

Welcome



Metro Aspire Hotel Sydney

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Reception: Dial 9

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Welcome to Metro Aspire Hotel Sydney

Welcome to our intimate and friendly hotel set in the leafy and quiet inner city suburb of Ultimo. 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 local information.

Due to COVID-19 every guest and visitor needs to be registered with the hotel. All guests and visitors are required to provide ID during check-in.

Help stop the spread of coronavirus by keeping your distance. Wherever possible, stay 1.5 metres apart and practise good hand hygiene.

On check in, please have the following ready:

- ID for yourself, all guests and visitors
- Security Deposit (min of \$200)
- Credit Card used to make the booking

If you have been overseas in the last 7 days or have been in contact with anyone who has tested to positive to COVID-19 please let Reception know as soon as possible.

If you are not able to meet any of the above requirements, we reserve the right to refuse check in.

At Metro Aspire Hotel Sydney we strive to achieve high standards and always aim to exceed your expectations. Our staff have been trained to offer a warm and friendly welcome. We will endeavor to make your stay with us, an enjoyable one.

If there is anything we can do to make your stay more enjoyable, please do not hesitate to contact the reception and we will be happy to assist. We wish you a pleasant and enjoyable stay.

Many thanks,
Management

IMPORTANT INFORMATION

RECEPTION

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

CHECK-OUT TIME

Our check-out time is 11:00am

We are happy to organise an extension for your check-out, subject to availability. We do, however, reserve the right to charge guests who are departing after 11:30am a day rate for continued occupancy until 2:00pm, after which a full night charge may be incurred. Please contact reception should you wish to delay your departure.

RESTAURANT & BAR

Cumtree Restaurant & Bar is located on the ground floor.

Dinner Service is temporarily closed.

BREAKFAST: Saturday and Sunday only - 7am to 10:00am

FUNCTION FACILITIES

Metro Aspire Hotel Sydney has 2 function facilities (Wattle Room and Banksia Room) located on the Ground Floor. Full catering packages are available to suit any function. Please contact the hotel reception by dialing 9 for full details.

CAR PARKING

Secure underground parking is available to guests staying at the hotel. Please contact the hotel reception in regards to car parking charges. The hotel does not accept liability for loss or damage to cars and their contents.

LUGGAGE STORAGE

The hotel has luggage storage facilities available. Should you require any assistance with luggage storage please contact reception.

EMERGENCY

IN ANY EMERGENCY PLEASE DIAL 9 TO CONTACT RECEPTION

Full evacuation procedures are on the inside of guest room door.

HOTEL AMENITIES

ADAPTERS & ELECTRICAL CURRENT

The Australian standard current is 240v (50 cycles). If you require any further assistance please contact Reception.

AIRPORT TRANSFERS

Sydney's International and Domestic airports are located approximately 10 kilometers from the hotel, in the suburb of Mascot. We suggest you allow approximately 60 minutes for the journey during peak periods and 30 minutes outside peak times. Please contact Reception for assistance.

AIR-CONDITIONING

All of our guest rooms have reverse cycle air-conditioning to ensure your comfort year round. If you require any further assistance please contact reception.

ALARM CLOCKS / WAKE-UP CALL

Alarm clocks are available at Reception. Should you require an alarm clock, please contact Reception to arrange one. Alternatively, please contact Reception if you wish to receive a wake-up call.

BUSINESS & SECRETARIAL SERVICES

A wide range of business and secretarial services are available on request. These services include facsimile transmission, photocopying, mail and courier service. Please contact reception for assistance.

COMMENTS & SUGGESTIONS

Should you have any comments or suggestions, please ask to speak to the Manager on Duty. Your comments are important to us and will help us to continuously improve our services.

DOCTOR & DENTIST

If a Doctor, Chemist or Dentist is required kindly contact Reception by dialing 9.

HOTEL AMENITIES

EXTRA GUEST AMENITIES

Extra guest amenities are available at Reception. Please dial 9 to contact Reception.

HAIRDRYERS

For your convenience a hair dryer is located inside closets.

HOTEL ACCESS

Please be aware that for your security the automatic entrance doors to the hotel are closed between 8:00pm and 7:00am. Should you require access to the hotel during these hours, please use the room key card to open the door, or press the intercom button on the right near the entrance.

HOUSEKEEPING - EXT 9

Housekeeping service is available between 8am and 2:30pm. Should you prefer us to service your room at specific times during your stay, please contact Housekeeping who will be delighted to accommodate you.

INTERNET ACCESS

Internet access is complimentary and WI-FI is available in all bedrooms and public areas of the property. If you would like to connect to the Internet, please select 'METRO' network or contact the reception by dialing 9.

IRON & IRONING BOARD

Iron and Ironing board are in all rooms and are located inside closets.

KEY CARD

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

HOTEL AMENITIES

LINEN & TOWELS

Towels are changed daily during your stay and bed linen is changed every third day. If you prefer to have a daily change of bed linen our housekeepers are more than happy to do so, please let reception know. Metro Aspire Hotel Sydney 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.

MAIL AND POSTAL INFORMATION

Reception will be pleased to assist you with the mailing of letters and packages either domestically or internationally.

