
Welcome to Mandarin Oriental, Singapore.

This directory highlights most of the services and facilities available at the hotel. Please do not hesitate to contact our Guest Services Manager should you require any further assistance or additional information.

For restaurant reservations, transportation, theatre tickets or any other activities during your time in Singapore, our Concierge team would be delighted to assist you with the arrangements.

Designed in a contemporary Oriental style, the hotel features award-winning Cantonese, Italian, Continental, and Japanese restaurants along with the premier American **Morton's** steakhouse.

The hotel's all day dining **Melt Café** features a tempting array of specialties from around the globe, the acclaimed **Cherry Garden** offers exquisite Cantonese cuisine and **Dolce Vita** presents a tantalising array of Italian cuisine, adjacent to the landscaped pool area.

To unwind, set voyage to **MO BAR**, one of the World's and Asia's 50 Best Bars serving regionally curated cocktails, eclectic light bites and afternoon tea in a sophisticated space inspired by the nomadic journey. **BAY@5**, overlooking the picturesque cityscape and impressive Marina Bay, provides a comfortable covered area in an alfresco setting.

Drawing on world-inspired therapies, The Spa is an ideal haven for a holistic journey towards well-being and relaxation. Focused on tailoring treatments to each individual's needs, The Spa offers a wide range of services to refresh and revitalise the body and mind. Should you be in the mood for an invigorating workout, you can choose to visit our high performance Fitness Centre featuring the latest in multi-sensory exercise equipment. For sheer relaxation, the hotel's tropical poolside area with its private cabanas present a perfect site to experience the scenic atmosphere of a luxurious urban resort.

For guests staying in club accommodations, exclusive benefits and personalised services are available at the Oriental Club Lounge, providing a relaxing oasis, as well as key work areas, where guests can enjoy an all-day indulgence of five culinary selections, unlimited Champagne, wines and more, while enjoying the panoramic views of the city's skyline.

Centrally located in the heart of Marina Bay, with easy access to the city's renowned entertainment and luxury shopping districts, Mandarin Oriental, Singapore offers an ideal location with stunning views of the iconic Singapore skyline.

My colleagues and I wish you a pleasant and memorable stay with us and look forward to the privilege of welcoming you back to Mandarin Oriental, Singapore whenever your travel brings you to the Lion City.

Yours sincerely



Philipp C. Knuepfer
General Manager

SUSTAINABILITY MESSAGE

Mandarin Oriental, Singapore is committed to contributing to the communities in which we operate and responsibly managing our environmental impacts and social commitments. One of our guiding principles at Mandarin Oriental is 'Acting with responsibility', and we have established a Naturally Better programme to direct our efforts towards the wellbeing of the planet, of communities and of individuals.

Our Hotel Sustainability Committee, made up of colleagues from different departments, meets regularly to discuss how we can operate in a more eco-friendly manner and identify impactful ways to respond to local community and environmental needs..

Our efforts in Doing More for a sustainable future:

- Eliminate the use of styrofoam and single-use plastic.
- Filtered water in sustainable glass bottles are provided instead of plastic bottles.
- Use of wall-mounted bathroom amenity dispensers instead of individual bottles.
- Use of eco-friendly amenities such as biodegradable toothbrush with bamboo handles and paper toothpaste tubes.
- Cleaning chemicals used are environmentally friendly products.
- Provide digital versions of guest directory, room service menu, access to online library of international newspapers and magazines and wellness resources.
- Upcycling of used linen into recycling bags.
- Recycling of paper, plastic, metal, glass, soap bars, coffee capsules, etc.
- Food wastes are treated in our on-site food bio-digester machine.
- Responsible procurement of sustainable products from suppliers.
- Use of energy-saving lighting systems.
- Use of water-saving devices.
- Engagements with local communities such as donation of surplus food and volunteer work with charitable organisations.

Join us in our efforts in caring for the environment:

- You may reuse your towels by hanging them on the rack. If you wish to have them changed daily, please leave them in the bathtub.
- The bed linens will be changed every other day. Please place the "Caring for the Environment" card on your pillow top if you prefer to have it changed daily.
- Place recyclable items such as paper products, bottles, cans, coffee capsules, etc. in the recycling bag.
- Switch off lighting and electrical appliances after use.

Thank you for supporting our initiatives as the vital role you play goes a long way in our commitment to making things Naturally Better.

