



METRO
HOTELS

Metro Hotel Miranda

Guest Compendium



Dear Guest

Thank you for choosing to stay at Metro Hotel Miranda.

The team and I would like to welcome you, please let us know if there is any way we can help.

It is our goal to ensure your stay is a wonderful experience & we will do all we can to make it just that.

Once in a while something happens that requires immediate attention. In the unlikely event you find yourself requiring assistance and our reception area is closed, rest assured that help is only a phone call away.

In those out of hours emergencies please call 02 9525 7577 then dial “5”. One of our staff will be happy to take your call and help as required.

Alternatively we have an intercom outside of the front door which also can be used in an emergency.

Sleep well,

Stephen Nemetz
& the team at Metro Hotel Miranda

1. HOTEL INFORMATION

RECEPTION HOURS

Monday to Friday 8:00am - 10:00pm

Saturday 8:00am - 10:00pm

Sunday & Public Holidays 8:00am - 9:00pm

If you plan to arrive or depart the hotel outside of the reception hours, please advise reception staff prior.

CHECK IN TIME

Check in time is 2pm, however if early check in is required, we will do our best to have your room ready for you. If the room is not ready, we can store your luggage for you until your room is ready.

CHECK OUT TIME

Check out time is 10.00am. Should you require a later check out time, please contact Reception. A late checkout fee may be incurred from 10.00am onwards. Luggage storage is available for your convenience at any time.

EMERGENCY

In case of emergency, please contact Reception by dialing 9 during reception hours. Outside of reception hours, dial 9525 7577 then dial "5" to contact the Manager.

In case of evacuation, please use the Fire Escape stairs. If however you cannot use the stairs, please evacuate to the landing at the top of the Fire Escape where you will be safe. The Hotel Fire Warden or Manager will come to your aid. Please listen for all instructions over the Hotel P.A. system.

EXCESSIVE NOISE & NO PARTY POLICY

Our intent, as an accommodation provider, is for all our guests to enjoy the comfort and facilities we offer. All visitors must leave by 10pm each night. Only the registered overnight guests are permitted to be in the rooms after this time. Metro Hotel Miranda may evict a guest or visitor without warning should conditions warrant.

Any person(s) found to be creating excessive noise, having a party in their rooms will be evicted without refund, and a \$500 penalty may be charged to the credit card provided.

Please contact reception should you experience other guests causing you discomfort.

PAYMENTS

Payment can be made at any time during reception hours. We accept all major credit cards - Visa, MasterCard, American Express and Diners Club. Please be advised surcharge applies for all credit card payments.

QANTAS FREQUENT FLYER

All Metro Hotels now offer Qantas Frequent Flyer points for each night's stay with us. Please advise reception of your membership details at time of check in and your points will be added after your departure.

SMOKING POLICY

Metro Hotel Miranda is a 100% smoke free property. There are smoke detectors in all rooms, hallways and common areas. If your smoking triggers the fire alarm, you will be charged AUD \$1,700 for a false alarm call out fee by the NSW Fire Brigade.

2. HOTEL FACILITIES & SERVICES

BBQ FACILITIES

Located on the first floor balcony off the Lounge. The BBQ is available for all guests to use. Please ensure the BBQ is cleaned and return and clean utensils to the guest lounge after use.

METRO MINI MARKET

Located in Reception, offering a wide range of snack and drink items.

PIGGIES CAFE

Piggie's Café is located on the Ground Floor and is open Tuesday to Sunday from 6 am to 3pm

GUEST LOUNGE AND DINING ROOM

The Guest Lounge is located on Level 1 and is available for all guests. It contains a microwave, small fridge, toaster, tea & coffee making facilities and TV. Books are also available from our Library, on a take a book, leave a book basis. If you would like additional fridge or freezer space, please contact our reception team who will be more than happy to assist.

GYM

Bodyfit GYM located on Lower Ground Floor and is open daily from 5am to 10pm. Access to the Gym and body therapies can be made with the Gym directly.

HOTEL KEY CARD

The hotel is fully automated with a key card system for security purposes. If you have any problems with your key card, please contact reception.

INTERNET

To access the wireless internet simply click on "Metro" in your wireless network settings. No password is required.

LAUNDRY FACILITIES

A coin operated washing machine and dryer can be found in the guest lounge area on level 1. Change can be obtained from reception. Requires 3 x \$1 coins

3. ROOM FACILITIES & SERVICES

AIR CONDITIONING/ HEATING

All rooms contain air conditioning and heating. Climate control has been pre-set for your comfort. The on/off switch for the air conditioning/heating is located behind the curtain or by the remote control attached to the wardrobe.

HAIRDRYER

A hairdryer for your convenience is located either in the wardrobe of your room or in the cupboard immediately under the sink in your bathroom.

IRONING FACILITIES

An iron and ironing board is located in the wardrobe of each room for your use. Please place water in the iron before use.

TEA AND COFFEE

Complimentary tea and coffee making facilities are available in all rooms. These will be replenished daily.

TELEVISION GUIDE

Free to air channels are available on your television.

Digital TV Channels (DTV on your remote)

- | | |
|-----------|-----------|
| 1. One HD | 7. ABC3 |
| 2. Seven | 8. 7 HD |
| 3. Nine | 9. 7One |
| 4. Ten | 10. 7Two |
| 5. ABC 1 | 11. 7Mate |
| 6. ABC2 | 12. GO |

TELEPHONE DIRECTORY

Reception	Dial 9
Room to Room	Dial the room number
International Calls	Dial 0, 0011, [Country Code] + [Area Code] + [Number]

MEDICAL INFORMATION

Sutherland Hospital Emergency department:	Phone: (02) 9540 7111 Open 24 hours
Kareena Private Hospital No emergency department	Phone: (02) 9717 0000 Open 24 hours
Miranda Medical Centre	Phone : 9540 1044 Open 8am-8pm daily

LOCAL INFORMATION

BEACHES

Cronulla beach, is located to the east of Miranda, approximately 6km from Metro Hotel Miranda. A beautiful beach with expansive views of the ocean, it's a perfect place for a swim or surf, or a bite to eat by the water.

The name "Cronulla" is derived from an Aboriginal word kurrnulla, meaning 'place of pink seashells'. Cronulla beach is the only beach that is patrolled in the winter months (check for flags before swimming). The beach is wheelchair accessible, has disabled toilets and a free beach wheelchair service.

CINEMA

Event Cinemas is located at Westfield Miranda, a short walk from Metro Hotel Miranda. It is located at the top of the Westfield shopping Centre.

SHOPPING CENTRE

Westfield Miranda Shopping Centre is located directly opposite the Hotel. Reception can assist you with locations and hours of business.

DIGGERS MIRANDA RSL: BISTRO & SPORTS BAR

615 Kingsway, Miranda NSW 2228 (10-15 minutes walk from the Hotel)
Monday to Saturday 11:30am - 9:00pm | Sunday 11:30am - 8:30pm

Metro Hotels guests enjoy temporary membership benefits at Diggers Miranda RSL, including members pricing on food and drink plus a free garlic bread when you purchase a meal. Whether you're catching up with friends, out for a great night or just wanting a meal that will satisfy, Diggers Miranda has it all. Please see reception to get your temporary membership card!

