



METRO
HOTELS

Metro Apartments on
Darling Harbour
Guest Compendium



Welcome to Metro Apartments on Darling Harbour

At Metro Apartments we offer affordable accommodation, providing friendly and personalised customer service in a relaxed and comfortable environment.

All guests and visitors are required to provide ID during check-in.

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 we can assist in making your stay more comfortable or enjoyable, please do not hesitate to contact our reception staff by dialling '9'.

Metro Apartments on Darling Harbour is located in the very heart of Sydney and within easy stroll of the city's major tourist attractions, where you will find Sydney's liveliest entertainment.

We look forward to meeting you during the course of your stay and thank you for choosing Metro Apartments as your preferred accommodation.

Yours sincerely

The Staff and Management

Metro Apartments on Darling Harbour

IMPORTANT INFORMATION

RECEPTION

Our Front Desk is open daily: 8:00am – 9:00pm

Security: Saturday 10:00pm – 7:00am

General Manager (emergencies only) Sunday – Thursday: 9:00pm – 8:00am

Please dial 9 if you require any assistance

SECURITY

The front doors of the building are always locked. It is necessary for you to always take your Room Key with you when leaving the building. Your Room Key will also activate the front door upon your return.

DEPARTURE

Check out time is 10.00am

Should you require a later check-out please contact Reception before your departure date. There may be an extra charge for this. If you intend to vacate your apartment prior to the office opening at 7am please settle your account on the previous evening and leave your key in the room on departure.

EMERGENCIES

Please dial '9' from your room to contact reception. Outside of reception opening hours (10pm-7am), call the manager on '1701' from your room. In extreme emergencies if reception or the manager cannot be contacted, dial "0" for an outside line and then "000" for emergency services.

NO SMOKING

Please be advised that all our apartments are non-smoking. Smoking is permitted on balconies only. Triggering a fire alarm may result in a fine of up to \$1,864 to cover the cost of the call out fee imposed by Fire & Rescue NSW.

FACILITIES & SERVICES

ELECTRICAL APPLIANCES

Your unit has 240 volt AC 50 cycles power.

HOUSEKEEPING

A mini service is completed daily. This includes the making of beds, towels changed and rubbish emptied. A full service is completed after 3 nights.

HOT WATER SUPPLY

Please understand that the hot water tank in your apartment only has an 80 litre capacity. As a result you may need to wait 10 minutes in between each shower\bath to allow the water to reheat. We apologise for any inconvenience.

INTERNET

Free wireless internet is available in all apartments. No password is required. See reception for WiFi troubleshooting. A free internet kiosk and printer is available at reception.

Like us:



Rate us:



Follow us:



KITCHEN

The kitchen is fully equipped. Please contact reception if you require anything else.

LUGGAGE

You are welcome to leave your luggage at reception until your departure from Sydney.

MAIL & MESSAGES

Telephone messages, faxes and mail will be delivered to your room.

PETS

No animals are allowed in the apartments, with the exception of registered assistance animals. These need to be registered with reception.

SOFA BED

If you require the use of the sofa bed, sheets are already on and blankets and extra pillows can be found in the wardrobe of the bedroom.

HEAT DETECTORS

Your room is fitted with heat detectors to maximise guest safety. Covering or tampering with heat detectors is extremely hazardous and poses a risk to everyone in the building. Evidence of such nature will be treated severely and as such may result in a fine being imposed/and or eviction with no refunds given for accommodation paid. Triggering a fire alarm may result in a fine of up to \$1,864 to cover the cost of the call out fee imposed by Fire & Rescue NSW.

TELEPHONE

To make a call from your room:

Front Desk – Dial '9'

An Outside Line – Dial '0'

International Call – Dial '0011' plus country code plus area code then number

Local call cost is 90 cents.

Interstate and International calls are charged by the minute.

TELEVISION

Channels available are ABC (2), 7, 9, 10, SBS. Guests can use Smart TV and use their own accounts for Netflix, Stan, Kayo or 7+ and more.

WASHING MACHINE

Our washing machines operate with cold water only. Laundry powder is available from Reception. The cost is \$1.00 per packet which is sufficient for one load of washing.

