking may result in the vehicle being towed at the expense of the owner. Oaks Hotels, Resorts & Suites accept no responsibility for loss or damage to vehicles parked in this facility.

### CHECK-OUT

Check-out is 10am on 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

All recycling must be disposed of in the yellow bins located at the front of the driveway and near units 6 and 14. Cardboard boxes must be broken up prior to disposal.

### LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for 3 months and can be posted back at the guest expense.

### FAX / EMAIL / PRINTING

The reception email is [fomiddlemount@theoaksgroup.com.au](mailto:fomiddlemount@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.

### PETS

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

## RECREATION FACILITIES

Swimming pool and BBQ areas are located beside Reception. Operating hours are from 7am to 7pm 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.

## APARTMENT FEATURES

### BALCONY

Please do not hang towels, clothing or other items over the balcony. Please consider the guests below by not throwing rubbish or other items over the balcony.

### BREAKAGES & DAMAGES

All apartments 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 always be included in your booking. Please contact reception if you would like to arrange this service for a 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 apartment. 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 apartment 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 apartment to be serviced, please contact reception.

### INTERNET ACCESS

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 apartment. Two sets of keys are available per apartment. Lost or unreturned keys/access cards will attract a fee of \$469 per set.

### 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 Middlemount 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

Each apartment 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)

## 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.

103	Sky News	502	Fox League
108	Fox 8	504	Fox Footy
122	A&E	602	Fox Sports News
142	SBS Viceland	603	Sky Weather
152	Life Style +2	608	History
153	Arena +2	612	Discovery
176	TVSN	613	Nat Geo
215	Fox Showcase HD	642	ABC News
404	Action (Movies)	701	Nickelodeon
405	Comedy (Movies)	801	[V]
407	Romance (Movies)	803	MTV Music
409	Hiits (Movies)	805	MAX

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION

DIAL 9

AFTER HOURS CARETAKER

0428 582 309

A fire evacuation plan is located beside or on the back of your apartment door, please ensure you have familiarised yourself with the nearest fire exit.

Please follow the procedures outlines below:

1. Please make your way to the nearest fire exit. Do not run. Do not use the elevators.
2. Do not phone reception as we may require the phone lines for Emergency calls.
3. Assemble at the meeting point located on the evacuation plan located beside or on the back of your apartment door.
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade.