



Dear Valued Guest,

Welcome to Metro Hotel Perth and thank you for choosing to stay with us. It is a pleasure to have you as our guest and we have compiled this directory for your convenience detailing the hotel facilities and services along with some local information and attractions.

At Metro Hotel Perth we strive to achieve the highest possible service standards and always aim to exceed your expectations. Our staff have been trained to offer a warm and friendly welcome and will endeavour to make your stay with us an enjoyable one.

We have made temporary changes to our food and beverage service and facilities to provide a safer dining environment for our guests as a result of the COVID-19 pandemic.

Please refer to the information provided on food and beverage options available during your stay at the hotel.

If there is anything we can do to make your stay more enjoyable, please do not hesitate to contact reception (dial 9 on the phone in your room) and we will be happy to assist. We wish you a pleasant and enjoyable stay.

Warm Regards

The Metro Hotel Perth Team

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## SERVICES & FACILITIES

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### EMERGENCY

IN ANY EMERGENCY, PLEASE DIAL 000, DO NOT WAIT TO CONTACT RECEPTION

Full evacuation procedures are located on the inside of guest room doors, please read and familiarize yourself with this. In the event of a hotel emergency, remain calm and follow hotel staff instructions as advised.

*Lifeline Australia – 13 11 14 – Crisis Support 24 hours/7 days a week*

### RECEPTION | DIAL 9

Reception operates 24 hours per day. Please dial 9 if you require any assistance

### RESTAURANT & BAR

We have made temporary changes to our food and beverage service and facilities to provide a safer dining environment for our guests as a result of the COVID-19 pandemic.

### BREAKFAST

Red Bill Restaurant is located on the ground floor and is open daily for breakfast.

Both the continental and hot breakfast buffet options have been withdrawn until further notice. Replacing the breakfast buffet is the availability of a breakfast tray with a selection of continental breakfast items and cooked to order hot breakfast options. Continental breakfast items are also available individually.

### ROOM SERVICE BREAKFAST

Both continental and cooked breakfast items are available through room service breakfast 7 days a week. (Please note: all room service breakfast items are delivered in a packaged format)

**Hours:** Monday to Friday: 6.30am to 9.00am  
Weekends & Public Holidays: 7.00am to 9.30am

### DINNER

In-room Dining Only

**Hours:** Monday to Sunday: 5.30pm to 8.30pm

Red Bill Restaurant is currently not open for dinner service; however we offer an extensive selection of meals (no room service fees apply) and available 7 days a week. (Please note: all room service dinner items are delivered in a packaged format).

### RED BILL BAR & LOBBY

Red Bill Bar is currently closed until further notice. We however offer a wide selection of takeaway beverages, confectionary and snack items from our self-serve fridge selection located in the lobby area.

This is available 24 hours a day. House-guests are welcome to use the foyer lounge area to relax.

### **CHECK-OUT TIME**

Our check-out time is 10:00am. We are happy to organise an extension for your check-out (subject to availability), charges may apply. Please contact reception for further information

### **FUNCTION FACILITIES**

Metro Hotel Perth has a range of function facilities and can cater for small meetings through to large conferences and events of up to 200 delegates. Full catering packages are available to suit any type of function and budget. Please contact reception and ask to speak to our Functions and Events Coordinator for further details.

### **CAR PARKING**

Complimentary car parking is available to guests staying at the hotel. The hotel does not accept liability for any loss or damage to cars and their contents. It is recommended you remove all belongings and keep the vehicle locked at all times

### **ADAPTERS & ELECTRICAL CURRENT**

The Australian standard current is 240v (50 cycles). International adaptors are available for hire from reception (subject to availability).

### **ADDITIONAL BEDDING | DIAL 9**

Should you require additional bedding a nominal charge applies. Fire safety regulations restrict the number of occupants per room.

### **AIRPORTS AND TRANSFERS | DIAL 9**

Perth's International and Domestic Airports are located approximately 12 kilometres from Metro Hotel Perth. We suggest that you allow at least 30 minutes for the journey to the Domestic Airport and 45 minutes for the journey to the International Airport during peak periods. A taxi can be booked by reception and the approximate cost of the journey is \$35 to \$50. Please contact reception if you would like this service to be booked for you.

