



METRO
HOTELS

Metro Hotel Perth

Guest Compendium



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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1. IMPORTANT INFORMATION

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

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

BREAKFAST

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

ROOM SERVICE BREAKFAST

HOURS: Monday to Friday: 6.30 - 9.00am / Weekends & Public Holidays: 7.00 - 9.30am

Both continental and cooked breakfast items are available through room service breakfast. (Please note: A room service delivery fee applies)

ROOM SERVICE DINNER

Room Service Dinner is available daily from 5:30pm – 8:30pm (a room service fee applies)

Red Bill Restaurant offers an extensive selection of meals available for In-room dining.

RED BILL BAR & LOBBY

Red Bill Bar & Lobby offers 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.

2. ROOM FACILITIES & SERVICES

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.

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

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

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.

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.

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.

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.

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.

3. HOTEL FACILITIES & SERVICES

AIRPORTS AND TRANSFERS | DIAL 9

Perth's International and Domestic Airports are located approximately 12km 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

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

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.

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.

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.

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.

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.

LOCAL INFORMATION & ATTRACTIONS

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.

MAPS

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

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.

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.

NEARBY ATTRACTIONS

Distance from hotel

Swan River	500 m
Crown Casino Entertainment Complex Corner Great Eastern Hwy & Bolton Ave	2.6 km
Perth Zoo Mill Point & Labouchere Rds, South Perth	3.2 km
Royal Perth Golf Club Labouchere Rd, South Perth	3.1 km
South Perth CBD & Mends St Jetty The Esplanade, South Perth	2.9 km
Optus / Perth Stadium Victoria Park Drive, Burswood	5.2 km
WACCA Ground Nelson Crescent, Perth	3.1 km
Gloucester Park Nelson Crescent, Perth	3.4 km
Queens Gardens	3.2 km
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