LOCAL INFORMATION

BREAKFAST

Modina Café | 60 Lime Street, Sydney

Monday – Sunday: 6:30am – 3:00pm

There are also cafes located at the Harbourside Shopping Centre in Darling Harbour that offer daily breakfast. These include Pancake On The Rocks, Yoforia Cafe, Festival Cafe and Bar, Cicco Bar and Cyren Bar Grill Seafood.

EATS

If cooking in the apartment is not your thing and you prefer to order in your food, we recommend UberEats and Menulog. For UberEats, simply download the app and follow the sign in prompts. For Menulog simply go to menulog.com.au to order your favourite meal online. Make sure to include your room number. Once you get a confirmation, your food will be delivered to the apartments. From Malaysian to Mexican, and Indian to Italian, you are sure to find a cuisine to tantalise your tastebuds.

However, we do suggest you go out to experience the magnificent restaurants and cafés Sydney has to offer.

Our Local Recommendations:

The Darling Pizzeria | 88-90 Union St, Pyrmont | Phone: 9566 2526

P.J.O'Brien's Irish Pub | 57 King Street, Sydney | pjobriens.com.au

Kingleys Australian Steakhouse | 29A King Street, Sydney

A former candle factory with cathedral ceilings and stone walls, serving select steak and wine

SUPERMARKETS

Coles Express - Wynyard

Corner of Wynyard & Carrington st, Sydney (inside Wynyard Railway Concourse)

Mon-Fri 6:00am to 12:00am | Sat-Sun 8:00am to 10:00pm

Coles Sydney CBD - York Street

Address: 68 York St, Sydney NSW 2000 | Phone: (02) 8364 1800.

Hours: Open · Closes 10:00pm

BOTTLESHOPS

The Convenience Store | 170 Sussex St, Sydney

City Cellars | 54 Lime Street, King St Wharf

Sun - Thu 11:00am to 8:00pm, Fri - Sat 11:00am to 10:00pm

BANKING

The major banks are located within a few minutes' walk from our property.

The nearest ATM machine is located at the Commonwealth Bank two blocks up King Street. Overseas Currency and Travellers Cheques may be exchanged at the American Express Bureau located at 275 George Street (inside the Westpac Bank). Open Monday - Friday 9.30am - 4:00pm

CAR RENTAL

Europcar | 100 William St, Kings Cross NSW 2011 (02) 8255 9050

Enjoy 15% off at <https://www.europcar.com.au/partners/metro-hotels>

Bayswater Car Rental | 180 William St, King Cross NSW 2000 (02) 9360 3622

Avis Car Rental World Square | 387 Pitt St, Sydney NSW 2000 (02) 9261 0750

Airport Car Hire | 348 George St, Sydney NSW 2000 (02) 9669 4379

LOCAL INFORMATION

CAR PARKING

Metro Apartments have an agreement with



There is no car park on site at Metro Apartments.

**Located: 170 Sussex Street, identified by an illuminated sign reading:
"Welcome to 383 Kent Street"**

It is the first car park after Apartments on left hand side. (No discounts are given by any other car park)

Height: 2.1m

Cost: \$37 per exit OR per 24 hours.

Hours: The Car Park is open 24 Hours.

Procedure: Enter the car park at the above location; taking the first driveway and keeping left, on entry you will receive a ticket. Keep this ticket safe as lost tickets may result in a lost ticket fee. Proceed to park your car (you can park anywhere except in reserved spaces). Bring the ticket to Reception where it can be validated to receive the discounted price.

Payment: Payment can be made via the large blue pay machine located on Level G. Payment has to be made before you get your car. If there are any problems with the ticket, please come back to the apartments or contact the car park staff via the intercom – PLEASE DO NOT PAY – as refunds cannot be given.

Metro Apartments accepts NO responsibility if you have parked in the wrong carpark.

DOCTOR & DENTIST

George Street Medical Centre

Address: Lower Ground, 333 George St, Sydney NSW 2000

Hours: Open · Closes 5:30 pm

Phone: (02) 9231 3211.

For an after-hours doctor in Sydney call 13 74 25. This service is available from 4pm weekdays, 10am Saturdays, all day Sunday and public holidays. Note: There may be a wait up to 3 hours after the booking is made. For more information go to homedoctor.com.au

If you know your condition is serious and you can't wait then call '000' to request an ambulance.

