

MERCURE

HOTEL

SINGAPORE BUGIS

HOTEL POLICIES

Check-in time 3pm (local time in Singapore)

Check-out time 12pm (local time in Singapore)

An early check-in is subject to availability on the day of arrival. A late check-out is subject to availability with a half-day room charge between 12pm to 6pm, and a full-day room charge may impose after 6pm.

For security and compliance with the national regulations, a valid passport or a physical Identity Card must be presented during check-in. Other identifications such as Singpass (Digital Identity Card), work permits, long-term visit passes, dependent passes, driving licenses and membership cards are not accepted.

Guests Guests must be 18 years old to check-in at Mercure Singapore Bugis. A maximum of two children age 12 years old and below are allowed to stay in the same occupying room with the parents using the existing bedding. Sofa bed is only allowed in the Loft Room category.

Visitors are required to register at the Front Desk and leave the guestrooms by 11pm. To ensure a comfortable stay for our guests, parties are not allowed in the

MERCURE

HOTEL

SINGAPORE BUGIS

guestrooms. Mercure Singapore Bugis reserves the right to remove any guests who create excessive noise or disturbances.

Mercure Singapore Bugis may take action against the guests, after the allegations have been investigated, should any actions, whether toward the hotel employees or others, are deemed inappropriate, to leave without a refund for any services or the Singapore Police Force (SPF) may be contacted.

Breakfast Rates

Breakfast at Royale restaurant is at S\$28⁺⁺ (adult) and S\$14⁺⁺ (child: 0 to 12 years old)

Hotel Facilities

The hotel lobby, restaurants and public areas are wheelchair-accessible with lift access to every levels. Mercure Singapore Bugis offers two wheelchair-friendly rooms and wheelchair-friendly restrooms.

An outdoor infinity swimming pool operates from 6am to 10pm daily. Stay in shape on your fitness routine at our 24-hour gymnasium that operates daily. Please kindly be advised that there are no lifeguard or personal trainers on duty.

Damage to Hotel Property

Mercure Singapore Bugis reserves the right to charge guests for any damage or soiling caused by accident, negligence, or reckless acts.

MERCURE

HOTEL

SINGAPORE BUGIS

Pets Pets are strictly not allowed at Mercure Singapore Bugis.

Smoking In the interest of the health and well-being of our guests, smoking is strictly prohibited in the guestrooms and public spaces within the hotel. A cleaning fee of S\$300+ will be imposed for any violation.

Prohibited Items Durians and mangosteens are strictly prohibited. A cleaning fee of S\$300+ will be imposed to eliminate strong odour and stains resulting from any violation.

Parking Rates Parking is available at the following rates – Monday to Sunday (including Public Holidays): S\$5.45 for first half hour and subsequent every half hour at S\$2.18 per entry.

Two sets of one-time exit complimentary parking coupons are available per room per night for guests who booked directly on <https://www.mercure-singapore-bugis.com>.

Rates & Taxes Prices quoted by Mercure Singapore Bugis are in Singapore Dollars (SGD) and subject to a 10% Service Charge and prevailing Goods and Service Tax (GST).

Modes of Payment Mercure Singapore Bugis accepts American Express, Cash, Diners, JCB, Mastercard, UnionPay and Visa.

MERCURE

HOTEL

SINGAPORE BUGIS

Incidental Charges

Mercure Singapore Bugis requires a deposit for incidental charges in the form of cash or credit card during check-in.

In the event that you require any further clarifications concerning any of the above policies, please do not hesitate to contact the Reservation Team by writing an email to: HA0D7-RE@accor.com. Mercure Singapore Bugis reserves the right to refuse any entry on any non-registered guests and/or any additional guests exceeding the maximum occupancy allowed for each room categories.

The Management of Mercure Singapore Bugis reserves the right to add, delete or amend any of the terms, conditions and rules at any time without prior notice.