

## Welcome to Metro Hotel Perth City

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 City, 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.

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

## IMPORTANT GUEST INFORMATION

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### CHECK-IN & CHECK-OUT TIMES

Standard check-in is 2.00pm and guests are required to check-out by 10.00am on the advised day of departure. Extension of stay is subject to availability and you should contact reception to enquire. Guests who would like a late departure should contact reception to make arrangements. A late departure or day use fee may apply.

### RECEPTION

Hotel Reception is located on the ground floor and is open 24 hours a day. You can contact Reception by **DIALING 9** on your room phone.

### BREAKFAST

Chit Chat Lounge is located on the ground floor and is open for light breakfast daily. Breakfast Boxes can also be purchased at Reception.

## HOTEL FACILITIES & SERVICES

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### ACCOUNT SETTLEMENT

Where the guest has not provided a pre-authorisation on a credit card or has not made prior arrangements for another form of payment, such as a company charge back authority, it is a requirement that your account be kept in credit at least to the value of one nights' accommodation.

Payment by personal or company cheque is not acceptable unless prior approval is made with management at the time the reservation is made.

Please ensure that you settle with reception each day by 10 am for the next night's accommodation charge. The hotel will evict those guests who are unable to settle their accounts in accordance with hotel policy.

### AIR CONDITIONING

The air-conditioning units have individual controls and the instructions to operate your room air conditioner are located in the back of this compendium. Please allow at least 15 minutes for the units to reach the desired temperature.

### AIRPORT DETAILS

Visit the website: <http://www.perthairport.net.au/> for more information.

The international airport is located approximately 25-30 minutes travelling time and the domestic airport approximately 15-20 minutes travelling time. We recommend guests allow extra time at both airports due to the volume of travel through these airports. Perth Airport City Shuttle picks up from the hotel, and bookings must be made in advance. Contact reception for more information on the schedules and costs.

International/Domestic Airport (08) 9478 8888

## **AIRLINE RESERVATION**

Air New Zealand	13 24 76	Malaysia Airlines	13 26 27
British Airways	1300 767 177	Qantas	13 13 13
Cathay Pacific	13 17 47	Singapore Airlines	13 10 11
Emirates	1300 303 777	Virgin Blue	13 67 89

## **BAGGAGE STORAGE**

Short term luggage storage is available without charge. Please enquire at Reception. The hotel does not accept any liability for loss or damaged luggage items. Please contact reception for assistance.

## **BANKING**

The nearest bank is Commonwealth Bank, situated at the corner of Bennett and Hay Street with an ATM available.

## **BATH TOWELS AND BLANKETS**

If you require any additional towels or blankets, please contact reception.

## **CAR PARKING**

The hotel offers 2 car parks. One car park is located on the bottom level (entrance from Hay Street) and the second car park is located on the upper level (entrance off Bennett Street). Parking is always subject to availability. Guests choosing to park their cars in car parks and public areas do so at their own risk. The hotel accepts no responsibility for any loss or damage to motor vehicles under any circumstances. Contact reception for details and direction to access car parks.

## **CAR RENTAL**

Bayswater Car Rental	(08) 9325 1000
Sunset Rent-A-Car	(08) 9245 2466
Europcar	13 13 90

## **CHEMIST**

Rosens Pharmacy is located at 234 Hay Street (corner of Hay & Bennett St) and is open Monday – Friday 8.00am to 5.30pm, Saturday 8am to 12.30pm.

## **COFFEE AND TEA FACILITIES**

Coffee and tea making facilities are provided in all rooms. Should you require additional items such as coffee, milk etc. please contact reception.

## **COOKING AND FOOD PREPARATION**

Cooking and food preparation in rooms are strictly forbidden by health authorities. In addition, there are smoke detectors installed in every hotel room and cooking in rooms will activate detectors.

## **CREDIT CARDS**

We accept all major credit cards: American Express, Diners Club, MasterCard, Visa and Bankcard. Personal cheques cannot be accepted unless prior arrangements have been made with management.

## **CUSTOMER SATISFACTION GUARANTEE**

If you are not satisfied with your accommodation or our services, please tell us immediately. A Duty Manager will address the issues you raise, and we request that you provide us with reasonable opportunity to correct the situation.

## **DOCTOR**

East Perth Medical Centre is located at 168 Adelaide Terrace, East Perth and is open Monday to Friday from 8am till late and Saturday 9.30am to 11.30am. To contact East Perth Medical Centre phone (08) 9221 4242. A locum doctor is also available 24 hours for emergencies at the hotel. Please contact reception for contact details and assistance.

## **DENTIST**

Lifecare Dental is located at 425 Wellington Street, Perth and is open 7 days a week from 8am to 8pm. To contact Lifecare phone (08) 9221 2777.

## **EMERGENCY EXITS**

Please dial 9 in case of emergency. In case of fire, please go directly to fire exits. There are two clearly marked EXITS on each floor. Please familiarise yourself with the fire procedure which is located on the back of the door. The central assembly point in the event of an evacuation is located in Forrest Ave. Directional signage within the exit stairways will direct you to the assembly location.