FACILITIES

AIR CONDITIONING

The hotel is completely air-conditioned. Individual thermostatic control switches are found in each guestroom, enabling you to regulate your room temperature. To see the actual room temperature in Fahrenheit or Celsius, press the DISPLAY button. As the temperature settings are digitally controlled, the guestroom is kept cool even when unoccupied.

AIRPORT TRANSFER

Arrangements can be made for transfers by chauffeur-driven cars. Please contact "Concierge" for assistance.

BABY SITTING

Baby sitting service is available through Housekeeping. Please make arrangements one day in advance. Surcharges apply for services after 11pm.

BUSINESS CENTRE SERVICES

Business Centre at Level 4 is available on request, please contact the Front Desk for assistance.

CAR HIRE

Limousines and other forms of public and private transport can be arranged. For more information, please contact Concierge for assistance.

CHECK-IN

Check-in time is after 3pm. Should you wish to check-in prior to 3pm, a full day charge will apply and is subject to room availability.

CHECK-OUT

Check-out time is 12 noon. An additional 50% of the daily room rate will be charged for extended check-out time up to 6pm. For delayed departures beyond 6pm, a full-day room charge will apply.

Express check-out service is available. Please drop the express check-out form to Front Desk for processing prior to your departure. For further enquiries, please contact Front Desk.

COFFEE AND TEA MAKING

These facilities are available in your room. Enjoy a selection of fine teas and coffee with our compliments.

CONFERENCE AND BANQUETS

Arrangements can be made for all business and social needs, be it a major conference held in our banqueting suites with full video conferencing facility, a party in any of our restaurants or an outdoor private event. Please contact the Events Management Team for an appointment through the operator.

CONCIERGE

In the true tradition of the Les Clefs d'Or, the Concierge team is a valuable source of information. Highly qualified and professional, they handle all requests ranging from sightseeing, travel and flight arrangements to onward reservations, theatre bookings and packaging services. Visit the Concierge desk at Level 1 for more information.

FACILITIES

CURRENCY EXCHANGE

Foreign currencies can be exchanged into Singapore Dollars, using an automated machine located at Level 1.

DOCTOR

The nearest medical clinic is located in Marina Square. For medical consultation or urgent medical assistance, please contact the "Operator".

DRESS CODE

As a form of courtesy to other guests, please avoid wearing swimwear, bathrobes, singlets, shorts and slippers in all public areas of the hotel.

DRINKING WATER

Water from the tap in the bathroom is potable and safe for drinking.

EMERGENCY FLASHLIGHT

A battery-operated flashlight is available in the wardrobe for use in the event of a power failure.

FITNESS CENTRE

The fitness centre is located next to the pool on Level 5. Please keep your personal valuables in your room, before accessing the fitness centre.

FLOWERS

Beautifully packed orchids, corsages or floral bouquets are available for your trip home.

ICE

Please contact Room Service if you wish to have a bucket of ice delivered to your room.

IN-ROOM ENTERTAINMENT

For your viewing pleasure, an array of local and international TV channels are available. Mobile contents can be streamed through the in-room entertainment system via an auxiliary panel. HDMI and audio cable are available in the writing desk.

INTERNET SERVICES

Wireless high-speed internet services are available in all guestrooms and public areas. Wired high-speed internet access is available by connecting to the data socket on the wall beside the writing desk.

LAUNDRY AND DRY CLEANING

Laundry, dry cleaning and pressing forms located in your wardrobe should be completed, and clothes checked for personal belongings before handing them to the laundry valet. Same day service is available if clothes are deposited before 10am. Next day service will apply for articles received after 4pm.

FACILITIES

LIGHT CONTROLS

The Master Switch in the Foyer will turn off all the lights in the room. The same Master Switch will turn on only the lights that were previously switched on. It cannot turn on lights when the local fixture switch is in the 'off' position.

The Master Switch at the bedside will turn off all the lights in the room, except the bathroom lights, the bedside reading lights and the night lights. The same functions apply when turning on the lights with the Master Switch at the bedside.

LOST LUGGAGE

In the event that luggage is lost or misplaced by airlines, please contact "Concierge" for assistance. The Housekeeper will be delighted to provide basic emergency toiletries and clothing if required.

