

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

For more information on flight schedules 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 two years old.

## BANKS / AUTOMATED TELLER MACHINE (ATM)

Automated Teller Machines (ATM) are conveniently located around the area.

DBS / POSB - Bugis Street, Bugis Junction

UOB - Bugis+, Bugis Junction, Fortune Centre

OCBC - Bugis+, Bugis Junction, Fortune Centre

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 are 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 with the following services:

- Workstation offering wireless Internet access
- Courier services
- Printing and photocopying
- Scanning

## COFFEE MACHINE

Enjoy a complimentary fresh brew at your convenience. Coffee machines and capsules are available in selected guestrooms for your comfort.

## 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.



## ELECTRICITY

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

## EMBASSIES & CONSULATES

Please contact our Front Desk for information.

## EMERGENCY EXITS

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

## GYM

The gym is open 24 hours daily. Please use your room keycard for access.

## FOREIGN CURRENCY EXCHANGE

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

## SUSTAINABILITY INITIATIVES

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 WiFi 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 available in your room and place your laundry into the bag provided. Please place the 'Laundry Collection' tag outside your door by 10.00am 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.

## 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 our Front Desk for assistance.

## SAFE DEPOSIT BOX

A safe deposit box is available in each room to keep your valuables. Please contact our 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 plus GST will be imposed on 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 10.00pm. Anyone visiting or staying with you in your guestroom must be registered at our Front Desk.

## WAKE-UP CALL

Please contact our 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 our Front Desk for assistance.





MERCURE

HOTEL

SINGAPORE BUGIS