## **FIRST AID**

For first aid assistance please contact reception. The hotel does not provide medication to guests. A chemist is located at the lights, corner of Hay & Bennett Street.

## **FLORAL SERVICE**

The nearest florist is located at shop 3/242 Hay Street, East Perth. Sweet Violets can be contacted on (08) 9225 4058 or (08) 9221 7772

## **FOREIGN CURRENCY**

We regret that we are unable to assist with the conversion of foreign currency.

## **GUEST LAUNDRY**

For your convenience, a self-use laundry (cashless) washing machine and dryer is located on the fifth floor and washing powder is available from the vending machine located in the laundry. The laundry room is open to in-house guests between the hours of 8.00am and 8.00pm. Please note the hotel accepts no responsibility for lost or damaged items through valet service or the guest laundry.

## **GYMNASIUM**

The hotel does not have a gymnasium on site, however there are number of gyms in close proximity to the hotel that caters for casual visits. Contact reception for more information on the locations.

## **HAIR DRYERS**

Hair dryers are located in each hotel robe, with some bathrooms having dryers installed in the wall of the bathroom.

## **HOT WATER OPERATIONS**

To activate hot water, turn the tap to full until the water is hot, and then slowly back to the desired temperature. Each hotel room has their own hot water system

## **HOUSEKEEPING**

For bottle openers, adaptors, additional pillows, blankets etc. please arrange via reception (dial extension 9)

## **IRONING FACILITIES**

An iron and ironing board is located in the robe in your room. Please ensure that you turn off the iron after using it. Do not place hot iron back in robe. Leave in upright position of ironing board until cooled.

## **KEYS**

We recommend that when planning to be out of the hotel, you leave your key with reception for safe keeping by simply dropping your room key into the key return slot at the reception counter. Please remember to bring your key with you when you depart. Lost keys will incur a charge of \$40 and will be charged to the guest's room account on departure if the key is not returned.

## **LOST PROPERTY**

Please note that the hotel does not store in lost property any loose personal bathroom amenities other than those secured in a toiletry bag. Lost property is held for a period of 3 months and then donated to charity.

## **RELIGIOUS SERVICES**

For further information on these services, please contact reception.

## **MINI BAR**

The hotel does not provide mini bar facilities in hotel rooms, however we do offer a selection of beverages and snacks from the vending machine in the foyer and from the fridge located at reception.

## **MAIL**

Australia Post is located just past the traffic lights on Hay Street (Cnr Bennett & Hay). Mail can be left at reception for posting and stamps are available for purchase.

## **PETS**

Assistance animals are permitted into accommodation areas. All other pets are not permitted in accommodation or food and beverage areas.

## **PUBLIC TRANSPORT**

Transperth's CAT buses offer you a fast, free and convenient means of travelling in and around Perth. A central area transit map is available from reception.

## **RECEPTION HOURS**

Reception is open 24 hours, 7 days a week. To contact reception at any time dial 9. The hotel will lock main entrance doors at 11.00pm. Access to the hotel after these hours is via intercom, identifying yourself and the room number you are staying in.



## SMOKING AND VAPING

Smoking and Vaping are permitted on the 1st floor ONLY, and must be confined to these rooms. Any person found to be smoking or vaping on the 2nd, 3rd, 4th, 5th or 6th floors will be charged \$200 room service fee. Please note that all other areas of the hotel, including our internal food and beverage area are no smoking and no vaping areas.

## SAFETY DEPOSIT FACILITIES

Safety deposit boxes are available at reception. The hotel takes no responsibility for loss or damage. Safety deposit boxes are provided complimentary and are subject to availability. Please contact reception.

## SUPERMARKET

A 24 hour supermarket is located just across from the lights (Cnr Hay & Bennett Street) This supermarket has a comprehensive selection of items for sale.

## SECURITY

We ask that you always keep your room key secure, and your door is locked at all times. The liability of the hotel for loss or damage to guests' possessions is limited.

## TAXI SERVICE

Black and White Taxis	13 10 08
A1 Perth Maxi Taxi	9221 5200
Swan Taxis	13 13 30

## **TELEPHONE**

Room to Room                      Dial room number

Outside Line                        Dial number

Standard hotel surcharge applies to calls made from the hotel. Please note that guests who require telephone access will need to arrange some form of payment security at the time of check-in. A bond, credit card pre-authorisation or company charge back authorising telephone expenses will suffice.

## **TOURIST INFORMATION**

There is a comprehensive brochure stand located in the hotel foyer. Reception will be happy to assist with any questions that you may have in relation to tourist activities.

## **VISITORS**

We would appreciate that all visitors to hotel rooms leave the hotel by 9.30pm. The hotel does not tolerate noise or disruptions which may cause inconvenience to other guests. The hotel will evict disruptive house guests **WITHOUT REFUND** should we receive ongoing complaints.

## **WINDOW LOCKS**

Windows can be partially opened for those guests who would like access to fresh air. Due to safety requirements, we cannot open the windows fully and any window access must be unlocked by the Duty Manager. Please contact reception to arrange.

## **WAKE UP CALLS**

Should you require an early morning wake up call, please contact reception to book your wakeup call time.