

GUEST SERVICES DIRECTORY

WRAP ON SOUTHBANK



RECEPTION – DIAL 9

Welcome to WRAP on Southbank . Please find information with respect to the building and surrounds below. If we have omitted any details 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. Company charges or cheque payments will only be accepted by prior arrangement. Major credit cards are accepted including American Express, Diners Club, UnionPay, Master Card and VISA. We do not offer a “cash out” facility. Please note, all credit card payments incur a service fee of 1.5%.

AIRPORT

Melbourne Tullamarine Airport is located 26kms from the hotel (approximately 30 to 40 minutes with no traffic). Taxis and shuttle bus services (via Sky Bus) can be arranged on request by reception.

CAR PARKING

On-site car parking is available for guests at an additional cost. Guests must park in a car space marked with a Hotel Guest Parking sign. Unauthorised parking may result in the vehicle being towed at the expense of the owner. Oaks Hotels, Resorts & Suites accept no responsibility for loss or damage to vehicles parked in this facility. Please note your room key will not access the car park levels. Please see reception for access.

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.

EMAIL / PRINTING

The hotel contact number is 03 9249 6300 and the reception email is fowrap@wrapsouthbank.com.au. Printing can be sent to our email address and collected from reception. Charges may apply.

GARBAGE DISPOSAL

For your convenience garbage chutes are located on each floor near the lifts. Cardboard boxes must be broken up prior to disposal. If a guest is found to have blocked the rubbish chute, the guest will be charged for any costs incurred to unblock the chute.

MAINTENANCE

Maintenance is on site between 9am to 4.30pm on weekdays. Should you have anything to report, please contact reception as soon as possible.

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

The closest tram stop is located on the corner of Power Street and Queensbridge Streets, a two minute walk from the hotel. Flinders Street Station is approximately a ten minutes' walk away. Please see reception for further directions.

RECREATIONAL FACILITIES

An indoor heated swimming pool, gym and sauna are located on Level 10. Operating hours are from 6am to 10pm daily. Strictly no glass is to be taken into these areas. Children must be supervised by an adult at all times around the pool area. Children must be over 15 years of age to use the gym equipment and must be supervised. Please contact reception should you require additional towels as these are not provided in the pool area.

ROOM FEATURES

AIR CONDITIONING

All apartments are fitted with a climate controlled air conditioning system which can be adjusted using the remote control or panel located in your apartments. To change between heating and cooling, select the “mode” button. For guests' comfort, we recommend setting the temperature to 22 degrees for both heating and cooling modes. Should you require any assistance please contact reception.

BALCONY

Please do not hang towels, clothing or other items over the balcony. Please consider the safety of others by not throwing rubbish or other items over the balcony. Note littering is a serious offence and if reported will be referred to the Victorian Police.

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 always be included in your booking. For extra amenities or special requests such as extra blankets, cots or portable bedding, please contact reception. Please note that additional charges may apply.

Daily service includes: rubbish removal, placing dishes in dishwasher, wiping over kitchen bench, replacing towels when left on bathroom floor, cleaning bathroom and making beds with existing linen.

Weekly service 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

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 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 prior to 2pm.

INTERCOM

An intercom panel at the building entrance is connected to every apartment. Visitors can contact guests by simply keying in the room number followed by the bell button. To allow access, simply press the door release button on the in-room intercom phone. Note, this also activates the lift access to your floor.

INTERNET ACCESS

To connect to the wireless internet access, please follow the below steps. Note maximum of 3 devices may be used at any time.

24 Hour Helpdesk: 1300 300 472

1. Connect to “Oaks Public Wireless”
2. Open your web browser
3. Select ‘In House Guest’
4. Enter your surname and 4-digit room number (if below floor 10, place a 0 in front of room number)
5. Accept Terms and Conditions

SMOKING

WRAP on Southbank is a strictly NON-SMOKING building. Additional cleaning charges will apply for evidence of smoking within apartments.

KEYS

Please keep your room keys with you at all times. As our doors are self-closing, please ensure the door shuts firmly behind you. Two sets of key cards can be provided per apartment. Please note your key will provide access to your hotel floor only. For security reasons, the doors to the lobby entrances are locked between 11pm and 7am daily. To enter during these hours please use the intercom or your room key.

TELEPHONE SERVICES

Each apartment is fitted with a direct dial telephone. All external calls made are automatically reflected on our Call Accounting System. 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)

TELEVISION CHANNELS

Local Free to Air channels are available on your television and are free of charge to view. For Free to Air channels, choose DTV Source/Input.

To access the Foxtel channels please use the Source/Input button and choose HDMI 1.

RESTAURANT

Dee Casa Restaurant

We have our onsite restaurant and bar on the ground floor and charges can be billed to your room. Restaurant opening hours are as follows (subject to change):

Breakfast: 7am - 11am (Monday to Sunday)

Dinner: 5.30pm - 9.30pm (Monday to Sunday)

Happy Hour: 4.30pm - 7.30pm (Monday to Sunday)

ROOM SERVICE

Room service is available for breakfast, lunch and dinner during restaurant opening hours. Please note the last order is taken 15 minutes prior to end of the service period.

To place your order for room service, dial ‘9’ from your in-room phone.

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 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.