Some pharmacies are open beyond normal business hours.

These are:

Priceline Pharmacy | 413 George Street, Sydney NSW 2000

Closes 8 pm · Phone: (02) 9262 2556.

Priceline Pharmacy World Square

Shop 9.01 Ground Level 9, 644 George Street, Sydney | Tel: 02 9268 0042

Hours: Mon-Fri 8:30am - 10pm, Sat 10am - 8pm, Sun 11am - 7pm,

Public Holidays 11am - 6pm

POST OFFICE

The nearest Post Office is located at 44 Market Street, Sydney.

Australian Stamps for post cards are available at reception for \$1

SIGHTSEEING

Brochure stands are located in the lobby. Please contact reception for more information regarding sightseeing tours and bookings. Most tour operators will pick you up from Metro Apartments.

TRANSPORT

Direct Cab Service: \$60 for up to 4 passengers. This is a direct service straight to Sydney Airport. The earliest pickup time commences at 5.10am and the last pick-up time ends 6.40pm.

GETTING TO THE AIRPORT BY TRAIN

It takes 25 minutes to travel from Wynyard Train Station to the Airport Terminals.

PUBLIC TRANSPORT

Public transport is one of the easiest and most affordable ways to travel around the Sydney metropolitan area and greater New South Wales. To use the network, you'll need to either purchase an Opal Card or use a contactless credit card, debit card or mobile device.

Opal cards are the easiest way to explore Sydney including Sydney Fish Market, Bondi Beach, Manly, Taronga Zoo, Sydney Olympic Park and the Blue Mountains by trains, buses, ferries and light rail. They are convenient and easy to use, you just tap on and tap off wherever you want to go.

You can buy an Opal Card at a convenience store, 3 mins walk away.
\$20 for Adult. \$10 for Child/Youth.

Train services run from 4am to around midnight on most train lines. All stations on the network have 24 hour ticket vending machines. Single and return tickets can only be bought at these machines. Trains to Bondi Junction enroute to the famous Bondi Beach leave from Martin Place Station. Your nearest train station is Wynyard and takes about 10 minutes to get there. Wynyard is also on the Airport Link and takes about 25 minutes to reach Sydney Airport.

