



READ ME

Google Nest - for all your needs please use the Google Nest to contact the Front Desk. Simply by saying: "Hey Google, call the Butler"

adapters – a universal outlet is available in your room

A range of electrical adapters are also available from the Housekeeping.

airline booking/confirmation

Our Front Desk will be happy to assist you with flight confirmation and other airlines related information.

airport hotel transfers

Airport transfers (to and from the airport) are available by request, at a charge. Please contact the Front Desk to book.

amenities

For your convenience, a variety of extra amenities are available at a charge.

Archipelago membership program

If you're an Archipelago Member you can download the membership app for free from the Google Play or iPhone App Stores. You can enjoy great discounts on rooms and food and beverage, as well as our "Bob the Butler" chat feature and information on specials and discounts not available to non-members – Download Now!

baby needs

We have baby chairs available at the Biryani Restaurant. Should you require a baby cot, please contact the Housekeeping.

banquet

The hotels provide Meeting venues for your special event such as Wedding, Gala Dinner, Special Party. Our Sales Team will be pleased to arrange your special event in our venue.

bell service & check out

For baggage handling for both arriving and departing guests, simply contact the Front Desk.

bible

A bible is available upon request.

billing procedure

Advance cash deposit is required unless you are paying by an accepted credit card. Should you have any questions, please contact the Front Desk.

breakfast

Breakfast is served daily from 6 AM to 10 AM at the Biryani Restaurant on the first floor.

business center

Please contact the Front Desk for any of your business needs such as photocopying, scanning, and internet access.

check-in & check out time

Check-in time is 2 PM and check out time is 12 noon. For the possibility of late check out please contact the Front Desk.

Check out after 5 PM will be charged at 50% of the published rate.

Check out after 6 PM will be charged at 100% of the published rate.

coffee shop - open at 6 AM to 9 PM

Biryani Restaurant is located on the lobby level, and offers a wide range of Indonesian cuisine.

conciierge

Conciierge services are available at the Front Desk.

credit & debit cards

The Hotel accepts the following major credit and debit cards to settle your account: Visa Card, Master Card, AMEX, JCB and BCA Debit Card.

currency exchange

Please contact the Front Desk who will be happy to recommend a money changer nearby. The Hotel does not exchange money and does not accept personal checks.

doctor on call

Should you require medical assistance, our doctor on call can be arranged for personal calls to your room.

do not disturb

A “Do Not Disturb” sign has been placed in your room. Should you wish to be left in private, please hang the “Do Not Disturb” sign on the door handle outside of your door. Should you wish no incoming telephone calls, please let us know.

drinking water - tap water is not drinkable

We are replacing the bottled water in your room with a water jug to reduce the amount of plastic waste put into the environment. Free drinking water is available from the water dispenser in the corridor - avoid drinking water from the tap.

durian

Durian is a delicious fruit but please do not bring it into the property.

electric current

220 volt, 50 cycles. Should you require an adapter, please contact the Front Desk.

e-mail & broadband / wireless internet connections

We provide free WiFi internet service throughout the Hotel. For further information regarding internet services, please contact our Front Desk.

forgot something?

We will be happy to provide the following items should you need them:

- | | |
|---------------------------------|-------------------|
| • Adapters/electrical converter | • Nail file |
| • Additional bath/bed linen | • Office supplies |
| • Bath gel | • Pillows |
| • Bathrobe | • Razor & cream |
| • Comb | • Sewing kit |
| • First aid items | • Slippers |
| • Iron | • Telephone book |
| • Ironing board | • Toothpaste |

google nest

Your room is equipped with a Google Nest. You can use it for several services such as asking for a wake-up call or playing music. You can also communicate directly with the Front Desk.

hair dryer

A hairdryer is available in your bathroom.

housekeeping

Our Housekeeping staff is scheduled to service your room between 9 AM to 10 PM. Should you require services outside of these hours or at a specific time during your stay, please let us know.

house rules

Any loss and (or) breakage to any part of the room reported during your stay will be charged to your account accordingly.

in-room safe

Each guest room is equipped with a safe – please follow the instructions. We recommend not to leave any valuables unsecured.

iron and ironing board

An iron and ironing board are available upon request.

keys

Safeguard your room key as you would your residence key. If you lose your room key or it is stolen, report to the Front Desk immediately. Return your room key to the Front Desk upon check-out. Do not leave your key in your room.

laundry / dry cleaning service

Please put the laundry in the basket provided along with the completed form and place it on the bed. Our Housekeeping staff will collect them when they clean up the room.

