

EVERYTHING YOU NEED TO KNOW

Grab a cuppa, it's reading time.

OAKS.

Hotels, Resorts & Suites

Reception

Hey there, River City Explorers!

Welcome to Oaks Brisbane on Charlotte Suites, your perfect launchpad for Brisbane adventures and riverside relaxation. Whether you're here for a city escape, a romantic getaway, or a solo retreat, you've landed in the right spot.

Kick back in our modern one- and two-bedroom apartments complete with kitchens, laundry, and comfy spaces to unwind. Fancy a dip or a soak? Our pool and spa are ready and waiting.

Need something? Our friendly team's got you covered – pop down, buzz us by dialing '9', or send us a telepathic message (okay, maybe not that last one... unless it works).

AT YOUR SERVICE

Settling the bill

When it's time to settle up, payments can be made by cash, credit card, or EFTPOS. Just a heads-up: all credit card payments incur a service fee of 1.5%.

Flying?

Brisbane Airport is just 13 km away – or as we like to call it, the perfect excuse for a quick 25-minute cruise to your comfy home-away-from-home, with plenty of time to belt out your favourite tunes en route.

Planes, Trains... and Taxis

Need to hit the road (or runway)? Call Reception to organise a taxi or airport transfer – we'll get you moving in no time.

Time to go

Check-out is at 10am on departure day. Need a little extra time? Please call reception and we'll see what we can do. Late check-outs are based on availability and may come with a fee. Any charges not settled at checkout will be automatically charged to your credit card on file.

Car parking

Need a spot for your ride? Undercover parking is available for guests at an extra cost. Only park in spaces marked 'Hotel Guest Parking' and make sure you grab a valid voucher from reception to display on your dashboard. Ignore the rules and risk getting towed at your own expense! Lock up, hide your valuables, and remember—we love your car, but it's parked at your own risk. Oaks Hotels, Resorts & Suites aren't responsible for theft or damage, so play it safe and park like a pro.

Explore Brisbane

Want to make the most of your stay? Our team can help you book tours and attractions around Brisbane. Swing by Reception for companies and recommendations – adventure awaits!

Print Support

Email your docs to focharlotte@theoaksgroup.com.au and pick them up at Reception. Sorry, no USBs – we like to keep it simple!

Lost something?

If you've misplaced something, just get in touch with reception. We hold onto lost items for three months and can mail them back to you at your expense.

G'day assistance dogs

Sorry, furry friends! Only assistance dogs are welcome at Oaks Hotels, Resorts & Suites. No other animals allowed.

Recreational Facilities

Cool off or kick back – the plunge pool and BBQ area on Level 5 are ready for good times daily from 6am to 10pm. Just book your spot with Reception and be sure to leave things squeaky clean after your feast to dodge any extra cleaning fees. After a workout or some chill time? Head to Level 2 for the lap pool, sauna, and gym – open from 5am to 11pm. Remember: no glass, no worries, and little splashers must be supervised at all times!

Bin There, Done That

Keeping things tidy is easy! Each floor has a rubbish room or chute for your convenience. Please don't toss glass or oversized items down the chute, and pop your recyclables in the bins provided nearby. Got a tricky item or need some guidance? Reception is your go-to for all things rubbish-related.

Under the Weather?

Not feeling 100%? Reception can point you to the nearest chemist or doctor. And if it's serious, Royal Brisbane & Women's Hospital is open 24/7 and just 15 minutes away.

GET UP, CLOSE, AND PERSONAL WITH YOUR ROOM

Cool (or Toasty) Vibes

Your apartment comes with its own individually controlled air conditioning because comfort is everything. The temperature has been set just right, but if you'd like to adjust it, you'll find a handy air conditioning guide in your room. Pro tip: keep those balcony doors closed while it's running to make the most of the cool air. Heading out? Switch it off and save the chill for when you're back.

Love that view? Us too!