### **BABY FACILITIES**

Cots and high chairs are available for hire by contacting the reception desk

### **BUSINESS & PRINT SERVICES**

A range of business and print services are available on request. These services include fax, photocopying, printing, emailing and post. Please contact reception for assistance and applicable costs

### **COFFEE/TEA MAKING FACILITIES**

Tea and coffee making facilities are provided complimentary in all guest rooms. Instructions for use on the coffee pod machines (Aspire Executive Wing only) can be found in the desk drawer

### **DOCTOR OR DENTIST**

If a doctor, chemist or dentist is required kindly contact reception by dialling 9. In an emergency, dial 000; do not wait to contact reception.

### **DRY CLEANING/LAUNDRY VALET SERVICE**

A coin operated laundry is located on Level 1 next to the gymnasium. Guests require their room card to access this area. Washing powder can be purchased from reception.

## **ENVIRONMENT**

Metro Hotel Perth is committed to providing an environmentally friendly service. All linen and towels are washed in bio-degradable detergents and we encourage your participation by asking that you hang the towels on the rack in the bathroom if you do not require them to be laundered daily

## **GYMNASIUM**

The gymnasium is located on Level 1 (adjacent to the lifts) and is complimentary entry for hotel guests. It features dumbbells, exercise bikes, incline bench and treadmills. Guests require their room key card to access this area.

## **HOTEL ACCESS**

Please be aware that for your security the automatic entrance doors to the hotel are closed between 1:00am and 5:00am. Should you require access to the hotel during these hours, please use the room key card to open the door.

## **HOUSEKEEPING**

Housekeeping service is available between 8:00am and 2:30pm daily. Should you prefer your room to be serviced at a specific time please contact reception who will accommodate your request, subject to availability. Extra blankets and pillows are located in the cupboard, along with iron and ironing board. Should you require additional amenities, please contact reception by dialling 9.

## **INTERNET ACCESS**

Internet access is complimentary and WI-FI is available in all hotel rooms and public areas of the property. If you would like to connect to the Internet, please select 'Metro Guest WIFI' network and follow the prompts.

## **KEY CARD**

For security reasons, please keep your key card safely and do not write your room number on it.

## **LUGGAGE STORAGE**

The hotel has luggage storage facilities available (short term storage pre/post arrival). Should you require any assistance with your luggage please contact reception by dialling 9.

## **MAINTENANCE**

Our team tries to ensure that everything in your room is in optimal operational order. However, should something fail during your stay, please let us know immediately and we will rectify the problem. Please dial 9.

## **MAPS**

Reception can provide you with maps of the City area to assist you in finding your way around our wonderful city.

## **NEWSPAPERS**

Metro Hotel Perth provides complimentary newspapers in reception for your convenience.

## **SAFETY DEPOSIT BOXES**

For your convenience & security, a personal safe has been installed in all Aspire Executive rooms. Alternatively, articles may be left with reception.

### **SMOKING AND VAPING**

Metro Hotel Perth is a non-smoking/vaping hotel. If you wish to smoke please do so outside in the designated smoking area. The hotel reserves the right to charge a \$350 fee for guests who either smoke or vape within hotel rooms. Smoking or vaping is not permitted in guest rooms or balconies. The hotel provided a designated area for smoking or vaping.

In the event that smoking or vaping activates smoke detectors and the fire brigade attends, in addition to the cleaning fee of \$350, a recover charge of \$900 for attendance costs of the fire brigade will be charged to the guest's account.

### **PAYMENT**

We accept all major credit cards (surcharge applies) and bank debit cards linked to EFTPOS. Unfortunately, we are unable to issue cash advances through EFTPOS. Cheques are only be accepted by prior arrangement.

### **PETS**

We regret that with the exception of assistance and guide dogs, pets are not allowed on the hotel premises due to health regulations.

### **TELEVISION**

All guest rooms have access to free-to-air TV channels, in addition to a range of Foxtel channels.

### **TELEPHONE**

Local Calls - Dial the required telephone number to make a local call, there is not a requirement to dial (0) for an outside line. Access to free local calls only.

### **TOURS AND SIGHTSEEING**

Perth offers a wide variety of sightseeing and other activities. Please contact reception for details or assistance with bookings.

### **TRANSPORTATION**

A bus stop is conveniently located adjacent to the property on the Canning Highway side. Guests wishing to catch transport to Fremantle can cross to the opposite side of Canning highway through the underpass located on the corner of Banksia Street and Canning Highway.

