

## **HOTEL INFORMATION**

### **Airline**

If you need to reconfirm your flight reservations, or have any travel enquiries, please contact our Front Desk who will be happy to assist.

### **Airport**

Singapore Changi Airport is 30-minute drive from the Hotel. It is advisable to reach the airport at least two hours before your flight departure to accommodate check-in and immigration formalities.

For more information on flight schedule and transportation options, please contact our Front Desk or log on to [www.changiairport.com](http://www.changiairport.com)

### **Baby Cot**

Available upon request for children below 2 years old.

### **Banks/ Cash Machine**

Cash machines are conveniently located around the area.

DBS/POSB – Bugis Street, Bugis Junction

UOB - Bugis+, Bugis Junction

OCBC – Bugis Junction

Standard Chartered – Bugis Junction

### **Banquet & Catering**

Our function hall has a wonderful setting for any special event and our Queen Ballroom, and Sky Deck are stunning venues in the heart of the Bugis enclave which is available for rent. Close to all that Singapore has to offer – from shopping and nightlife to culture and arts – this is the perfect place to celebrate one of your most special moments in life.

For more information, please contact our Front Desk.

### **Bathroom Amenities**

We have provided the most essential toiletries, but feel free to contact the Front Desk for any special requests that you may have.

### **Business Centre Services**

Please approach our team at the Front Desk should you require assistance for the following services:

- Workstation offering wireless Internet access
- Courier services
- Printing and photocopying
- Scanning
- Teleconferencing
- Video conferencing
- Word processing

### **Check-Out Time**

Check-out time is 12.00pm. Please contact our Front Desk should you require an extension. Please be advised that late check-out is subject to room availability.

### **Currency Exchange**

Our currency exchange machine is located at the lobby for your convenience.

**Electricity**

The voltage in Singapore is 220/230V. All our bathrooms are also equipped with a 110V plug (low voltage). For your safety, the use of cooking appliances are prohibited in guestrooms.

**Embassies & Consulates**

Please contact Front Desk for information.

**Emergency Exits**

A fire escape map is located at the back of your room door. Please familiarize yourself with the location of all safety equipment. The fire break glass is situated along the corridor. A fully equipped sprinkler system with smoke detectors are installed in the Hotel. In the event of an emergency, you will be notified via our public alarm system. In case of fire, do not use lift, use the stairs.

**Fitness Lounge**

The gym is open 24-hour daily. Please use your room card to access.

**Green Initiatives – Planet 21**

At Accor, we ask our guests to reuse their towels. Savings made on water and energy are used to fund tree planting. One tree is planted every minute.

**Hair Dryer**

A hair dryer can be found underneath the hand basin.

**Internet Services**

Complimentary Wi-Fi access is available throughout the hotel.

For further assistance, please contact our Front Desk.

**Iron & Ironing Board**

Ironing board and steam iron arrangements can be made via our Front Desk.

**Laundry & Dry Cleaning**

If you need your laundry done, please fill in the laundry form in the wardrobe and place your laundry into the bag provided. Please place the 'Laundry Collection' tag outside your door by 10am, and we will collect your laundry for cleaning.

**Limousine Service**

Transportation arrangements can be made via our Front Desk.

**Lost & Found**

The hotel will keep lost and found items for a period of three months. Perishable items will be discarded immediately. According to local law, all unclaimed valuable items will be handed over to the Police.

**Mini Bar**

To request for a minibar setup or replenishment, please scan QR code provided on the fridge or contact Housekeeping on the telephone. All items will be charge based on consumption basis. Please refer to minibar chit upon scanning QR code for pricelist.

**Pharmacy**

Pharmacies are available nearby if you require over-the-counter medication. Doctor teleconsultation is also available through mobile apps such as Doctor Anywhere, Raffles Connect, and Minmed Connect. Please contact the Front Desk for assistance.

**Safe Deposit Box**

A safe deposit box is available in each room to keep your valuables. Please contact the Front Desk for assistance.

**Smoking Policy**

In the interest of the health and well-being of our guests and employees, smoking is prohibited in the guestrooms and public spaces of the Hotel. A cleaning fee of SGD 300 will be imposed to any guest who violates the smoking policy. For guests who wish to smoke, please proceed to the smoking area located at the lobby driveway.

**Poolside**

Located on Level 7 with a lush environment. Our Infinity pool, Kid's pool, Jacuzzi & Sun Decks are the ideal spots to sunbathe and chill out.

Please be advised that there is no lifeguard on duty. It is mandatory for children to be accompanied by an adult at all times. All guests' use of the pool is at their own risk. The Hotel and its employees shall not be liable for any discomfort, illness, injury, loss or damage arising out of the use of the pool.

**Television**

Please refer to the "TV Guide" section for channel reference.

**Visitors**

For safety & security, visitors are requested to leave guestrooms by 10.00 pm. Anyone visiting or staying with you in your guestroom must be registered at the Front Desk.

**Wake-Up Call**

Please contact the Front Desk for assistance.

**Wheelchair Friendly Rooms**

We have wheelchair-friendly rooms in our Signature Room category, which are equipped with bathroom handrails for our guests' convenience.

Please contact the Front Desk for assistance.