But please don't hang towels, clothes, or anything else over the balcony railings – and definitely no tossing stuff over the edge (we see you). All balconies and rooms are strictly smoke-free – any smoky business may result in extra charges. Keep it fresh, folks.

No smoking zone

Unless you're a BBQ grill master, smoking isn't allowed here! All rooms and common areas are completely NONSMOKING. If there's any evidence of smoking or littering inside the room, extra cleaning charges will apply.

Toasty Troubles

Each apartment is fitted with smoke detectors to keep everyone safe and sound. These little heroes are super sensitive, and a smoky toaster or steamy shower can easily set them off. If that happens, don't panic and don't try to switch them off. Just open your balcony doors to clear the air. Whatever you do, do not open your apartment door, as that will trigger the building detectors and call the Fire Brigade. A false alarm call-out can cost around \$1200 and will be charged to you.

Sparkle and Shine

Want a little peace and quiet? Pop your Do Not Disturb sign on the door, and our team will give you space to relax. Need something extra – like more blankets, a cot, or portable bedding? Just give Reception a call and we'll sort it out for you (additional charges may apply).

Daily Service: We'll remove rubbish, load the dishwasher, wipe over the kitchen, refresh your towels (when left on the floor), tidy the bathroom, and make the bed with your existing linen.

Weekly Service: Includes all of the above plus a linen change, a full vacuum, and a top-to-bottom clean of your apartment. (Quick heads up – if your bed's covered in personal items, we'll skip making it!)

Me-Time, Please

If you'd like privacy, please hang your 'Do Not Disturb' sign on the outside of your apartment door. Your apartment will not be serviced while the sign is displayed. If you remove the sign during the day and would like your apartment serviced, please contact Reception to arrange this.

Breakages and damages

We've got your room stocked with the essentials. Please report any breakages, missing items or damaged property to reception. Guests are responsible for the cost of replacing or repairing any damaged items.

Spin & Press

Your apartment comes with full laundry facilities – the ironing board lives next to the washing machine, and the iron is hiding under the laundry sink. Forgot laundry powder? No worries – grab some sachets from reception and keep your clothes looking fresh!

Lock and key

Keep your key cards close – they're your ticket to comfort and security. Each apartment comes with two key cards, so make sure they stay with you at all times. Lost or unreturned cards will incur a \$20 replacement fee. For your safety, the main entrance doors lock automatically from 10pm to 6am. Heading back late? Just swipe your key card to glide right in. And don't forget to lock all doors and windows when you head out – safety first, relaxation second!

Laundry Love

Need to freshen up your holiday wardrobe? You're all set! Your apartment comes with full laundry facilities – the ironing board is right beside the washing machine, and the iron is perched on top, ready for action. Because even beach towels and sundresses deserve a little TLC.

Fix-It Friends

Spot a problem in your apartment? Give Reception a shout. Our maintenance team is on hand, ready to get things sorted.

Stay Connected!

Complimentary WiFi is all yours in-room – no hunting for hotspots required. Plus, with free-to-air digital channels, you can scroll, stream or channel surf without missing a beat.

Binge or Chill

Kick back and relax with all your favourite local Free to Air channels and a selection of Foxtel channels, all ready to watch at no extra cost. Your next TV marathon starts here!

Television Channels

Kick back and get comfy! Your apartment comes with local free-to-air channels and a bunch of Foxtel options. To get the show rolling, press the 'Source' or 'Input' button on the TV remote and pick your favourite. If you're rocking a Hisense Smart TV, hit the 'cog' button in the middle of the remote, scroll to 'Video Input,' then choose your source. Movie night, anyone?

IN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 000

RECEPTION

Your safety is our priority. Please take a moment to familiarise yourself with the fire evacuation plan located on the back of your apartment door and identify the nearest fire exit.

IN CASE OF FIRE

Incase 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.
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.

Ready, set, explore!

Thanks for reading through all the important info. Now it's time to go and seize the day. Enjoy every moment of your stay with us, and remember, we're just a phone call away if you need anything.

Really, well done, that was a lot!