



# Welcome

## Metro Advance Apartments & Hotel Darwin

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## Welcome to Metro Advance Apartments & Hotel Darwin

Dear Guests,

Whether you are visiting Darwin for business or leisure, our aim is to ensure you enjoy your stay and experience the best value in Serviced Apartment Accommodation in the Northern Territory.

Please take some time to read through this Service Directory as it highlights many of our services and facilities that are available during your stay.

**Information in the Service Directory is set out in 6 sections:**

- **Important Information**
- **Apartment Facilities**
- **Hotel Services & Facilities**
- **Telephone Services**
- **General Information**
- **Medical Information**
- **Dining Options**

We trust you enjoy your time in Darwin and we look forward to assisting you in any way possible.

Yours sincerely

The Team at Metro Advance Apartments & Hotel, Darwin

## IMPORTANT GUEST INFORMATION

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### CHECK-OUT TIMES

**Check out time is 10.00am.** Later departure times may be arranged (subject to daily arrivals) and may incur an additional fee. Luggage can be stored if required. Please remember to return your key card upon departure to avoid lost key fees.

### RECEPTION

**Reception is open Monday to Friday 7.00am - 10.00pm**

**Saturday and Sunday 8.00am - 9.00pm**

After these hours there is a resident manager for any late check-in or emergencies. Should you require any after-hours assistance "3272" from the reception lobby phone or 0405 569 580 from any phone.

### CAR PARKING

**Secure undercover parking is available at extra cost and is accessed from Whitfield Street.** If you plan to use the car park during your visit please inform Reception of your vehicle registration number and get your key cards activated for the car park gate. Please do not park in reserved/restricted spaces. The hotel does not take responsibility for any theft or damage to vehicles in the car park area. Please ensure that you remove all valuables from your car.

### SWIMMING POOL

**Our swimming pool is open daily from 8.00am – 9.00pm and is located on the first floor.** Please CONSIDER OTHER GUESTS with regards to noise and pool activities. Children MUST be supervised at all times. No lifeguard on duty. The swimming pool & barbeque area are reserved for in-house guests only. Pool towels are available from reception. Diving and bombing is not permitted. Please towel down before leaving the pool area to avoid water dripping in public areas.

### EMERGENCY SERVICES

**If you require emergency services - Dial '000'**

**For local police hotline dial '131 444'**

## APARTMENT FACILITIES

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### AIR CONDITIONER

An individually controlled air conditioning system is located in your apartment and operated by remote control. Fan speed and temperature can be adjusted for your comfort. A temperature setting of **24°C** degrees is recommended. Please DO NOT open your doors or windows whilst the air conditioning is on because this will create excess condensation and damage the machines.

### ALARM CLOCK (CLOCK RADIO)

Alarm clocks can be borrowed from reception if needed.

### COOKTOP, RANGEHOOD & OVEN

An isolated switch is located on the wall adjacent to the cook top.

#### To operate to COOK TOP:

Select the required cooking element and rotate the knob to desired temperature. Temperature increases by turning the knob in anti-clockwise increments. Setting '1' is the lowest and setting '6' the hottest.

#### To operate the RANGE HOOD:

Pull the range hood towards you. The light will activate and the low and high fan speeds are determined by how far you pull out the range hood.

#### To operate the OVEN:

The 4 knobs from left to right are: Timer / Grill / Oven Temperature / Oven Operation. Turn the Oven Temperature knob to the desired temperature. Turn the RHS knob (Oven Operation) to the fan symbol at the bottom.

#### To operate the GRILL:

Simply rotate the Grill knob (second from left) anticlockwise for single element operation and clockwise for dual element operation. Leave the oven door open when grilling.

### DISHWASHER

Dishwashing powder is located in the cupboard under the sink in the kitchen.

#### To operate the dishwasher:

Load the dishwasher with soiled crockery & cutlery, place dishwashing powder in dispenser on the inside of door, close the dishwasher door. Select washing cycle and turn on the machine. Wait until cycle has fully finished to open door.

## **DRY CLEANING**

For dry cleaning options please contact Reception.

## **ANTS & GECKOS**

Ants and geckos are part of life in the Top End due to our tropical climate. Please rinse your dishes and keep food in airtight containers to avoid ants and geckos coming into your apartment.

## **HAIRDRYER**

A hairdryer is located in the cupboard under the vanity basin in the bathroom.

## **INTERNET / WIFI**

High speed wireless internet access is available in all rooms. Important note: In order to make use of the complimentary Wi-Fi service it is essential to obtain a code from reception.