LOST PROPERTY

Lost and found items will be kept by the hotel for three months. Thereafter, it will be disposed of if unclaimed. For valuables, they will be handed to the local police. To report or request for assistance in recovering any personal items lost within the hotel during your stay, please contact "Housekeeping".

LUGGAGE STORAGE

Arrangements can be made for the storage of baggage for guests after the check-out time. Goods or baggage deposited with the hotel will be stored up to 14 days. Thereafter, they will be disposed if unclaimed.

MESSAGES / VOICEMAIL

When the message light is flashing on your room telephone, please press the speed dial button to check your voice mail. The light will go off once you have retrieved all messages. Should you wish to retrieve your voice mail when you are out of the hotel, please call **6338 0066**.

MINI BAR

A variety of beverages and snacks are available in your personal mini bar. For product range and prices, please refer to the mini bar menu.

NEWSPAPERS

Keep up to date with the latest news by accessing our complimentary library of online newspapers and magazines, during your stay. Visit MOLibrary.info for details.

PARKING SERVICE / CAR PARK

The hotel provides complimentary valet parking for residents of the hotel.

PHARMACY

A pharmacy located in Marina Square carries a comprehensive selection of medicines. Please contact Concierge for more information.

PILLOWS

A selection of pillows is available from Housekeeping upon request.

FACILITIES

POOL

The hotel's 25-metre swimming pool is located on Level 5. As a form of respect for other guests, please be appropriately dressed. Children must also be accompanied by their parents or guardians while using the pool facilities.

POWER SUPPLY

230 volts AC 50-60 Hertz. Transformers are also available from Housekeeping.

RESERVATIONS

For reservations at other Mandarin Oriental hotels, press **9** for an outside line, followed by **6222 4722**. Reservations department is open from 8am to 8pm from Mondays to Fridays. Online reservations via the internet can be made by accessing Mandarin Oriental Hotel Group's website at **mandarinoriental.com**

RESTAURANTS AND BARS

The hotel has a varied selection of restaurants for your dining pleasure. It is advisable to make reservations in advance. For information, please refer to the Culinary section within this directory.

THE SPA

Indulge in a soothing massage or luxurious spa treatment by The Spa at Mandarin Oriental, Singapore. An extensive menu of massages, spa treatments and yoga lessons is available. To make an appointment, please contact Spa Concierge.

SAFE DEPOSIT BOXES

The Management is not liable for the loss of personal valuables. For your convenience, a personal safe has been placed in your room's wardrobe. We do advise you to make use of it.

SEWING AND SHOE SHINE

Please contact Housekeeping for sewing and shoe shine services.

SHOPPING

The hotel is adjacent to Marina Square Shopping Mall. You may access the mall by exiting the hotel via the main entrance and then turn right to find a stairway leading to Level 2 of the mall. Singapore's largest luxury shopping mall, The Shoppes at Marina Bay Sands is located within close proximity to the hotel.

TELEPHONE

Please refer to the Telecommunications section within this directory for IDD access and country codes. All local and International Direct Dial (IDD) calls are chargeable.

THE ORIENTAL CLUB

With luxurious rooms, suites, and a Club Lounge featuring panoramic views of the city skyline, The Oriental Club is a private enclave where guests receive the ultimate in pampering and luxury.

FACILITIES

THEATRE AND CONCERT TICKETS

For current programmes and bookings, please contact the Concierge.

VISITORS

In the interest of hotel security, visitors should leave hotel rooms by 11pm. Otherwise it is required by local law to inform the Reception and be registered. Under the hotel's licensing regulations, no more than three adults may accommodate a room. In the case of a family occupying a double room, not more than two adults and two children under 12 years of age may be allowed to occupy the room.

WAKE UP CALLS

Our Telephone Operator will be delighted to place a wake up call for you.

WHEELCHAIRS

Wheelchairs are available upon request through Concierge.

RESTAURANTS AND BARS

Mandarin Oriental, Singapore presents a fascinating spectrum of the finest cuisines from around the world to satisfy even the most discerning palate.

CHERRY GARDEN

(Level 5)

Artistically modern in its design, Cherry Garden provides the perfect setting for guests to enjoy authentic Cantonese cuisine in comfort and style.

The contemporary interior furnishings reflect the distinctive splendour and beauty of a pavilion within a Ming dynasty garden. Whether it is the intricate interiors or exquisite cutlery, the appeal of fine Cantonese dining at Cherry Garden is apparent in all.

