

# EVERYTHING YOU NEED TO KNOW

Grab a cuppa, it's reading time.

**OAKS.**

Hotels, Resorts & Suites

## Reception

Hello, Tropical Explorers!

Whether you're in Townsville for business, a weekend getaway, or to explore the local sights, Oaks Townsville Gateway Suites is your perfect base.

Located in the heart of Townsville, our modern one and two-bedroom apartments come with kitchens, laundry facilities, and everything you need for a comfortable stay. Enjoy a stroll along the Strand, visit nearby shops and cafes, or simply relax in your spacious apartment.

Need a hand? Our friendly team is always nearby – pop into reception, dial 9, or try a telepathic message (hey, it could work).

## AT YOUR SERVICE

### Settling the bill

When it's time to settle up, payments can be made by cash, credit card, or EFTPOS. Just a heads-up: all credit card payments incur a service fee of 1.5%.

### Flying?

Townsville Airport is just 5.7 km away – or as we like to call it, the perfect excuse for a quick 13 - minute cruise to your comfy home-away-from-home, with plenty of time to belt out your favourite tunes en route.

### Planes, Trains... and Taxis

Need to hit the road (or runway)? Call Reception to organise a taxi or airport transfer – we'll get you moving in no time.

### Time to go

Check-out is at 10am on departure day. Need a little extra time? Please call reception and we'll see what we can do. Late check-outs are based on availability and may come with a fee. Any charges not settled at checkout will be automatically charged to your credit card on file.

### Car parking

Undercover car parking is available complimentary for guests. Guests must be parked in a car space marked with a hotel guest parking sign and display a parking voucher on their dash. Unauthorised vehicles may be towed at the owner's expense. Oaks Hotels, Resorts & Suites cannot be held responsible for any loss or damage to vehicles, so lock it up and keep your valuables out of sight.

### Explore Townsville

Want to make the most of your stay? Our team can help you book tours, attractions & directions to the nearest public transport around Townsville. Swing by Reception for companies and recommendations – adventure awaits!

### Print Support

Email your docs to [fogateway@theoaksgroup.com.au](mailto:fogateway@theoaksgroup.com.au) and pick them up at Reception. Sorry, no USBs – we like to keep it simple!

## Lost something?

If you've misplaced something, just get in touch with reception. We hold onto lost items for three months and can mail them back to you at your expense.

## G'day assistance dogs

Sorry, furry friends! Only assistance dogs are welcome at Oaks Hotels, Resorts & Suites. No other animals allowed.

## Bin there, Done that

Keeping it tidy is easy! Garbage chutes are on every floor near the lifts. Please break up cardboard boxes before tossing them in—no one likes a blocked chute. If you do manage to jam it, you'll be charged for any costs to get it moving again.

## Recreational Facilities

Take the plunge or pump some iron! Our swimming pool and gym are on Level 2, open daily from 7am to 8pm. Keep it safe and glass-free around the pool, and make sure little ones are always supervised. Gym access is for the 15-plus crowd, and yep, they need an adult keeping an eye on them too.

## Under the Weather?

Not feeling 100%? Reception can point you to the nearest chemist or doctor. And if it's serious, Townsville University Hospital is open 24/7 and just 20 minutes away.

## GET UP, CLOSE, AND PERSONAL WITH YOUR ROOM

### Love that view? Us too!

But please don't hang towels, clothes, or anything else over the balcony railings – and definitely no tossing stuff over the edge (we see you). All balconies and rooms are strictly smoke-free – any smoky business may result in extra charges. Keep it fresh, folks.

### No smoking zone

Unless you're a BBQ grill master, smoking isn't allowed here! All rooms and common areas are completely NONSMOKING. If there's any evidence of smoking or littering inside the room, extra cleaning charges will apply.

### Smoky Business

Our apartments are fitted with smoke detectors to keep everyone safe. But beware – steam from the bathroom, dryer, or cooking smoke can sometimes trigger an unexpected alarm. To avoid an impromptu fire drill, crack open your balcony door, turn on the fan or air conditioning, and flick on the kitchen extractor (slide it toward you to activate).

If the detector goes off, press the acknowledgement button near the kitchen and clear the smoke. If smoke isn't cleared within 30 seconds, the fire alarm will sound – and QLD Fire and Rescue will come to investigate. Guests may be responsible for costs if the alarm is triggered unnecessarily.

## Sparkle and Shine

Depending on your booking, it may include a daily service during your stay. If you prefer some privacy, just pop the Do Not Disturb sign on your door. Daily services usually happen before 2pm. Need extra goodies like blankets, cots, or portable bedding? Just ask reception, though extra charges may apply.

**Daily service** includes rubbish removal, placing dishes in the dishwasher, wiping over the kitchen, replacing towels left on the floor, cleaning the bathroom, and making the bed with existing linen. Beds with personal items on them will not be made.

**Full service** once per week includes all of the above plus a linen change and a full vacuum and clean of the room. Beds with personal items on them will still not be made.

## Me-Time, Please

If you'd like privacy, please hang your 'Do Not Disturb' sign on the outside of your apartment door. Your apartment will not be serviced while the sign is displayed. If you remove the sign during the day and would like your apartment serviced, please contact Reception to arrange this.

## Breakages and damages

We've got your room stocked with the essentials. Please report any breakages, missing items or damaged property to reception. Guests are responsible for the cost of replacing or repairing any damaged items.

## Lock and key

Your room keys are your golden ticket – keep them with you at all times. For everyone's safety, please lock all doors and windows when you step out. Each apartment comes with two sets of keys. Lost or unreturned keys or access cards will set you back \$250 per key set, so treat them like treasure. Heads up, the front doors to the lobby are locked for security, so don't forget your keys when coming and going!

## Fix-It Friends

Spot a problem in your apartment? Give Reception a shout. Our maintenance team is on hand, ready to get things sorted.

## Stay Connected!

Complimentary Wi-Fi is all yours in-room – no hunting for hotspots required. To connect, simply turn on Wi-Fi on your device and select **Oaks Public Wireless**. Open your internet browser, select **In House Guests**, then enter your room number and the surname listed on your reservation. Charges may apply. Plus, with free-to-air digital channels, you can scroll, stream or channel surf without missing a beat. Any issues? Just call reception and we'll get you online in no time.

## Binge or Chill

Kick back and relax with all your favourite local Free to Air channels and a selection of Foxtel channels, all ready to watch at no extra cost. To access the Foxtel channels please use the source button to choose the AV channel, and for Free to Air channels please choose DTV. Your next TV marathon starts here!

## Foodie Fix

Hungry? You're in luck! Meals from Oaks Metropole Pub, Ribs & Rumps, Masala, Coffee Club, and Cowboys League & Strand can be charged straight to your room – just flash your room key. A 10% service fee applies for Masala and Oaks Metropole Pub, 5% for all other venues. Opening hours may vary, so give reception a buzz to make a booking and secure your spot.

## IN EMERGENCY

### POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 000

### RECEPTION

Your safety is our priority. Please take a moment to familiarise yourself with the fire evacuation plan located on the back of your apartment door and identify the nearest fire exit.

### IN CASE OF FIRE

Incase of fire, please follow the procedure outlined below:

1. If the fire alarm or automatic evacuation system sounds, please make your way to the nearest fire exit. Do not run.
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.

### Ready, set, explore!

Thanks for reading through all the important info. Now it's time to go and seize the day. Enjoy every moment of your stay with us, and remember, we're just a phone call away if you need anything.

Really, well done, that was a lot!