For express service, please contact Housekeeping for laundry pick up.

lost & found

Please contact our Front Desk for assistance in tracing lost property within the Hotel premises.

luggage service

For luggage handling, contact the Front Desk.

maintenance

Should anything be broken or in need of repair, please contact 'Bob the Butler', a chat service provided on our Membership App, and they will immediately send a technician to take care of the problem.

meeting rooms

Meeting room facilities are located on the lobby and mezzanine floor. For bookings or meeting arrangements, kindly contact our Front Desk.

newspapers and magazines

National and local newspapers and magazines are available in the Hotel Lobby.

parking

Parking for Hotel guests is available at the Hotel's secure parking area.

pets

Please do not bring any kind of pet into the property.

qiblat

A Qiblat sign is placed on the ceiling.

qur'an & praying mat

Qur'an and praying mat are available upon request.

restaurant

Biryani Restaurant is located on the lobby level, opens daily from 6 AM to 6 PM, offers a wide range of Indonesian cuisine.

room service

Room service is available from 11 AM to 6 PM. Scan the QR code available in your room to see the menu.

safety & security procedures

For your safety, the Hotel is equipped with fire protection systems. Please be prepared - know the location of stairway exits and fire alarms.

security

Always close the safety latch while in your room.

Always look through the peephole if anyone knocks on your door.

medical service & medications

For prescription medicine, there are licensed dispensaries. Our Front Desk Staff will be pleased to assist you.

taxis

Contact our Front Desk to order a taxi.

tv channels

We have 40 channels available - please scan the Guest Directory QR code in the room.

wake up call

To arrange a wake-up call, contact the Front Desk or use Google Nest.

wi-fi

Free WiFi is available throughout the Hotel – any problems, please contact the Front Desk.

IN CASE OF FIRE, DO NOT USE ELEVATORS.**if you discover fire of smoke in your room:**

- Call the Front Desk immediately.
- Take your room key, exit your room and close the door behind you.
- Alert others in the area.
- Activate the nearest fire alarm.
- Walk to the nearest stairway and exit the building (DO NOT USE THE ELEVATORS).
- If smoke is present, stay low.

if you are ordered to evacuate your room and the DOOR IS NOT HOT:

- EXIT WITH CAUTION. If the door is NOT HOT, open it slightly and look in both directions for the nearest exit sign.
- Take your room key, exit the room and close the door behind you.
- Walk to the nearest stairway and exit the building (DO NOT USE THE ELEVATORS).

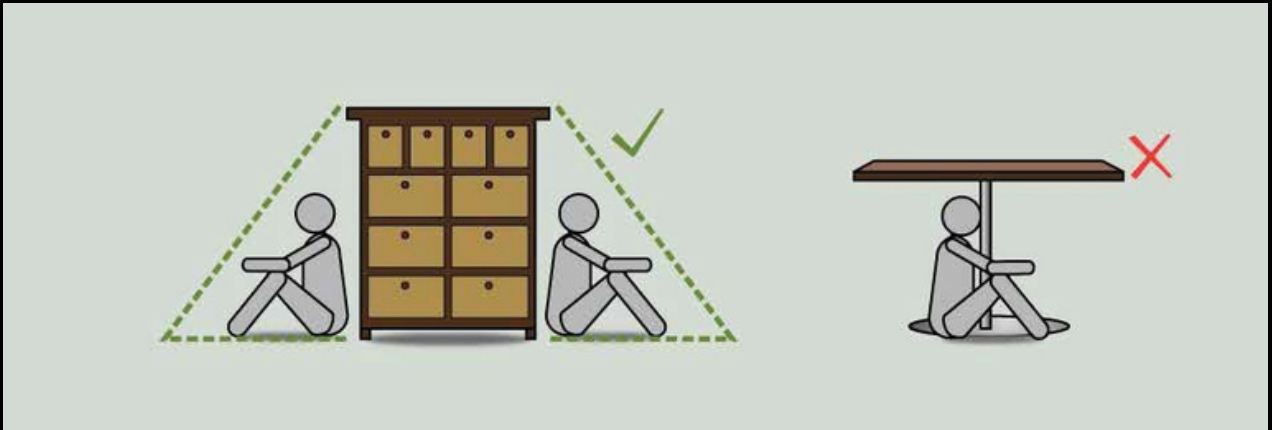
if you are ordered to evacuate your room and the DOOR IS HOT:

- DO NOT OPEN THE DOOR
- Call the Front Desk and give them your location.
- Stuff wet towels or clothes under the door and in air vents to keep out smoke and fumes.
- Remain calm and wait for further instructions. If you cannot exit, your room is the safest place to be.
- If you think you need to open a window for air, and you are above the ground floor, avoid breaking the window because you may need to close it to keep smoke out later.