## **IRONING FACILITIES**

An iron and ironing board are located in the wardrobe of all apartments and studio rooms.

## **MICROWAVE OVEN**

All apartments are equipped with a microwave. For your safety, please DO NOT place metal utensils or bowls in the microwave.

## **RESTAURANT CHARGE BACK**

Metro Advance Apartments & Hotel offers a charge back system with a selection of local restaurants in the area. To take advantage of these dining alternatives and have the charge billed directly to your room account. For a list of our Charge Back Restaurants and for more information please see reception.

## **WASHER - DRYER**

A washing machine and clothes dryer is provided in all our One and Two Bedroom Apartments. A small quantity of laundry detergent is provided in your apartment. Additional laundry detergent is available from Reception at an extra fee. Complimentary laundry facilities are available on the premises, for our guests in Studio Rooms. Please ask for details at Reception. When using these facilities it is important to remember to take all coins out of your pockets as they may cause damage to clothing and equipment.

## **HOTEL SERVICES & FACILITIES**

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### **RECEPTION**

Reception is attended between the hours of 07.00am-22.00pm on weekdays and 08.00am-21.00pm on weekends. After these hours there is a resident manager for any late check-in or emergencies. Should you require any after-hours assistance “3272” from the reception lobby phone or “0405569580” from any phone.

### **ACCOUNTS**

All accounts can be settled at reception. If you will be departing in the morning prior to reception opening hours please settle your account the previous evening.

### **ADAPTORS**

The electrical current in Darwin is 240 volts AC at 50 Hz. International Adaptors are available from Reception upon request (subject to stock availability).

### **ALCOHOL PURCHASE**

There are numerous bottle shops located nearby including Woolworths/BWS, which is positioned next door to Metro Advance Apartments & Hotel building. Please note that restrictions apply to purchasing alcohol on Sundays. A valid Photo ID card is required for any alcohol purchase in the NT for all ages.

### **BAGGAGE SERVICES & STORAGE**

You are welcome to leave a small amount of luggage at Reception on the day of departure for later collection. Fees apply for longer storage.

### **BABYSITTING**

Metro Advance Apartments & Hotel uses the services of a reputable babysitting company. Please speak to our Reception Team to enquire on availability and pricing.

### **BBQ**

There are 2 BBQ's located beside the pool on the first floor for your complimentary use during pool hours. Please see Reception if you require any assistance. Pool hours are 08.00am to 21.00pm daily.

### **EXTRA BEDS (ROLLAWAYS) and COTS**

There are limited a number of rollaway beds available at an additional nightly fee. Please discuss your requirements with our Reception Team and we can assist you provided that there is a rollaway bed available. There is also a number of baby cots available at small nightly fee.

### **BREAKFAST**

Please refer to the dining information section for available options.

### **CAR RENTAL**

Details regarding car hire operators within the local area may be obtained from Reception. Alternatively, there is information on our brochure display in the reception area.

### **CAR PARKING**

Secure undercover parking is available at extra cost and is accessed from Whitfield Street. If you plan to use the car park during your visit please inform Reception of your vehicle registration number and get your key cards activated for the car park gate. Please do not park in reserved/restricted spaces. The hotel does not take responsibility for any theft or damage to vehicles in the car park area. Please ensure that you remove all valuables from your car.

### **CURRENCY EXCHANGE**

Currency exchange facilities can be found in Mitchell Street, the Smith Street Mall or any of the major banks located in Smith Street.

### **CREDIT ARRANGEMENTS**

Metro Advance Apartments & Hotel accepts Visa, MasterCard, American Express, Diners Club and Debit Cards. A 1.5% surcharge fee applies to Visa and MasterCard and a fee of 2.5% applies to American Express and Diners Club card payments.

### **CHECK OUT TIME**

Check out time is 10.00pm. Later departure times may be arranged (subject to daily arrivals) and may incur an additional fee. Luggage can be stored if required. Please remember to return your key card upon departure to avoid lost key fees.

## **DAMAGES**

Any damage sustained to the apartment or its contents during your stay must be reported to Reception and arrangements made for reimbursement of the associated costs. (Also refer to SMOKING). Unreported damages will be charged to your security deposit.

## **DRY CLEANING**

Please speak to our reception team for information on Dry-cleaning services in our area.

## **DRINKING WATER**

Local tap water is safe for drinking. We also sell bottled water at reception for our guests.