MAINTENANCE

Our engineers try to ensure that everything in your suite is operational. 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 and Darling Harbour area to assist you in finding your way around our wonderful city.

PAYMENT

CREDIT CARDS: The hotel accepts the following credit and debit cards for your payment: Visa, MasterCard, American Express, JCB and Diners

CHEQUES: We regret that we do not accept payment of your account by cheque. Should you wish to use a cheque to pay a future reservation, the hotel requires the cheque at least seven days prior to arrival in order for cleared funds to be processed.

PETS

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

HOTEL AMENITIES

PORTERAGE

Assistance with luggage is available and luggage may be deposited at reception before check-in or after departure. Please contact reception by dialing 9.

SAFETY DEPOSIT BOXES

For your convenience and security, a personal safe has been installed in your room inside the closet. Please use this facility to store all valuables. Alternatively, articles may be left with Reception.

SMOKING

Metro Aspire Hotel Sydney is a non-smoking hotel. If you wish to smoke please do so outside. There is an ashtray located near the front garden. There is a smoking fine of \$500 for guests who smoke within the room or on the balcony, to cover the cleaning of linen, carpets and furniture within the room.

TEA & COFFEE MAKING FACILITIES

All rooms are provided with complimentary tea and coffee making facilities. Complimentary milk is replenished daily in your refrigerator. For additional supplies, please contact Reception.

TELEVISION

All of our guest rooms have smart TVs with cat6 connections. Should you require any assistance, please contact Reception

TELEPHONE

VIOP digital telephone is located on the bedside table.

INTERNATIONAL CALLS: Dial 0, 0011, country code, area code, telephone number.

LOCAL CALLS: Dial 0, then the required telephone number.

TRANSPORTATION

Metro Aspire Hotel Sydney is ideally connected via bus, light rail and train. Central Stations is a 10 minute walk from the hotel while the light rail stop is just 5 minute walk. Opal card is the card you need to get around on all modes of public transport in Sydney and is available at the reception. Please contact reception for further details.

LOCAL INFORMATION

TOURS AND SIGHTSEEING

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

BEACHES

Bondi Beach is the closest and most popular beach to our Hotel. Please contact Reception for directions and a map on how to get there.

CASINO

Sydney's Star City Casino is located only 18 minutes walk from the hotel. Please contact Reception for directions

CINEMA

Cinemas are located in close proximity to the hotel. Please contact Reception for assistance names and times of the latest movies.

HAIRDRESSER

Many of Sydney's leading hair stylists are located nearby. Reception can assist you with locations and hours of business.

SHOPPING CENTRE

There are 3 main shopping centers available near the Hotel.

- China Town Shopping Centre
- Central Park Shopping Centre
- Broadway Shopping Centre

Reception can assist you with locations and hours of business.

THEATRE

Please contact Reception for current theatre information and bookings.

TOURIST ATTRACTIONS

There are number of tourist attractions near Metro Aspire Hotel Sydney.
For further details, please contact reception.

Powerhouse Museum

500 Harris Street, Ultimo, Open 10am – 5pm (Closed Christmas Day. Extended opening times for some public and/or school holidays.) Located in the old Ultimo Power Station building, The Powerhouse Museum is one of Australia's largest and most diverse museums.

Darling Harbour

Darling Harbour is a great place to view the city lights at night time. Darling Harbour (Harbourside) Fireworks, Cockle Bay, are on from 9pm every Saturday on Cockle Bay Harbour.

Sydney Fish Markets

Bank St | Pyrmont, Sydney , Open from 7am every day except Christmas Day and generally closes at 4pm Monday - Thursday, however, majority of retailers are open until 5pm Friday - Sunday. It is the largest market of its kind in the Southern Hemisphere and the third largest seafood market in terms of variety in the world.

Paddy's Market

Hay Street, Haymarket, Opening Hours: Wednesday - Sunday: 10am -6pm,
Haymarket near Chinatown has a flea market vibe with clothes, souvenirs, some produce, jewelry, flowers and more.



TOURIST ATTRACTIONS

Australian National Maritime Museum

2 Murray Street (just by the western side of the Pyrmont Bridge), Two floors of internal exhibits, outlining the maritime role in Australia's history. Outside there are ships and submarines to explore.

Chinese Garden of Friendship

(Southern end of Darling Harbour, near the Sydney Entertainment Centre and adjacent to Chinatown), 10:00am – 5pm. Modelled on the typical private gardens of the Ming Dynasty, the garden offers an insight into Chinese heritage and culture.

Sydney Aquarium

1-5 Wheat Rd (eastern side of Darling Harbour just to the north of the Pyrmont Bridge walkover). A massive aquarium with three underwater walks, where visitors walk in glass corridors underneath and between the dugongs, sharks, rays and tropical fish. There is also various display tanks (penguins, seals, platypus, and hundreds of fish species).

Sydney Wildlife World

Aquarium Pier. Open Thursday to Monday: 10am – 4pm (last ticket sales at 3pm).

If you don't have time to get out to the zoo, then this offers the chance to see Australian wildlife close to the city.

