

# GUEST SERVICES DIRECTORY

OAKS MACKAY RIVERMARQUE HOTEL



WELCOME *home*

## RECEPTION – DIAL ‘9’

Welcome to Oaks Mackay Rivermarque Hotel. 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 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 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%. Should you be checking out prior to 6am on your day of departure please contact reception the day prior to finalise your account and arrange key collection.

### AIRPORT

Mackay Airport is located 6.4km from the hotel (approx. eight minutes drive in no traffic). Taxi services can be arranged on request by reception.

### CAR PARKING

Undercover car parking is available for guest at a charge. Guests can park in any car space excluding car spaces that are marked as ‘permanent tenant’. 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. A fee will be charged by the towing company for the retrieval of impounded vehicles.

### CHECK-OUT

Check-out is 10am on the day of departure. If you wish to request a later check out, please contact reception. Late check-outs are subject to availability and may attract a fee. If you would like to extend your stay, please also contact reception.

### FAX / EMAIL / PRINTING

Documents that require printing can be sent to our email address forrivermarque@theoaksgroup.com.au and collected from reception (USBs not accepted). Sending and receiving faxes are also processed at reception on 07 4862 7399. Please note that charges may apply for these services.

### GARBAGE DISPOSAL

For your convenience garbage chutes are located on every floor to the right hand side of the lift. Small cardboard boxes must be broken up prior to avoid blockage of the chute. If a guest is found to have blocked the rubbish chute, that guest will be charged for any costs incurred to unblock the chute. DO NOT dispose of any glass using the rubbish chute. Please contact reception for glass removal and large items for your nearest area of 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 three months and are 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.

## RECREATIONAL FACILITIES

Our swimming pool and BBQ areas are located on Level 2. Operating hours are from 6am to 10pm 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. The gym is located on Level 1 and is open from 6am to 10pm.

## TAXIS

Please contact our friendly reception staff to organise your taxi booking.

## APARTMENT FEATURES

### BALCONY

Please do not hang towels, clothing or other items over balcony railings. Please do not throw rubbish or other items off 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 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 towels and cleaning the bathroom and 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 / WI-FI

To connect: Turn on Wi-Fi 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

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. Two sets of keys are available per apartment. Lost or unreturned keys/access cards will attract a fee of \$25 per card. For security reasons the front doors to the lobby entrance are locked

## SMOKING

All apartments and common areas are NON SMOKING. Additional cleaning charges will apply for evidence of smoking within apartments. Smoking is permitted on all private balconies so long as the sliding door is closed. Please contact reception for an ashtray.

## TELEPHONE SERVICES

Each apartment is fitted with a direct dial telephone. All external calls are automatically recorded 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)

Anyone calling your apartment may leave a message on Voicemail should the call be unanswered. A light on your telephone indicates that a message is waiting for you. Please dial ‘11’ and follow the prompts.

## TELEVISION CHANNELS

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

## RESTAURANTS

Marque Bar & Grill is located on the Ground Floor. Guests are able to charge meals to their room accounts by informing the restaurant staff of your room number. Opening hours are as follows;

Breakfast: Tuesday – Friday: 6.30am-08.30  
Closed Saturday-Monday  
Dinner: Monday- Thursday evening: 6pm-8pm  
Closed Saturday-Sunday  
Bar: Open for drinks from 5pm Monday – Friday

## IN AN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 0, 000

RECEPTION (6AM TO 10.30PM DAILY) DIAL 9

AFTER HOURS SECURITY 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 outlines 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.