

GUEST SERVICES DIRECTORY

OAKS MACKAY CARLYLE SUITES

RECEPTION – DIAL '07 4963 6600

Welcome to Oaks Mackay Carlyle 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 07 4963 6600. 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 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 and VISA. 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

Mackay Airport is located 5.2kms from the hotel (approx. 8 mins drive in no traffic). Taxis and shuttle bus services can be arranged on request by reception.

CAR PARKING

Undercover car parking is available for guests at an additional cost of \$5 per night. 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.

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.

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.

LOST PROPERTY

For any lost property enquiries please contact reception. All lost property items are held for 3 months and can be posted back at the guest's expense.

TOUR DESK

Our team can assist you with booking tours and attractions around the Mackay area. Please call reception for a full list of companies and recommendations.

FAX / EMAIL / PRINTING

The hotel fax number is +61 7 4963 6799 and the reception email is focarlyle@theoaksgroup.com.au. Guest emails and faxes are received at reception and can be collected at your convenience. Printing can be sent to our email address and collected from reception. Charges may apply.

PETS

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

RECREATION FACILITIES

Outdoor swimming pool and BBQ areas are located on Level 1. Operating hours are from 9am to 9pm daily. Strictly no glass is to be taken into these areas. Please clean the BBQ plate after use. 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.

TAXIS

Please contact reception by dialling 07 4963 6600 for our staff to arrange a taxi service or alternatively you can contact Mackay Taxis on 131 008.

ROOM FEATURES

BALCONY

Please do not hang towels, clothing or other items over the balcony. Please consider the guests below by not throwing rubbish or other items over the balcony.

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.

CLEANING/HOUSEKEEPING

Please be aware that daily cleaning services may not always be included in your booking. Please contact reception if you would like to arrange this service for a 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.

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.

INTERCOM

An intercom panel at the building entrance is connected to every room by their own in room intercom. Outside visitors can contact guests by simply keying in the room number followed by the bell button. To open external doors for visitors, press the door release button on the in-room intercom. This also allows the visitor lift access to your floor.

INTERNET ACCESS

Internet access is complimentary and is included in the nightly rate standard package which is limited to 2Mbps bandwidth. Please read the Terms & Conditions carefully as well as the pricing information. The internet service is provided by an external supplier and once accepted/purchased we cannot cancel or offer refunds.

To connect: Turn on Wi-Fi on your device and select the option 'Oaks Public Wireless'. Open your internet browser and enter in your room number (i.e 440B or 0330) and the surname and email address listed on the reservation. You will then be able to select the pricing plan required. Type 'ACCEPT' in the box to accept the terms and conditions of using the Reivernet service. Once you have accepted the terms and conditions you will be diverted to the 'connection' page where you will then be able to navigate to the internet.

KEYS

Please keep your room keys with you at all times. For security purposes please ensure you lock all doors and windows when leaving your room. Two sets of keys are available per room. Lost or unreturned keys/access cards will attract a fee of \$200.00 per set.

For security reasons the front doors to the lobby entrance are locked between 5:00pm and 8am daily. To enter during these hours please use the intercom or your building access card.

MAINTENANCE

Maintenance is generally onsite for a few hours during the week. Should you have anything to report, please contact reception as soon as possible.

SMOKING

Oaks Mackay Carlyle Suites is a strictly non-smoking building and this extends to smoking on balconies. In addition, Queensland legislation prevents you from smoking in common areas and foyers of the building.

TELEVISION CHANNELS

Local Free to Air channels are available on your television and are free of charge to view. To access the Foxtel channels please use the source button to choose the HDM 1 channel. For Free to Air channels, choose DTV.

IN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 000

RECEPTION DIAL 0407 655 623

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.