The restaurant features exclusive private dining rooms for social and business entertainment. Special set menus and delicate dim sum are available for lunch and dinner daily. Meals are accompanied by a selection of fine teas and wines.

Lunch:

(Monday to Sunday) 12 to 2:30pm

Dinner:

(Monday to Sunday) 6:30 to 10:30pm

Dim Sum Brunch:

(Saturday, Sunday & Public Holiday)

1st seating: 11am to 1pm

2nd seating: 1:30 to 3:30pm

DOLCE VITA

(Level 5)

Dolce Vita features stunning views of the Marina Bay and traditional Italian cuisine presented with a contemporary touch. Wine connoisseurs will appreciate the impressive selection of fine wines.

Open daily

Lunch: 12 to 2:30pm

Dinner: 6:30 to 10:30pm

Brunch:

(Saturday) 12 to 3pm

MELT CAFÉ

(Level 4)

Melt Café is a sophisticated all day dining experience, where cultures and cuisines mingle. Known for its extensive buffet presentations, the restaurant has gourmet live stations, together with European and Asian spreads to tempt diners. Dine alfresco amidst lush greenery while the indoor award-winning pastry theatre provides for the perfect finale.

Open daily

Breakfast: 6:30 to 10:30am

Lunch: 12 to 2:30pm

Dinner: 6:30 to 9:30pm

For reservations, please press “Restaurant Dining” speed dial button.

RESTAURANTS AND BARS

MO BAR

(Level 4)

Recognised as one of the World's and Asia's 50 Best Bars and inspired by the Pacific Ocean, rich culture of Asia's ports and the travellers who journey between them, MO BAR presents a new experience to authentically celebrate the colours, flavours and aromas of the region. Discover a sophisticated space where a distinctive bar counter takes centre stage while an open concept allows a glimpse into the bartender's world of mixology.

Blending the finest regional ingredients with progressive techniques, carefully curated beverages range from refreshing to spirituous. The innovative cocktail menu can be paired with eclectic light bites and the hotel's popular afternoon tea is also served daily.

Open daily

Monday & Tuesday: 3 to 11:30pm

Wednesday to Friday: 3pm to 12:30am

Saturday: 12:30pm to 12:30am

Sunday: 12:30 to 11:30pm

Afternoon Tea:

(Monday to Friday) 3 to 5pm

(Saturday & Sunday)

1st seating: 12:30 to 2:30pm

2nd seating: 3 to 5pm

BAY@5

(Level 5)

Located at the poolside and overlooking the city's most famous landmarks, the lounge is the perfect oasis to relax with our signature cocktails and a great selection of light snacks.

Open daily

12 to 11pm

POOLSIDE

(Level 5)

Light Snacks and Refreshments:

Open daily

10am to 7pm

For reservations, please press "Restaurant Dining" speed dial button.

RESTAURANTS AND BARS

MORTON'S, THE STEAKHOUSE (Level 4)

Morton's, The Steakhouse, America's premier steakhouse established its first Asian restaurant outside of United States at Mandarin Oriental, Singapore.

Guests can expect a tempting menu serving the finest mammoth portions of USDA prime-aged, grain-fed beef, fresh fish and seafood, along with hand-picked produce and an award-winning wine list. The Bar at Morton's is also a popular destination in the local bar scene over the years.

With an open kitchen, crisp white table linens and a collection of historic photos adorning the walls, the restaurant offers the classic American steakhouse experience in the heart of Singapore.

Lunch:
(Sunday) 12 to 3pm

Dinner:
(Monday to Saturday) 5:30 to 10:30pm
(Sunday) 5:30 to 9pm

Bar
(Monday to Saturday) 5 to 10:30pm
(Sunday) 5 to 9pm

TEPPAN-YA (Level 4)

Teppan-Ya offers the sophisticated diner an eclectic menu of traditional Japanese cuisine – a resplendent feast of bespoke grilled teppanyaki meats, fresh sashimi, delicate handcrafted sushi and delectable tempura, overlooking the magnificent Singapore harbour.

Decked in warm and inviting earthen tones, the restaurant exudes aesthetic beauty in the form of exquisite Japanese art and unique fine artefacts. Coupled with friendly and attentive service, dining at Teppan-Ya provides an authentic gastronomic experience amidst a contemporary elegant setting.

