

GUEST SERVICES DIRECTORY

THE MILTON BRISBANE

the milton
BRISBANE

RECEPTION – DIAL ‘9’

Welcome to The Milton Brisbane. Our friendly reception team are here to help you make your stay more memorable.

HOTEL SERVICES

ACCOUNT SETTLEMENT

Payments can be made by cash, credit card or EFTPOS. Company charges or cheque payments will only be accepted by prior arrangement. All major credit cards are accepted including American Express, Diners Club, Master Card, Union Pay and Visa. Please note we do not offer a ‘cash out’ facility. All credit card payments will incur a service fee of 1.5%. Guests staying for longer than 7 nights are required to settle their account on a weekly basis. All accounts are required to be settled seven days in advance.

AIRPORT

Brisbane Domestic and International Airport are located approximately 15 kilometres (about a 20 minute drive with no traffic) from the Hotel. Taxis and shuttle bus services can be arranged on request with reception.

CAR PARKING

Undercover car parking is available for guests at an additional cost and must be arranged with reception. Please ensure you obtain a valid voucher from reception which must be clearly displayed on the dashboard of your vehicle at all times. Illegally parked vehicles and those failing to display a valid voucher will be towed at the owners’ expense and attract a fine. Parking is at your own risk, please ensure to lock your vehicle and do not leave valuables in plain sight. Oaks Hotels, Resorts & Suites does not accept any liability for theft or stolen items.

CHECK-OUT

Check-out time on your day of departure is 10 am. If you wish to extend your check-out time please contact reception. Late check-outs are subject to availability and fees may apply.

DINING

The hotel has dining establishments that will allow you to charge your meals to your room account. Please see reception for details and do not hesitate to ask our friendly reception staff for any dining recommendations.

LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are kept for three months and can be posted back at the guest’s expense. Please note: the property is not liable for any property brought onto the premises.

TAXIS & TRANSFERS

Reception can book a taxi on your behalf at no additional charge. Please contact reception by dialing ‘9’ from your in-room phone. Reception can assist with booking tours, theme park and zoo tickets and airport transfers. Please see the reception desk to make a booking and note that charges will be added on to your hotel account.

RECREATIONAL FACILITIES

The swimming pool and spa, gym, BBQ facilities, sauna and steam room are located on Level 6. Operating hours for the gym are from 5am to 10pm daily and from 7am to 10pm daily for all other facilities. Strictly no glass is to be taken into the pool area. Children must be supervised by an adult at all times. Please ensure you clean the BBQ plate and facilities after use. Additional towels are available at reception (charges may apply).

UNIT CAPACITIES

Due to Fire & Safety regulations, each room type has a maximum number of guests. Additional guests will incur an additional fee and will be provided with a rollaway bed. Please contact reception to obtain your room’s maximum capacity. Any guests found to be exceeding the maximum unit capacity will be asked to vacate the building.

GARBAGE DISPOSAL

Please dispose of all bagged rubbish through the chute located in the corridor of each floor. Cardboard boxes and bottles must be disposed of in the recycling bins in the refuse room. Boxes and bulky items cannot be disposed of in the rubbish chute.

APARTMENT FEATURES

AIR CONDITIONING

For your comfort, your apartment offers fully ducted, split system air conditioning. For optimal operation of the air conditioning, do not set the temperature below 24 degrees and ensure all doors and windows are closed. For further operating instructions, please contact reception.

BALCONY

Please do not hang towels, clothing or other items over the balcony. It is an offence to throw any items from balconies and offenders will be reported to the police and evicted from the hotel.

BREAKAGES & DAMAGES

All apartments are fully equipped with a standard inventory. Please report any breakages, missing items or damaged property to reception immediately. The cost of replacement or repair of any items broken is the responsibility of the guest.

CLEANING/ HOUSEKEEPING

If you do not wish for a service to occur in your apartment, please place the Do Not Disturb door hanger outside of your apartment. For extra amenities or special requests, please contact reception. Note that additional charges may apply. Please note: beds with personal items on them will not be made.

Daily Service includes: Rubbish removal, dishes placed in dishwasher, wipe over kitchen bench, replace towelling when left on bathroom floor and make beds with existing linen.

Full Service (weekly) includes: As above with a full linen change, full vacuum and cleaning of the apartment.

INTERNET / WI-FI

To connect: Turn on Wi-Fi on your device and select the option “The Milton”. Open your internet browser, select ‘In House Guests’, enter your room number and the surname listed on the reservation. Charges may apply. For assistance please call reception.

KEYS

Please keep your room swipe cards with you at all times. Your security swipe card will allow you access via the elevator to your apartment floor, Level 6 and car park levels (if applicable) as well as after-hours. For security purposes, please ensure you lock all doors and windows when leaving your apartment. Lost or unreturned swipe cards may attract additional fees.

SMOKE DETECTORS

Internal smoke detectors are fitted throughout your apartment and will activate (in your apartment only) when smoke is emitted. Should this occur, please do not attempt to deactivate the system. In the event of the alarm activating due to cooking smoke/steam please open all windows and balcony doors. Please DO NOT open your apartment entrance door as this will activate the detectors in the corridor which service the entire building. These detectors are linked directly to the Fire Brigade and will result in a Fire Brigade call out. You will be liable for the payment of any and all associated fees.

SMOKING

All apartments, including balconies are NON-SMOKING areas. In addition, Queensland Government legislation prevents you from smoking in all common areas and foyers of the hotel. Additional cleaning charges will apply for smoking within apartments and littering.

TELEPHONE SERVICES

Reception & Housekeeping
(24 Hours Tues – Sat; 6am – 10pm Sun & Mon) Dial 9
Outside Line Dial 0

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

In addition to local Free to Air channels, some Foxtel channels are available on your television at no charge. To access the Foxtel channels, press the SOURCE button on your TV remote and using the up/down arrows, select the correct input (either AV or HDMI). To select, press the ‘OK’ button. You can now change Foxtel channels by using the Foxtel remote.

IN 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 apartment 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 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. 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.