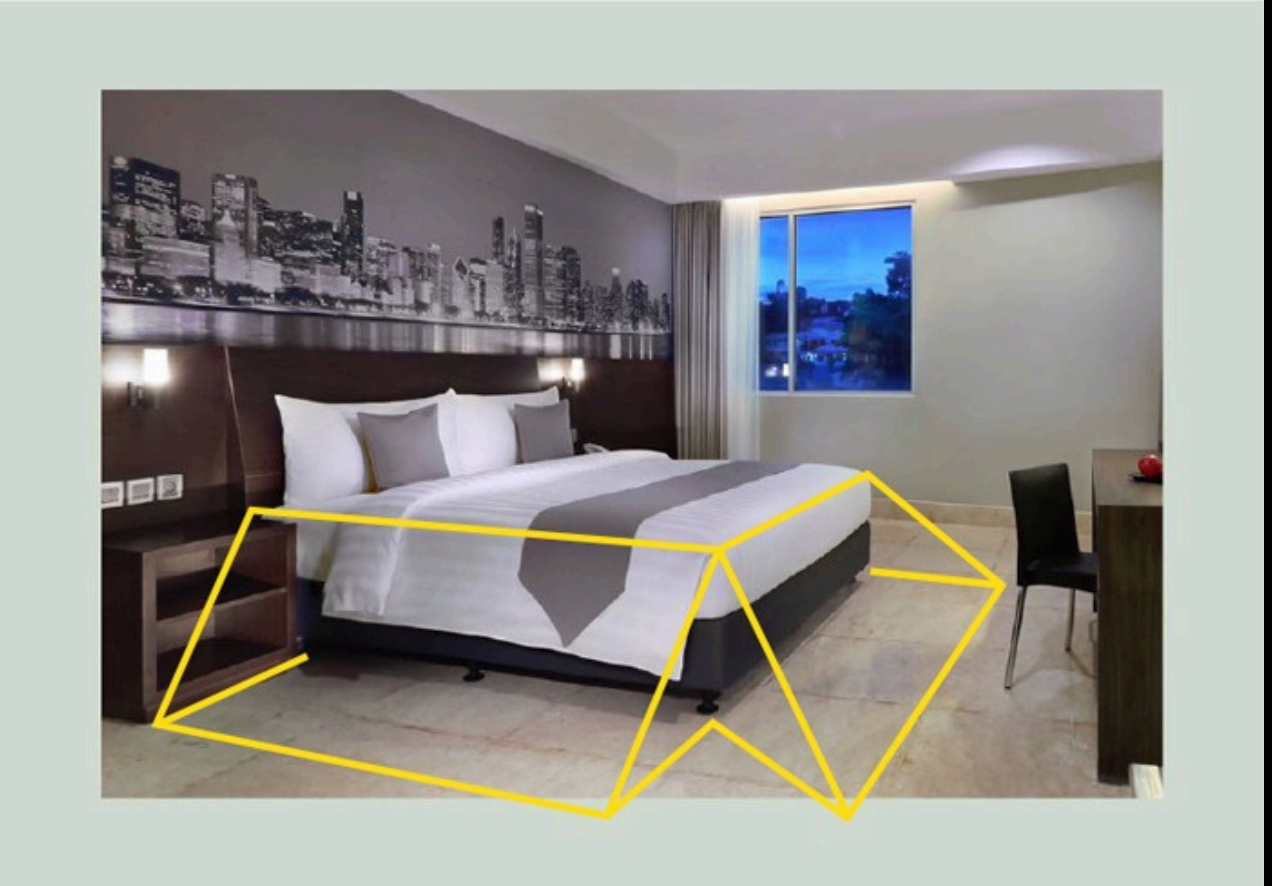
IN CASE OF EARTHQUAKE – USE THE TRIANGLE OF LIFE

It is unlikely that you will experience an earthquake while staying with us, however in the event of an earthquake, do not hide under a desk or in a doorway. You should hide next to a large object in what they call “the triangle of life”.

If an earthquake happens and you cannot easily escape by getting out the door or window, then lie down and curl up in the fetal position next to a sofa, or large chair.



If you are in bed during the night and an earthquake occurs, simply roll off the bed. A safe void will exist around the bed – you should lie down on the floor, next to the bottom or the side of the bed during an earthquake.



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