Lunch :
12 to 2:30pm

Dinner :
6 to 10pm

For reservations, please press **3595**.

THE ORIENTAL CLUB

With luxurious rooms, suites, and a Club Lounge featuring panoramic views of the city skyline, The Oriental Club is a private enclave where guests receive the ultimate in pampering and luxury. A haven of tranquility and class, guests enjoy exclusive privileges, enhanced facilities and dedicated levels of service in a serene oriental setting.

Benefits:

- Champagne breakfast from 6:30 to 10:30am
- Daytime bites and pastries from 11am to 2pm
- Afternoon tea from 2:30 to 4:30pm
- Evening cocktails with hors d'oeuvres from 5:30 to 7:30pm
- Desserts and late-night refreshments from 9:30 to 10:30pm
- Selection of premium Champagne, wines, spirits, beers and soft drinks, available throughout the day
- Two-hour usage of meeting rooms per day (non-accumulative) thereafter hourly room rental rate will apply (advanced reservations required and subject to availability)
- Complimentary high-speed internet access
- Complimentary garment pressing of up to two pieces per day (non-accumulative)
- Complimentary beer and soft drinks from minibar

Fans of M.O. Exclusive Benefits for Club Guests:

- Complimentary two pieces of laundry per day (non-accumulative)
- Exclusive Fans of M.O. gift
- Late check-out at 4pm, subject to availability

THE ORIENTAL CLUB

An oasis of tranquility and peace, the Oriental Club Lounge on Level 19 exudes an ambience of warmth and elegance with its opulent Oriental motifs and décor, topped with breathtaking views of the city skyline. Open from 6:30am to 11pm, guests can relax and enjoy the highest levels of service and comfort.

EXCLUSIVE TO ADULTS

The Oriental Club Lounge is exclusively reserved for guests above the age of 12 years.

INVITED GUESTS

Consumption of any food or beverage by invited guests will be charged accordingly.

DRESS CODE

To preserve a refined ambience at the Oriental Club Lounge, guests are requested to adhere to a smart casual dress code and put on covered footwear when accessing the lounge.

PRIVACY

In consideration of the privacy of guests at the Oriental Club Lounge, please switch all mobile phones to the silent mode when entering the lounge.

EXCLUSIVE SERVICES

In-Room Registration and Express Check-Out

Upon arrival, enjoy a personalised registration and a tour of our facilities. A seamless check-out can be arranged in the comfort of the Oriental Club Lounge.

Laundry, Dry Cleaning and Pressing

Club guests enjoy two pieces of garment pressing daily during their stay with our compliments. Please note that this is non-accumulative.

Business Services

Boardrooms:

The Oriental Club is equipped with private boardrooms to facilitate meetings. The boardrooms are available on a complimentary basis for two hours, after which a rental charge applies.

DINING AND REFRESHMENTS

Champagne Breakfast

Wake up to a delicious breakfast spread including freshly squeezed juices, cereals, seasonal fruits, homemade bread and pastries that are best enjoyed with a glass of bubbly in hand.

Daytime Bites and Pastries

Delight in an assortment of Danish pastries, mini muffins, crossiants and cookies, a perfect boost to kick-start your afternoon routine.

Afternoon Tea

Bask in a relaxing afternoon as you enjoy sandwiches, cakes, and an ensemble of petit fours accompanied by your choice of beverage from our tea selection.

Evening Cocktails and Hors D'oeuvres

Indulge in exquisite cocktails, alongside a selection of hors d'oeuvres.

Desserts and Late-Night Refreshments

Sum up your day on a delectable note with sweets and savouries including assorted French pastries and mini quiches.

THE SPA AT MANDARIN ORIENTAL, SINGAPORE

Engulfed in a haven of serenity, the spa's tranquil setting invites you to embark on a personalised journey towards well-being and relaxation. Located on Level 5, it is adjacent to the hotel's stylish, contemporary and tropical pool. Inspired by Singapore's heritage and equatorial climate, the space has been transformed into a sanctuary of healing and calmness.

Elegantly styled with contemporary interiors paying homage to traditional design elements, the spa features six treatment rooms, including two couples' suites, a separate manicure-pedicure section, heat and water experience showers for optimum relaxation and one-to-one consultation areas.

