

GUEST SERVICES DIRECTORY

OAKS SYDNEY CASTLEREAGH SUITES



WELCOME *home*

RECEPTION – DIAL ‘9’

Welcome to Oaks Sydney Castlereagh 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 dialling ‘9’ from your in-room phone. We trust that your stay with us will be an enjoyable one.

HOTEL SERVICES

ACCOUNT SETTLEMENT

Payment can be made by cash, credit card or EFTPOS on 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, VISA and Union Pay. 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

Sydney Airport (International and Domestic) is located 9.4kms from the hotel (approximately 20-25 minutes’ drive with no traffic). Taxis and shuttle bus services can be arranged on request by reception. Shuttle transfers should be booked at least 24 hours in advance.

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.

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. Parking is at your own risk, please ensure to lock your car and do not leave valuables in plain sight. The hotel does not accept any liability for theft or stolen items.

FAX / EMAIL / PRINTING

Documents that require printing can be sent to our email address focastlereagh@theoaksgroup.com.au and collected from reception (USBs not accepted). The hotel fax number is 02 9211 1323. Emails and faxes received at reception can be collected at your convenience. Charges may apply.

GARBAGE DISPOSAL

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

LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for three 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.

PUBLIC TRANSPORT

Central Station: 5 min walk from the hotel
Museum Station: 5 min walk from the hotel
Please contact reception for timetables and directions to other public transport 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 6.00am and 10.00pm. Extra pool towels are available from reception. All pool towels should either be returned to reception or left in the apartment for replacement. The Table Tennis Room operates from 10.00am and 10.00pm and can be accessed with prior booking at reception, subject to availability.

GUEST DRY CLEANING AND LAUNDRY SERVICE

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.

AFTER HOURS ENTRY TO BUILDING

Our main entrance door is locked from 6.00pm to 7.00am. Please tap your electronic swipe key to gain access during these hours. Please call reception if you have any difficulty in gaining the access.

TOUR DESK & AIRPORT TRANSFERS

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

ROOM FEATURES

AIR CONDITIONING

For your comfort your apartment offers individually controlled air conditioning. Please refer to instructions provided above the control panel. Please note the temperature should be no lower than 23 degrees and windows and doors should remain closed during operation. Please contact reception if you have any difficulty in setting up required temperature.

BALCONY

Please do not hang towels, clothing or other items over the balcony. 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 cleaning services may not be included in your booking. Please contact reception for clarification. Services can be arranged for an extra 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.

For extra amenities or special requests such as extra towels, blankets, cots or portable bedding, please contact reception. Note that additional charges may apply. Same day extra bedding request such as cot and portable bedding is subject to availability.

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.

LAUNDRY FACILITIES

All 1, 2 and 3-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 washing and drying facilities. Guests are welcome to use the communal laundry located on Level 6 (charges apply).

ELECTRICITY

Within Australia, electrical appliances use 240 volts (AC 50 cycles). International adapter plugs are available from reception (subject to availability).

INTERNET / WIFI

To connect: Turn on WiFi 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

Reception will provide you with hard keys for your room and electronic swipe keys to access lift, pool and gym area and after hours entry. Should you misplace your key or experience difficulties with your key 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 (Set = 1x hard key & 1x electronic swipe card).

SMOKING

All apartments and common areas are NON SMOKING,

including the balcony. Additional cleaning charges will apply for evidence of smoking within the apartments and littering. Extra penalties may apply which may include eviction.

TELEPHONE SERVICES

All local and international calls are chargeable. All external calls will be automatically charged to your account. To dial an outside line press 0 then dial the number you wish to call.

Room to room: To phone another apartment dial the apartment number with 1 at the end for A side and 2 for B side. (No charges will be incurred for internal calls).

International calls: Dial 0 followed by 0011 then the country code, area code and telephone number. For international country codes please contact reception.

Telephone calls are charged at the following rate:

Local Calls: \$0.80

STD Calls: \$1.60 Connection.

International Calls: \$2.50 Connection +rate/min.

Both national and international calls charge \$0.80 per pulse after connection

TELEVISION CHANNELS

Your apartment receives a standard Foxtel package and local television channels. For assistance, please contact reception.

IN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (24 HOURS) DIAL RECEPTION

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.

FIRE ALARM ACTIVATION

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