

# WELCOME *home* TO OAKS

We are pleased to welcome you to Oaks Hotels, Resorts and Suites as your home away from home during your period of self-isolation.

We recognise that this may be an unsettling time for you, and we wish to make your stay with us as restful and reassuring as possible.

With this in mind, we would like to share with you the special arrangements that have been organised as well as certain requests that we would ask of you during your stay with us.

## **General Requests**

First and foremost, we are here to host you and we are available to support you with any requests you may have. Simply call the front desk reception team who will be delighted to help you.

## **In room dining**

During your stay please feel free to order food for delivery to your room. You will find options for this in your room. Please call the front desk reception to place your order and we will arrange for the food to be delivered to the hotel reception.

Our staff will call you when your order arrives, then bring it straight to you, knock on your door and leave the delivery outside your room. We ask that you do not meet the delivery driver to collect the food yourself.

## **Hotel Facilities**

During your time of self-isolation, we would ask you to refrain from frequenting any of the hotel's facilities including bars, restaurant, gym and pool.

## **Medical Support**

Should you feel unwell and require medical assistance, please contact the hotel front desk reception who will arrange for medical assistance to be provided.

## **Housekeeping**

For the health and safety of our team, during your stay servicing of your room will not take place. We will gladly arrange to deliver fresh linen and replenish your amenities, when you require this. To arrange these services, please contact our hotel front office team. When delivering new linen and amenities the housekeeping team will leave these outside your door and knock to alert you that they have been delivered.

We will request that you place any soiled linen in a bag provided and arrange for your rubbish to be double bagged tied and sealed and left outside your room. When you have placed the items outside of your room, you can inform the reception and we will send our team to collect them.

We wish you a very pleasant stay with us and we remain at your service for anything you may need during your stay.