Drawing on world-inspired therapies, treatments and philosophies, a series of ancient traditions are offered using Mandarin Oriental's signature product line which has been developed specifically by the award-winning UK based company, Aromatherapy Associates. All contain natural ingredients and are paraben free, and have been blended by a master blender to Mandarin Oriental's specifications.

Our Spa Therapists are at your service throughout your spa experience. With a treatment menu consisting of a-la-carte treatments, half day programmes, spa journeys and rituals, The Spa at Mandarin Oriental, Singapore is the ultimate rejuvenating retreat.

Spa treatments are available from Monday to Sunday,
10am to 7pm.
(First treatment starts at 10am)

THE SPA AT MANDARIN ORIENTAL, SINGAPORE

FITNESS CENTRE

The use of the fitness centre, with a complete range of exercise equipment and personal training is available to guests.

Open daily : 6am to 10pm

RECREATIONAL FACILITIES

- 25-metre swimming pool
- Wading pool for toddlers
- Refreshments by the pool
- Swimming boards and pool towels - Open daily from 6am to 9pm

**** It is advisable that any person under 16 years of age should be accompanied by an adult.***

Walking / Jogging

Walking and jogging tracks in front of the hotel run along the scenic waterfront that spans from Esplanade – Theatres on the Bay to the mouth of the River. Jogging maps are available at the Concierge desk.

Spa Facilities

- Six treatment rooms including two couples' suites
- Manicure and Pedicure section - Sauna and Steam room
- Tea Lounge for relaxation
- Experience Shower

Spa Retail

Spa merchandise is available for sale at the spa. Recreate the spa experience at home with our range of exclusive signature product line designed for a perfect day of relaxation.

Traditional Thai Massage

Revitalise your senses with a traditional Thai massage in the privacy of our luxurious cabanas by the pool. With a combination of pressure point massage and stretching, tension is replaced by a feeling of energy and peace. Our Poolside Attendants will be delighted to arrange for an appointment.

Yoga

Yoga lessons are conducted at the outdoor patio in the Wellness Zone. Our yoga masters provide personal assessments before beginning any private session. Charges are applicable on an hourly basis. For appointments, please contact Spa Concierge.

TECHNOLOGY

HIGH-SPEED INTERNET CONNECTION

All rooms and suites are fitted with wired and wireless internet connection.

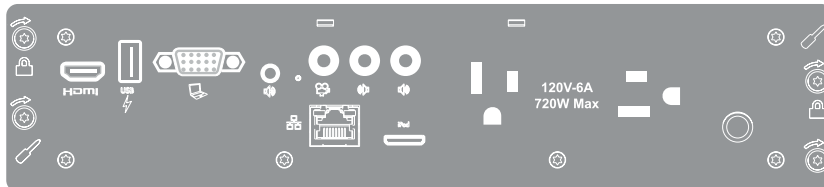
TO GET CONNECTED (Wireless Internet Access)

1. For wireless internet access, turn the WIFI on your device.
2. Select “MandarinOriental” SSID
3. Launch your web browser.
4. You will be redirected to a login page.
5. Key in the room number and your last name. You will then be redirected to a purchase page.
6. Select the usage scheme options.
7. You will now be able to access the internet.
8. For wired Internet access, connect your LAN cable to the laptop network port and the other end to the data socket on the wall above the writing desk, followed by steps 3 to 7.

ENTERTAINMENT SYSTEM

All rooms and suites are fitted with high quality surround sound systems and is fully integrated to the in-room entertainment system. For your viewing pleasure, an array of local and international TV channels are available.

Mobile contents can be streamed through the in-room entertainment system via an auxiliary panel. HDMI and audio cable are available in the writing desk.



FUNCTION KEYS FOR DIGITAL DISPLAY PHONE

The telephones in our guestrooms feature one-touch buttons for call features and services available in the hotel. Making international calls or organising a teleconference is a breeze.

SERVICES

Just one touch and you are connected to: Guest Services i.e.: Operator, Reception, Baggage, Concierge, Housekeeping/Laundry Spa, Room Service, Restaurant Dining.

CALL FEATURES

Voice Mail Message

A red light indicates the presence of messages. Please press 84# when retrieving waiting messages and a voice prompt will guide you in the retrieval process.

Redial

This is a last number redial function. It will redial the last number that was called.

Speaker

The speaker will activate the moment a number is entered onto the keypad. Lifting the handset will deactivate the speaker. To re-activate, press the speaker button.