## **EMAIL**

Emails to Metro Advance Apartments & Hotel should be sent to our email address below: [Darwin.res@metrohg.com.au](mailto:Darwin.res@metrohg.com.au) . You can use this email to send us files for printing or other enquiries. Please add your name and room number in the subject line.

## **PHOTOCOPYING & COMPUTER PRINTING SERVICES**

Guests will be charged at the following rates:

Printing and scanning:

Black and white - \$0.10 per page

Colour - \$0.20 per page

## **FIRST AID**

Contact Reception if you require First Aid assistance. If you require an ambulance dial '000' and advise the operator that you require the Ambulance Service in Darwin City. You will need your room number and Hotel Address: which is 55 Cavenagh Street, Darwin City.

## **FIRE AND SAFETY PROCEDURES**

All floors are equipped with emergency lighting, fire alarms, fire hoses and fire escapes. In the event of a fire alarm please DO NOT USE THE LIFTS. Make your way down via the fire stairs and then to the other side of Cavenagh Street opposite Reception (Designated Assembly Area). Please note the escape route plan of the Fire Escape Door nearest to your apartment. It should be noted that it is an offence to tamper with the smoke alarms in the rooms. Excessive cooking smoke can trigger the main building fire alarm which in turn triggers an automatic response from the Fire Brigade. In the event of unwanted false fire alarms, the Fire Brigade may levy a charge for this response. In the event that this has been caused by a guest fault, Metro Advance Apartments & Hotel will pass on all charges to the guests concerned.



## **GROCERY SERVICE/PANTRY SHOPPING**

A pantry shopping service is available for guests who need it. For a fee, we can organize for some basic groceries for you. Please contact our reception team for more help.

## **HOUSEKEEPING**

All apartments are serviced daily except Sundays and Public Holidays, linens are changed after the 3rd night and subsequent 3rd night of your stay. For all special rate bookings, we offer limited housekeeping service and linen are changed once per each week of guest's stay. If you have any special requests or particular needs on any day, housekeeping or reception will be happy to assist you. If you require privacy, please hang the 'Do not disturb' sign on the outside door handle of your room and the housekeeping team will not access your room.

## **IN HOUSE ENTERTAINMENT**

**DVD Hire:** A selection of DVD's are available at reception for overnight use free of charge.

**Games:** A selection of board games and cards are available free of charge from reception for your enjoyment. Please check with reception for current availability. Once you have finished playing, please return the game to reception. A \$20 deposit may be required for game use.

## **KEYCARD – APARTMENT ACCESS**

You have been issued with an electronic pass card, which enables you to access your apartment, the building after hours, the guest laundry and the car park door leading to Reception. Please ensure you carry your card with you at all times and return it to reception at the end of your stay. Please note that keeping your room card near mobile telephones or any other electronic devices may deactivate the card. In the event your card becomes inactive, please visit reception to have it re-activated. A fee applies to lost or stolen keys and for unlocking your room outside of reception hours.

## **LAUNDRY**

A washing machine & dryer are provided for your use in the One and Two Bedroom Apartments. There are also complimentary laundry facilities located on the ground level for guests who stay in our Studio Rooms. Laundry powder can be obtained from reception at a fee.

## **LOCAL INFORMATION**

We are just a short walk from shops, theatre, post office, restaurants and the esplanade. Maps and local information are available from Reception or from our comprehensive brochure display located near Reception.

## **MAIL**

Your incoming mail can be collected from Reception. If you are expecting mail after you have checked out, please provide reception with a forwarding address. Uncollected mail will be returned to sender after 30 days.

## **MAPS**

Local maps of Darwin are available at Reception.

## **NOISE**

In consideration of other guests, no loud noise is permitted in your apartment between 21.00pm and 09.00am. Metro Advance Apartments & Hotel prides itself on providing a homely and relaxing environment for the benefit of all guests. Please ensure that your television and radio volumes are at a comfortable level so as not to disturb your neighbors. If at any time you are disturbed by continuing noise from either within or outside the property please contact Reception or the Night Manager after hours.

## **PETS**

Guests are reminded that animals / pets are not permitted at the property. If someone has a guide dog, they will need to advise our team in advance.

## **PILLOWS**

Extra pillows are conveniently located in your wardrobe.

## **PRIVACY**

Your privacy is very important. If you do not want to be disturbed, simply place the "DO NOT DISTURB" sign outside your door. Please note that housekeeping will not service rooms that display a "Do not disturb" sign.

