



SUPPORT SERVICES

You can reach out to the following
Free Mental Wellbeing Service.
Available 24 hours / 7 days a week.

**Coronavirus Mental Wellbeing
Support Service: 1800 512 348**
<https://coronavirus.beyondblue.org.au>

This service is specifically designed to
help people get through the COVID-19
pandemic. It is also available in
languages other than English.

EMERGENCY AMBULANCE
DIAL - 000



CONTACT INFORMATION

Online resources for
West Australian Health Department
www.healthywa.wa.gov.au

Want to email us with questions?
reservations@metrohg.com

Want to chat?
Dial (9)
Reception is open 24 hours a day



**METRO
HOTELS**

Welcome

Metro Hotel Perth

**SELF ISOLATION
GUEST INFORMATION**

PHONE: 08 9367 6122

Metro Hotel Perth
61 Canning Highway, South Perth



www.metrohotels.com.au

WELCOME

Self-isolation for the purpose of meeting West Australian Government compliance requirements means that you must remain in your room. You cannot visit any public spaces in the hotel, and you cannot visit other isolating guests regardless if they are your friends or work colleagues also self-isolating.

You cannot physically interact with any of the hotel employees and employees are not permitted to enter guest rooms.

West Australian police regularly conduct visits to the hotel to check on adherence to complying with self-isolation. You will either receive a visit at your door or a phone call to your room from reception.

If you have approvals in place to leave your room for medical appointments, or any other approved reasons, please inform us prior to leaving your room.

Please wait in your room for your taxi/Uber to arrive and we will inform you when your transport has arrived.

You must wear a mask for the entire time you leave your room until the time you return to your room.

It's fine for your family and friends or online ordering providers to drop off deliveries, we will arrange delivery to your room.

If you start to feel a decline in your health and need medical assistance call us immediately, our reception is staffed 24 hours a day.

Please reach out to us at any time if you need assistance.

IMPORTANT INFORMATION

FOOD ORDERING

We have provided you with a self-isolation menu for all meal periods during your 15 day stay. Each day we will call you to request your orders for all meal periods.

All meals are served in packaging.

Meals are delivered by contactless delivery. This means that we will knock and leave your meal package at your door.

BREAKFAST

Breakfast is available between 7am - 8.30am
You can arrange the timing of your breakfast between 7am and 8.30am.

LUNCH

Lunch is delivered with your daily breakfast.

DINNER

Dinner is available between 6pm - 8pm, you can also order beverages with your meal.

DELIVEROO / UBER EATS / MENULOG

You can receive delivery from outside food service providers; we don't permit delivery direct to the guest rooms. Ask the drivers to deliver to reception and we will deliver to your room.

WASTE COLLECTION

All rubbish must be secured into a bag prior to collection. Bags are provided. Please leave outside your door by 10am each morning.

IMPORTANT INFORMATION

LINEN CHANGES

Every third day we will offer fresh linen and towel supplies including a bag to dispose of your dirty linen. Once you have changed your linen and bagged the items, (red bag provided) please leave outside your door.

ROOM CLEANING

Unfortunately we cannot clean your room. We have provided you with cleaning supplies to maintain hygienic levels.

COFFEE/TEA AMENITIES

We will provide you with a refresher pack to replenish your tea and coffee amenities.

LAUNDRY

A wash and fold laundry service is available, please contact reception to arrange. Charges apply.

FIRE EVACUATION PROCEDURES

Become familiar with the fire evacuation plan detailed in your room. If there is an evacuation direction, you should evacuate as instructed, and you must wear a mask for the entire time you are outside of your room.

NO VISITORS

Visitors are not permitted on any floor levels. Security is in place to monitor access.

ISOLATION ENDING

Isolation ends at midnight on the 15th day of your stay, however you should check and comply with the orders as issued by the West Australian Police.