

Welcome



Metro Hotel Perth City

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Reception: Dial 9

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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 more than happy to assist.

We wish you a pleasant and enjoyable stay.

Warm Regards

The Metro Hotel Perth Team

IMPORTANT GUEST INFORMATION

CHECK-IN & CHECK-OUT TIMES

Standard check-in is 2.00pm

Check-out is 10.00am on the day of departure.

Extension of stay is subject to availability, and you should contact reception to enquire at the earliest possible to avoid inconvenience.

Guests who would like a late departure should contact reception to make arrangements accordingly. For checkouts after 12.00pm, an additional night's charge may apply.

RECEPTION

Dial 9 from your room phone to contact reception.

Hotel Reception is located on the ground floor and is open 24 hours.

BREAKFAST

The Bluerock Restaurant is open between 7:00am to 9:00am on weekdays and 7:00am to 9:30am on weekends and entrance is located off the lobby.

HOTEL FACILITIES & SERVICES

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 are easy to operate using the AC control remotes in the room. Please allow at least 15 minutes for the units to reach the desired temperature.

AIRPORT DETAILS

Visit the website: <http://www.perthairport.com.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. International/Domestic Airport (08) 9478 8888. Visit the Transperth Website: <https://www.transperth.wa.gov.au/> for more information on Airport Transfer Lines. Please contact reception for assistance.

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.

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, in Forrest Avenue). 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 directions 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. However, please contact reception, and we will guide you to the nearest one.

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 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.

KEY CARDS

Please remember to bring your key card(s) with you when you depart.

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 (Corner of Bennett & Hay Street).

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. For safety and security reasons, the main entrance doors are always locked. Access to the hotel is via the hotel keycard or via the intercom, by identifying yourself and the room number you are staying in.

SMOKING AND VAPING

Smoking and Vaping IS NOT permitted in any of the rooms or public areas, and only in the designated areas. Any person found to be smoking or vaping will be charged \$350 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 for more details.

SUPERMARKET

A 24-hour supermarket is located on Adelaide Terraces (Rise Supermarket). This supermarket has a comprehensive selection of items for sale. Please contact reception for directions.

SECURITY

We ask that you always keep your room key secure, and your door 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.