## **PUBLIC TRANSPORT INFORMATION**

There is a Darwin Bus Stop outside Woolworths in Cavenagh Street (beside Metro Advance Apartments & Hotel). Please contact Reception for timetables and other information.

## **SHOPPING**

A Woolworths store is located next door for your grocery needs and a Coles store is situated in Mitchell Centre. The shopping Mall is located nearby in Smith Street and a larger shopping facility is located at Casuarina Shopping Centre (20' minute drive). To avoid damage to lifts, walls, etc. shopping trolleys are not allowed into the building.

## **SMOKING**

Smoking is NOT permitted inside the Metro Advance Apartments & Hotel building. Ashtrays have been provided for use on the apartment balconies (where applicable) and smoking is also permitted at the pool area. A minimum charge of \$500.00 will be imposed for extra cleaning to remove odours if smoking takes place inside rooms. Please close your balcony door should you choose to smoke on your balcony.

## **SWIMMING POOL**

Our swimming pool and alfresco BBQ area is located on the first floor and is open for your enjoyment between 08.00am and 21.00pm daily. Please CONSIDER OTHER GUESTS with regard to noise and pool activities. Children MUST be supervised at all times. No lifeguard on duty. The swimming pool & barbeque area are reserved for in-house guests only. Pool towels are available from reception. Diving and bombing is not permitted. Please towel down before leaving the pool area to avoid water dripping in public areas.

## **TOUR INFORMATION**

A display of brochures on local tours are available adjacent to Reception. Tour bookings can be made at reception during operating hours. Most tours will pick-up Metro Advance Apartments & Hotel.

## **TROPICAL STORMS**

Please ensure that external doors and windows are closed when you leave your apartment at any time during your stay. A minimum charge of \$500 will be incurred for cleaning works and repairs to water damaged areas if doors and/or windows are allowed to remain open during storms. In the event of a cyclone warning we will contact all guests with safety instructions.

## **VISITORS TO YOUR APARTMENT**

For your safety it is recommended that all visitors register at Reception. After 21.00pm no persons are to be within the property apart from registered guests, for the safety, security and consideration of all house guests. No parties or large groups of people are permitted in the apartments. Metro Advance Apartments & Hotel has a NO PARTY POLICY and guests will be asked to leave the property if this policy is not adhered to. No refunds or discounts will apply if you are evicted from the property.

## TELEPHONE SERVICES

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### INTERNATIONAL CODES

A full list of country codes can be found in the back of the White Pages, which is located in your desk drawer. Australia's country code is 61.

Some country codes are:

Austria	43	Hong Kong	852	Philippines	63
Canada	1	India	91	Singapore	65
China	86	Indonesia	62	South Africa	27
Denmark	45	Ireland	353	Taiwan	886
Egypt	20	Italy	39	Thailand	66
Fiji	679	Japan	81	UAE	971
France	33	Kenya	254	UK	44
Germany	49	Malaysia	60	USA	1
Greece	30	New Zealand	64	Vietnam	84

#### To call outside Australia

Dial '0011' to get outside of Australia

Then "Country Code"

Then "Area Code"

Finally "The local phone number"

### LOCAL DIRECTORY ASSISTANCE:

For the local number for directory assistance please see reception.

### STATE AND TERRITORY CODES

ADELAIDE (South Australia)	08	BRISBANE (Queensland)	07
CANBERRA (Australian Capital Territory)	02	DARWIN (Northern Territory)	08
HOBART (Tasmania)	03	MELBOURNE (Victoria)	03
PERTH (Western Australia)	08	SYDNEY (New South Wales)	02

## GENERAL INFORMATION

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### CURRENCY

Australia operates under a decimal currency system with 100 cents (c) equaling one dollar (\$). The coins are \$2 and \$1 (colored gold) 50c, 20c, 10c, and 5c (colored silver). Notes comprise \$100, \$50, \$20, \$10 and \$5.

## ELECTRICITY

Australia's domestic electricity supply is 230-240 volts AC at 50 Hz. The standard three pin plugs are fitted to domestic appliances. Common overseas plugs are of a different design and will not fit Australian power points. Should you require an adaptor please contact Reception for availability.

## EMERGENCY SERVICES

If you require emergency services - Dial '000'

For local police hotline dial '131 444'

## TIME ZONE

There are three time zones in Australia.