Mute

Press the mute button to enter silent mode. To deactivate, press the mute button again to continue with conversation.

INFORMATION

For room-to-room calls, please press 8 followed by the room number.

For external calls, please press 9 followed by the room number.

For overseas calls, please press **9001** followed by country code, area code and telephone number.

For home direct calls, please press 9 followed by access number.

INSTRUCTIONS FOR MAKING INTERNATIONAL DIRECT DIAL CALLS

IDD CALL

1. To make an IDD call, dial **(9)** for an external line followed by the IDD Access code **(001)**, the Country code, the Area code and finally the called party's number.

Example:

The complete number to dial from your room telephone for **(304) 505 8394** in USA:

9	001	1	304	505 8394
External Line	IDD Access	Country code	Area code	Called party's no.

2. After dialling the complete number, there may be a waiting time of up to 30 seconds before the connection is made and you will hear three ringing or engaged tones at the other end.
3. All local and IDD calls are chargeable.

EMERGENCY PROCEDURES

UPON ARRIVAL

1. **Fire Escape Plan**

On entering your room, study the fire escape plan on the back of the room door. Establish the route towards the nearest fire exit that you would take in case of fire.

2. **Fire Alarm Call Points**

Locate and confirm the position of the nearest fire alarm and extinguisher on your floor. A flashlight is provided in your wardrobe for use in case of emergency.

IF YOU DISCOVER A FIRE:

1. **Raise The Alarm**

Upon detecting any fire or smoke, break the glass of the nearest fire alarm call point to raise the alarm. Call the “Operator” to inform the location of the fire.

2. **If Possible, Put Out The Fire**

Use the nearest fire extinguisher to put out the fire, without putting yourself at risk.

3. **Evacuate**

Should the fire get out of control, close all doors behind you and leave the building immediately via the exit staircase.

IF YOU HEAR THE FIRE ALARM:

1a. **Fire Alarm and First Public Address Announcement**

If you hear the fire alarm and announcement, remain calm and standby for further instructions.

1b. **Continuous Fire Alarm and Second Public Address Announcement**

If you hear a continuous fire alarm and evacuation announcement, leave the room immediately and exit the building by the nearest emergency staircase.

2. **Do Not Attempt To Pack Belongings**

Time is precious. Save your life first.

3. **Do Not Use Elevators**

Use the exit staircase instead.
Do not attempt to re-enter the hotel.

IF YOU ARE TRAPPED IN THE ROOM:

1. **Inform Someone Of Your Presence**

Call the operator, bang the door or signal from the window to attract people’s attention.

2. **Keep The Fire Out**

Wet your towels or sheets and wedge them under the door to prevent smoke from entering the room.

REMEMBER:

- If you are caught in the smoke, take short breaths and crawl to the nearest exit. The air at the floor level is less likely to contain harmful gases.
- Do not jump out of the building. Rescue might just be a few minutes away.
- Please contact telephone “Operator” for assistance in case of an emergency.

SECURITY

All guest lifts require a key card to access the guest floors. The hotel is patrolled regularly by security personnel. The management advises all guests to make use of the viewer and the safety latch on the room door. If in doubt, please contact the Guest Services Manager for assistance.

All guests staying overnight in the rooms or suites have to be registered. Due to fire safety regulations, please note that there is a limit to the number of guests allowed within each room, depending on the room size.

As in most international cities, tourists can become victims of touts. Touts are individuals who act as canvassers for shopping tours with proposed special discounts. They may pose as hotel or airline staff offering massage or shopping services to hotel guests by phone or through calling cards. Should you be approached by anyone who claims to be employed by the hotel, please contact the Guest Services Manager for verification.

SMOKING ACT

In accordance with the Singapore Government's Smoking Act (Prohibition in Certain Places), smoking is prohibited in all indoor restaurants, guest rooms and public spaces in the hotel. Only adults above 18 years are permitted to purchase cigarettes in Singapore.

The Government has become increasingly concerned about the harmful effects of cigarette smoke to non-smokers. Medical reports indicate that harmful effects are particularly severe in enclosed and crowded areas. In the interests of public health, the government has enforced this law.

The designated smoking areas in the hotel are Melt Café's garden at Level 4 and the outdoor area at Level 5. Alternatively, guest may proceed to smoking areas located at the left side of the hotel's front entrance, near to the carpark entrance.

We seek your kind assistance in observing this law.