



Guest Services



## RECEPTION – DIAL 9

Welcome to Oaks on Castlereagh. 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 hours for your convenience, so please feel free to come see our friendly staff.

## HOTEL SERVICES

### Account Settlement

Payment can be made by cash, 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, Visa, and UnionPay. We also have EFTPOS available, however we do not offer a 'cash out' facility. Please note a processing fee of 1.5% will be incurred on any credit transaction.

### Airport

Sydney Airport is located 6.8km from the hotel (approximately 25 minute drive without traffic). Taxis and airport shuttle bus services can be arranged on request by reception at least 24 hours prior to your departure time.

### After Hours Access

Our main entrance is locked from 6pm to 7am. Please tap your electronic swipe card to access the building during these hours. Please call reception if you have any difficulty gaining access.

### Car Parking

Undercover car parking is available for guests on request, charges apply. Please check with reception for details. Any illegally parked vehicles will be towed at the expense of the owner. Oaks Hotels & Resorts accepts no responsibility for loss or damage to vehicles parked in this facility.

### Check-out

Check-out is 10am on the 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.

### Fax / Email / Printing

Documents that require printing can be sent to our email address [focastlereagh@theoaksgroup.com.au](mailto:focastlereagh@theoaksgroup.com.au) and collected from reception. (USB/s not accepted) Sending and receiving faxes are also processed at reception. Our fax number is 02 9211 1323. Please ensure you include your surname and apartment number in the subject field. Charges may apply.

### Garbage Disposal

For your convenience there is a garbage chute located on each level of the building. Please refrain from disposing of glass items in the garbage chute. A recycle room is located in the car park. You can access this via the lift on Level P1 and follow the signs displayed. Please contact reception if you have excessive recyclable items for disposal.

### Dry Cleaning

Laundry bags and laundry slips have been placed in your room for your convenience detailing the services on offer and associated fees. Should you require additional bags and/or slips, need assistance, or have any questions on this service please contact reception.

### Pets

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

### Public Transport

Please contact reception for timetables and directions to the nearest public transport service or any local information, car hire or maps of the area. Central Station and Museum Station are a five minute walk from the hotel.

## HOTEL SERVICES

### Recreational Facilities

Our recreational facilities are located on Level 6 which can be accessed with your electronic swipe card. These facilities are open between 6am to 10pm. Extra pool towels are available from reception. All pool towels should be either returned to reception or left in the apartment for replacement. The table tennis room operates from 10am to 10pm and access can be arranged with a prior booking at reception (subject to availability). Children should be supervised at all times in all recreational areas.

### Tours

Reception can assist you with booking tours and attractions around Sydney and other New South Wales destinations.

## APARTMENT FEATURES

### Air Conditioning

All apartments are fitted with individual controlled air conditioning systems. Please refer to instructions provided above the control panel. Please contact reception if you have any difficulty in setting the required temperature.

### Balcony

Please do not hang towels, clothing or other items over the balcony. This is a by-law of the Body Corporate. Please do not throw rubbish or any 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 be included in your booking. Please contact reception if you would like to arrange this service for an extra fee. For extra amenities or special requests such as extra towels, blankets, cots or portable bedding, please contact reception. Please note additional charges may apply. Same day extra bedding requests such as cot and portable bedding is subject to availability.

**Daily Service includes:** rubbish removal, placing dishes in the dishwasher, wiping over kitchen and bathroom area, replacing towels and replenishing amenities, 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

Internet access is complimentary with a 500MB download limit daily across two devices. You can purchase a premium or unlimited internet package at an additional cost.

**To Connect:** Turn on Wi-Fi on your device and connect to the wireless network named "Oaks Public Wireless Network". Once connected, open your internet browser. This will automatically take you to the internet sign-up page. If the page does not load, refresh the page. Should you still experience issues please call the 24-hour Reivernet Internet helpdesk on 1300 300 472. On the sign-up page, click on 'in-house guest'. You will then be prompted to enter your room number, surname and email address. You will then be able to select the pricing plan which you wish to purchase.

## APARTMENT FEATURES

### Keys

Reception will provide you with a room hard key and electronic swipe card to access the lift, pool and gym areas and after-hours entry. Should you misplace your keys or experience difficulties with your keys please contact reception. 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. Lost or unreturned hard keys and electronic swipe cards will attract a fee of \$300 per set (a set is one hard key and one electronic swipe card).

### Laundry Facilities

All one, two and three-bedroom apartments are equipped with a washing machine, clothes dryer, ironing board and iron. Please contact reception should you experience any difficulties. Studio apartments are equipped with an iron and ironing board but do not have laundry facilities. Guests are welcome to use the communal laundry located on Level 6 (charges apply).

### Smoke Alarms

If a guest is found to have activated the fire alarm without due cause which results in the call out/attendance of the fire department, they may be deemed liable for the payment of any and all associated fees.

### Smoking

All apartments and common areas including balconies are NON SMOKING. Additional cleaning charges will apply for evidence of smoking within the apartments and littering. Extra penalties may apply which may include eviction.

### Telephone Services

Each apartment is fitted with a direct dial telephone. All external calls are automatically charged to your account. 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)

For room-to-room calls, please dial the room number and add '1' at the end for apartments ending in A or '2' for apartments ending in B.

### Television Channels

Your apartment receives a standard Foxtel package and local television channels. All television channels can be accessed through the Foxtel set up box using the TV guide button on the Foxtel remote. For assistance, please contact reception.

## 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 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 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.