- Eastern Standard Time (EST) applies to New South Wales, Australian Capital Territory, Victoria, Tasmania and Queensland.
- Central Standard Time (CST) applies to South Australia and Northern Territory, Darwin.
- Western Standard Time (WST) applies to Western Australia.
- CST is a half hour (30 minutes) behind EST, while WST is two (2) hrs behind EST.

Note that at certain times of the year "Daylight Savings Time" operates in some of the states.

## WEATHER – WET AND DRY SEASON

The Top End including Darwin, Kakadu National Park, Litchfield National Park, Katherine and surrounds has two distinct seasons - the Wet and the Dry.

**January and February is the heart of the Wet season** when monsoonal weather can dump heavy afternoon and overnight rain. It swells waterfalls and floods wetlands, turning the countryside green. Average temperatures range from 25° Centigrade (77° Fahrenheit) minimum to 32° Centigrade (89° Fahrenheit) maximum.

**March and April see the rains begin to subside.** Strong winds start to dry the land and flatten tall grasses. Average temperatures range from 24° Centigrade (75° Fahrenheit) to 33° Centigrade (91° Fahrenheit).

**May to September is known as the Dry Season** and is the most popular time of the year with visitors and locals. The humidity is at its lowest and the nights can become relatively cool. Average temperatures range from 19° Centigrade (66° Fahrenheit) to 33° Centigrade (89° Fahrenheit).

**October to December is the pre-monsoon period** and it becomes increasingly humid with occasional rain. This is the period known as the "build up" and is when many locals give thanks for air conditioning. Average temperatures range from 25° Centigrade (77° Fahrenheit) to 33° Centigrade (91° Fahrenheit).

## MEDICAL INFORMATION

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### ROYAL DARWIN HOSPITAL

105 Rocklands Drive, Casuarina, NT, 0810 Phone: (08) 8922 888

### DARWIN CITY MEDICAL CENTRE

1/71 Smith Street (ground floor NAB house, Chinatown Building)

Phone: (08) 8941 0369

Check with reception for opening times.

### DOCTOR & GENERAL MEDICAL PRACTITIONER

Stuart Park Surgery, 5 Westralia St, Stuart Park, NT, 0820 Phone: (08) 8981 2907

Check with reception for opening times.

### TOP END MEDICAL CENTRE DARWIN

44 Stuart Hwy, Stuart Park, NT, 0820 Phone: 13004 or (08) 8930 4900

They also operate an after-hours emergency service on 0432 965 671

Check with reception for opening times.

### MOBILE DOCTOR SERVICE

Home visit doctor service. Phone: 1300 030 030

### CHEMISTS

#### Blooms The Chemist

Woolworths CBD Plaza, Cavenagh Street Phone: (08) 8921 8522

#### Chemist Warehouse Darwin GPO

48 Cavenagh St, Darwin City NT 0800 Phone: (08) 8981 9202

## DINING OPTIONS

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Your apartment is equipped with all of the basic crockery, cutlery and utensils to allow you to prepare a fresh meal in the comfort of your room.

If you prefer to order a meal in, there are a number of providers who will deliver, as below.

Should you prefer to have a meal away from your apartment, we are pleased to advise we have made special arrangements with a number of reputable restaurants around Darwin, whereby you can have the charges sent back to your room account, for settlement upon departure. Please consult the schedule following to learn which restaurants provide this service. Reservations are not usually necessary however please feel free to request a booking through reception if you wish or call the restaurant concerned on the number provided.

In order to transfer your meal charges back to your room account, please be sure to have your room key card (provided at check-in) available to show to the restaurant staff. This will be used to verify you are a bona fide guest of Metro Advance Apartments and to confirm your apartment number.

And of course there are numerous other restaurants around Darwin with whom we do not have any arrangements but provide excellent cuisine. Please do not hesitate to ask if you should require further information.

We are also pleased to offer the following options for your consideration:

### RESTAURANTS AND CAFÉ'S OFFERING DELIVERY SERVICE

(Additional costs may apply for delivery)

Dominos	Pizza	(08) 8936 3088
City Pizza	Pizza	(08) 8941 8333
Mitchelli`s Pizza café	Pizza	(08) 8941 7500
Green Chillie's Darwin	Thai-Indian	(08) 8941 5111

### RESTAURANTS AND CAFÉ'S OFFERING CHARGE BACK TO HOTEL

The Vault Cafe	(08) 8941 3025
Moorish Cafe	(08) 8981 0010
Noodle House	(08) 8942 1888
Treetops Restaurant	(08) 8946 0111

Do not hesitate to see one of our friendly reception staff for any assistance or recommendations.