### **WAKE-UP CALLS**

We would be delighted to provide a wake-up call at the time of your choice. To arrange this, please contact reception by dialling 9.

### **NEWSPAPER**

Complimentary newspapers are currently not available.

## LOCAL INFORMATION & ATTRACTIONS

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### THINGS TO DO NEARBY

Located just outside Perth CBD, Metro Hotel Perth is a short walk from the tranquil Swan River. During your stay enjoy the walking and cycling paths, the sunshine, the sand and the peaceful lifestyle available along the Swan River, just moments away. The Perth's Bridges 10km bridge run or recreational walking route is probably the most popular route around the Swan River and Perth CBD for tourists and locals alike. The views are spectacular along the Swan River, you are either looking across to Perth CBD or right alongside the towering buildings on the water's edge. The newly constructed Matagarup Bridge forms part of the "bridges" popular recreational route and offers spectacular views towards the river and back across to the city.

### NEARBY ATTRACTIONS

Swan River	0.5km from hotel
Crown Casino Entertainment Complex Cnr Great Eastern Hwy & Bolton Ave	2.6km from hotel
Perth Zoo Mill Point & Labouchere Rds, South Perth	3.2km from hotel
Royal Perth Golf Club Labouchere Rd, South Perth	3.1km from hotel
South Perth CBD & Mends St Jetty The Esplanade, South Perth	2.9km from hotel
Optus / Perth Stadium Victoria Park Drive, Burswood	5.2km from hotel
WACCA Ground Nelson Crescent, Perth	3.1km from hotel
Gloucester Park Nelson Crescent, Perth	3.4km from hotel
Queens Gardens	3.2km from hotel

### LOCAL ATTRACTIONS

- Elizabeth Quay / Barrack Street Jetty 5.4 km
- Kings Park & Botanic Garden 7.5 km
- Matagarup Bridge 5.3 km
- Perth Mint 3.9 km
- Art Gallery of Western Australia 5.5 km
- Gloucester Park 3.4 km
- Ifly Indoor Sky Diving 4.8 km
- Ascot Racecourse 7.6 km
- Port of Fremantle 24 km

### AIRPORTS

- T1/T2 International and Domestic 15.6 km
- T3/T4 Domestic 10.4 km

### BEACHES

- Cottesloe Beach 15.8 km
- City Beach 16.1 km
- Scarborough Beach 19.7 km
- Port Beach 17.1 km
- Swanbourne Beach 15.9 km

### HOSPITALS

- Royal Perth Hospital 4.7 km
- Sir Charles Gardiner 10.2 km
- Fiona Stanley 12.4 km

### MAJOR SHOPPING CENTRES

- Forrest Chase Perth CBD 4.7 km
- Belmont Forum Shopping Centre 7.4 km
- Westfield Carousel 9.2 km
- Garden City Booragoon 11.5 km

### MARKETS

- Fremantle Markets | South Terrace & Henderson Street, Fremantle
- Vic Park Farmers Market | John MacMillan Park, Kent St, East Victoria Park
- Beaufort Street Art Market | Barlee Street Carpark, Mt Lawley

### MUSEUMS & GALLERIES

- The Art Gallery of Western Australia | Roe Street, Perth
- Western Australian Museum | James Street, Northbridge
- The Perth Mint | 310 Hay Street, East Perth
- WA Shipwrecks Museum | 45 Cliff Street, Fremantle
- SciTech | Sutherland & Railway Street, City West, Perth
- Museum of Perth | 8-40 The Esplanade, Perth
- Heathcote Museum & Gallery | 58/60 Duncaig Road, Applecross

### STADIUMS, ARENAS & CONVENTION CENTRES

- Optus Stadium 4.1 km
- WACA Ground 3.1 km
- Perth Hockey Stadium 4.7 km
- Perth Arena 6.6 km
- HBF Park 12 km
- Perth Convention and Exhibition Centre 5.8 km

### THEATRES

- Crown Theatre Perth 3.5 km
- His Majesty's Theatre 5.5 km
- Perth Concert Hall 4.3 km
- WASO 4.4 km
- Regal Theatre 8.3 km

### UNIVERSITIES & COLLEGES

- Curtin University 4.2 km
- University of WA 9.2 km
- Murdoch University 12.7 km