

GUEST SERVICES DIRECTORY

OAKS PERTH HOTEL



WELCOME *home*

RECEPTION - DIAL '9' OR 'RECEPTION'

Welcome to Oaks Perth 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 or "reception" from your in-room phone. We trust that your stay with us will be an enjoyable one.

KEY CONTACT

Reception (24 hours) & Housekeeping	Dial 9
Outside Line	Dial 0
Oak & Vine	Dial Restaurant/Bar Button

HOTEL SERVICES

ACCOUNT SETTLEMENT

Payment can be made by cash, credit card or EFTPOS upon 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 and VISA. We also have EFTPOS available. Please note, all credit card payments incur a service fee of 1.5%.

AIRPORT

Perth Airport is located 19km from the hotel (approx. 25 min drive in no traffic). Taxis and shuttle bus services can be arranged on request by reception.

CAR PARKING

Ample off-site undercover car parking is available at Raine Square Car Park (Wilson Parking) located opposite the hotel. Guests are welcome to use this parking facility at their own expense and will be charged \$30 for 24 hours.

CHECK-OUT

Check-out is 10am on the day of departure. Later check-out times are subject to availability and may incur additional fees. If required, luggage storage is available at reception. Any charges that are not settled upon check-out will be automatically charged to your Credit Card on file.

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'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.

OAK & VINE RESTAURANT

Our onsite restaurant, Oak & Vine Perth is a great place to catch up with friends in a relaxed and cosy atmosphere. Sit out on the terrace with an afternoon beverage or try some of the delicious dishes from our Modern Australian menu.

Breakfast: 6.30am - 9.00am

Dinner: 5.30pm - 9.00pm

PUBLIC TRANSPORT

Perth train station is located approximately 200 metres from our hotel. Our reception staff is also able to book guests a taxi or shuttle bus.

GUEST LAUNDRY

Guests can find laundry amenities on levels 3 and 5.

Washing and drying are both charged at \$4 each.

TAXIS

Please contact reception by dialling 9 for our staff to arrange a taxi service.

ROOM FEATURES

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 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, 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. 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.

INTERNET / WI-FI

To Connect: Turn on Wi-Fi on your device and select the option OAKS BROOME Public Wireless. Open your Internet browser, an Oaks Broome page will appear, select In House Guest and enter your room number and details. Select "connect".

For any assistance please contact 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. Oaks Hotels, Resorts & Suites accepts no responsibility for loss or damage to your property.

We recommend electronic key ards are kept away from magnets and mobile phones to prevent deactivation.

AIR CONDITIONING

All rooms are fitted with an individual air conditioning system which can be adjusted by using the remote control attached to the wall in your room. Should you require assistance please contact reception.

ELECTRICITY

The power points in your studio operate on 240 volts.

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 Perth Hotel is a strictly non-smoking building.

Each room is fitted with smoke alarms which are multi-censored. Do not tamper with the smoke alarms as this will cause the alarm to activate which will result in a Fire Brigade call out and you will be liable for any and all associated fees.

TELEPHONE

Each apartment is fitted with a direct dial telephone.

TELEVISION CHANNELS

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

IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION 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 phone reception as we may require the phone lines for Emergency calls.
3. Assemble at the meeting point located on the evacuation plan 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.