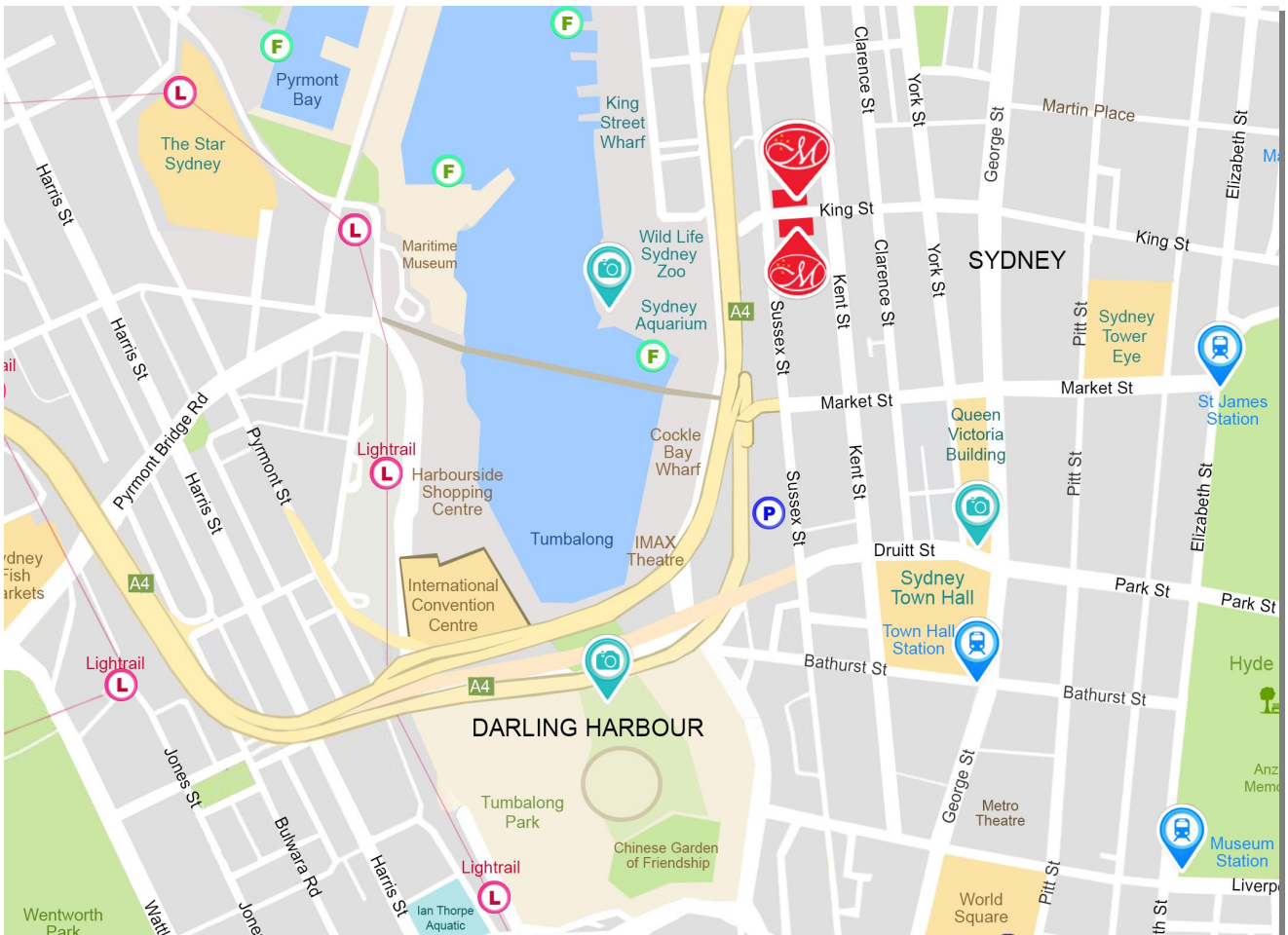
For travelling by ferry, services to Taronga Zoo leave from Circular Quay and takes 10 minutes to get there. Your nearest ferry service is at King Street Wharf 3 which goes to Circular Quay or Parramatta via Sydney Olympic Park. Services from King Street Wharf to the Quay takes about 12 minutes. Information kiosks are located at Circular Quay.

LIGHT RAIL SERVICES

Your nearest light rail stop is Pymont Bay.

Operate daily every 15 minutes and goes to Sydney Fish Market.

There is a 24 hour service from Central to The Star Casino every 15 minutes.



TROUBLESHOOTING

COOKTOP

As the induction cooktop heats up quite fast, please be careful when using the highest setting. If you see a red LO in the centre of the cooktop, the key lock is activated, you have to press and hold the key button for 5 seconds until it beeps to release the security lock, and then choose the plate you wish to use.

HOT WATER

Please understand that the hot water tank in your apartment only has an 80 litre capacity. As a result you may need to wait 10 minutes in between each shower/bath to allow the water to reheat. If the hot water tap is running cold, it is likely that the circuit breaker for the apartment may have tripped. To fix this you need to open the cupboard where the circuit breaker is in the kitchen, located in the top kitchen cupboard next to the fridge. Need to make sure all switches are in the on position, pointing up.

HEATING / COOLING IN THE APARTMENT

In all of the apartments there is an air conditioner. The remote is located on ground level near the air conditioner. It can be set to cool or heat the apartment to your desired temperature. If the A/C isn't working, it is likely the circuit breaker has tripped. To fix this you need to open the cupboard where the circuit breaker is in the kitchen; it is located in the top kitchen cupboard next to the fridge. Need to make sure all of the switches are in the on position, pointing up.

TELEVISION

First ensure your TV is connected to Wi-Fi "Fox", if not Dial 9 to contact reception

Normal TV:

Step 1: Press the Home button.

Step 2: Go to the App Section.

Step 3: Choose the Life TV app.

Netflix, Kayo Sport, YouTube:

Step 1: Press the Home button.

Step 2: Go to the App Section.

Step 3: Choose the app.

Step 4: Sign in your own account.