

GUEST SERVICES DIRECTORY

OAKS SYDNEY GOLDSBROUGH SUITES

RECEPTION – DIAL ‘9’

Welcome to Oaks Sydney Goldsbrough Suites. In this Compendium, you will find general information about the property and local surrounds. If you cannot find the information you are looking for, please feel free to contact our friendly reception staff either in person or by dialing ‘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, Union Pay and Alipay. 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 is located 13km from the hotel (approximately 30-minute drive). Taxis are readily available at the main entrance of the building. A hotel shuttle service operates daily from our hotel at an additional cost. Please see the Concierge Desk for more information and charges.

CAR PARKING

Undercover car parking is available for guests off-site at Secure Parking located on 320 Harris Street, Pyrmont 2009. Car parking is an additional cost of \$49 per 24 hours. Upon entry, please take a ticket at the entrance gate and present this to reception to be validated prior to exiting the car park. Once validated, your ticket can be used for multiple exits and entries throughout your stay. Oaks Hotels, Resorts & Suites accept no responsibility for loss or damage to vehicles parked in this facility including loss of validated tickets.

CHECK-OUT

Check-out is 10am day on the of departure. If you wish to extend your check-out time, please contact reception. Late check-outs are subject to availability and fees may apply. Express check-out is available by dropping your room keys inside the express check-out box located in reception. Any charges that are not settled upon check-out will be automatically charged to your credit card on file.

CLEANING / HOUSEKEEPING

As part of our Oaks SureStay promise, we are minimising contact points in your room during your stay. For guests staying less than 7 nights this means that there will not be any Housekeeping attending your room for servicing. For guests staying 7 nights or more we will be providing a weekly service throughout your stay. We will schedule this with you upon arrival and if you need to change please provide 24 hours’ notice. If there is anything additional you require during your stay, please come to see us at reception.

GARBAGE DISPOSAL

For your convenience garbage chutes are located on each floor, through the service area doors near the lifts. All garbage must be disposed of in the red bins, and any recycling in the yellow bins.

LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items of value are held for 30 days before being disposed of. All other items are held for 7 days before being disposed of.

PETS

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

RECREATIONAL FACILITIES

All recreational areas require booking at the Concierge Desk on Level 1 prior to use. You will also need to have your temperature checked and sign in for your booked time slot. The indoor heated swimming pool, spa, sauna and gym facilities are located on Level 1 and are open from 6am to Midnight daily. Strictly no glass is to be taken into these areas. Children under the age of 12 years must be supervised by an adult at all times. Access is only available via the Concierge after signing in. Please note: You must be fully clothed and dry when going to and from the pool area. There are full change room facilities in the pool area for use. Consumption of alcohol is prohibited in the common areas.

TAXIS

Taxis are readily available at the entrance of the building on Pyrmont Street. If you would like to pre-book a taxi, please call 13 22 27.

TOUR DESK

Our team can assist you with booking tours and attractions around the Sydney CBD. Please come down to reception for a full list of companies and recommendations.

FAX / EMAIL / PRINTING

Documents that require printing can be sent to our email address fogoldsbrough@theoaksgroup.com.au and collected from reception (USBs are not accepted). Faxes can be sent from reception. Charges may apply.

ROOM FEATURES

AIR CONDITIONING

All rooms are fitted with individual controlled air conditioning systems which can be adjusted by using the control panel located on the wall in the hallway of one bed/ studios or beside the stairs in two bedroom apartments. Please note the temperature should be no lower than 21 degrees and windows and doors should remain closed during operation.

BALCONY

Please do not hang towels, clothing or other items over the balcony and please secure your balcony door when leaving your room.

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.

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.

ELECTRICITY

The power points in your apartment operate on 240volts (AC 50 cycles). Please contact reception for international adaptor hire (subject to availability).

INTERNET / WI-FI

Internet access is complimentary daily with a 500MB download limit. You can purchase a premium internet package at an additional cost. Please read the pricing information and the terms and conditions carefully. The internet service is provided by an external supplier and once accepted/purchased we cannot cancel or offer refunds.

KEYS

Please keep your room access cards with you at all times. For security purposes please ensure you lock all doors and windows when leaving your room. For security reasons the front doors to the lobby entrance are locked between 10pm and 6am daily. To enter during these hours please use the intercom located at the main and Level 2 entrances or tap your access card.

MAINTENANCE

Should you need any assistance or have anything to report, please contact reception.

SMOKING & SMOKE DETECTORS

Oaks Sydney Goldsbrough Suites is strictly NON-SMOKING, this includes inside rooms, common areas and balconies. An additional cleaning fee of \$300 will be applied to your account and charged if evidence of smoking within rooms and littering is found. If it is found that the Smoke Detectors have been tampered with a \$700 fee will be charged to have the detector refitted and tested by a licensed 3rd party.

FALSE FIRE ALARMS

If the Fire Alarm is activated in your room due to smoking or cooking the NSW Fire Brigade will automatically attend and will enter your unit to determine the cause of the alarm, in the event that it is a false alarm there is a fee implied by the NSW Fire Brigade for attending a false alarm of \$1,760.00 and this will be immediately applied to your account and charged.

TELEPHONE SERVICES

Each room 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 (4-digit room numbers) or ‘3’ and then the room number (3-digit room numbers).

TELEVISION CHANNELS

Local Free to Air and Foxtel (limited pack) channels are available on your television and are free of charge to view. To access please use the source button to choose AV1 or AV2 channels.

106/206 Lifestyle	406 Foxtel Movies Comedy
108/208 Fox8	408 Foxtel Movies Romance
111/211 Arena	500 Fox News
112/212 Fox Show Case	501 Fox Cricket
113/213 Fox Crime	502 Fox League
114/214 Fox Funny	503 Fox Sports
117/217 Fox Classics	504 Fox Footy
131/231 A&E	505 Fox Sports
121/221 E	506 Fox Sports
125/225 Lifestyle. Food	600 Sky News
123/223 TLC	601 Sky News Weather
130 History	701 Nickelodeon
133/233 Discovery	703 Nick Jr.
135 Crime Investigation	801 MTV Hits
139/239 National Geographic	804 MTV Classic
150 Box Sets	805 Country Music Television
405 Foxtel Movies Action	

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.