

Welcome to Park Hyatt Melbourne

We are delighted you have chosen to stay with us and trust that you will have the opportunity to enjoy both Park Hyatt Melbourne and our vibrant city.

The diverse culture of Melbourne is home to historical and modern architecture, hidden laneways, beautiful green spaces, a wealth of attractions and a sophisticated food and wine scene, which makes Melbourne a haven for exploration. Another drawcard is the city's unparalleled major events calendar. Melbourne is home to internationally acclaimed events such as the Australian Open Tennis Championship, Formula 1 Australian Grand Prix, Spring Racing Carnival featuring the Melbourne Cup, Melbourne Food and Wine Festival, Melbourne Fashion Festival and the list goes on.

There are also many sought after shopping, art and music destinations hidden within this buzzing city just waiting for you to discover and only a short stroll away.

For those that wish to soak up the private haven that Park Hyatt Melbourne has to offer, we trust that you will enjoy our unique dining options. From the Tea Lounge with its delightful alfresco garden to the art deco inspired Trilogy. Our philosophy on serving delicious food is very simple – thoughtfully sourced and carefully served.


The Park Health Club & Day Spa is waiting for you also – perhaps a quick dip in the pool, an energetic workout or a spa treatment to revitalise and re-balance.

Whatever your reason for being our guest, our aim is to ensure a wonderful stay in Melbourne. Please let myself or any members of the team know if we are able to assist you further to ensure your time at Park Hyatt Melbourne is everything you wished it to be.

Yours in hospitality,

Leigh Shephard  
Hotel Manager

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HOTEL SERVICES		EXT.
ACCOMMODATION	For all matters relating to accommodation please contact Reception.	2
ADAPTORS	An international adaptor is located in every guestroom. Should you require additional, please contact Housekeeping.	4
AIRPORT	Tullamarine International and Domestic Terminals are located approximately 30 minutes (25kms) from the city centre. Should you require assistance in making arrangements for your departure, please contact Concierge.	1
AIR-CONDITIONING	To turn on the system and adjust the fan speed, use the arrow keys and select your preferred setting. We recommend “AUTO” as the system has been set specifically for each guestroom. Adjust the temperature by using the + and - keys until desired setting is displayed. After a moment the screen will revert back to showing the room temperature as the adjustment occurs. To turn off the system, please press the left arrow until the panel has selected the  symbol. It will take 30 seconds to shut down.	
BUSINESS CENTRE	Secretarial services, computers and a printer are available 24-hours a day. Please contact Guest Services for more information.	9
CAB/TAXI SERVICE	Please contact our Bell Desk team for a booking.	7
CAR PARK	Valet car parking is available for \$55 per vehicle per day, which will be charged to your room account. Please contact Bell Desk for assistance.	7
CHECK-OUT	Check-out time is 11.00am.	2

HOTEL SERVICES		EXT.
CONCIERGE	Concierge is available to assist with all queries relating to the hotel, local tourist attractions and general enquiries to make your stay more enjoyable. Their services include but are not limited to: Baby Sitting                      Limousine Services Bicycle Hire                      Maps & Guides Car Hire                              Tourist Information	1
CREDIT FACILITIES	We accept all major credit cards and EFTPOS (credit card surcharge applies)	
DRY-CLEANING, LAUNDRY AND PRESSING	Same day dry-cleaning and pressing service is available seven days a week. Express service is available 24-hours (surcharge applies).	4
EMERGENCY/FIRE SAFETY	In the event of an emergency, dial 7000 to report the incident. Do not use the elevators and please familiarise yourself with the emergency instructions on the back of your guestroom door.	7000
EVENTS & MEETING	Park Hyatt Melbourne has many meeting and event spaces of various sizes that cater for varied capacities. If you would like further information or to view these facilities, please contact the events team.	9
FITNESS CENTRE	Located in the Park Club Health & Day Spa on level 9. It is open 24-hours a day and accessible using your guestroom key.	4322
FOREIGN EXCHANGE	Reception is able to exchange small amounts of currency however, for larger exchanges, please contact Concierge.	2
GUEST SERVICES	On duty 24-hours a day, Guest Services will be pleased to assist you with any queries.	9 4
HOTEL SECURITY	Hotel security is available 24-hours a day. Please see 'Hotel Safety' tab.	
HOUSEKEEPING	For extra pillows, converters/adaptors, blankets and additional amenities, please contact our Housekeeping department.	4

HOTEL SERVICES		EXT.
IRON & IRONING BOARD	Located in your walk-in-robe.	
ICE	Ice is available upon request through in-room dining.	3
IN-ROOM DINING	Available 24-hours a day for those who want to enjoy a meal in the privacy of their room. An in-room dining menu is located within this compendium.	3
IN-ROOM TECHNOLOGY	BOSE bluetooth speakers are available in all guestrooms. An international adaptor is also available and is located on your desk. DVD players are available upon request – please contact Guest Services should you require one.	9
INTERNET ACCESS	WiFi internet access is complimentary for all guests. For wireless connection select ‘Hyatt’ from the list of available networks. For wired connection, connect your computer to the broadband socket using the cable provided in your guestroom, launch your web browser and follow the on screen prompt. For assistance, please contact Guest Services.	9
KEYS (GUESTROOMS)	For your security, your key does not specify your room number. Please keep this key with you for the duration of your stay, and report the loss of your room key to Reception immediately.	2
LOST PROPERTY	Please contact Housekeeping.	4
MAIL	In-coming mail will be delivered immediately to your guestroom.	
MEDICAL CARE	Please contact Guest Services for assistance.	9
MESSAGES	All guests have access to in-room voicemail. Please press the voicemail key on your guestroom phone to retrieve your messages.	
MINI-BAR	Please record your consumption on the form provided. Your bar will be replenished daily. Please contact Housekeeping for assistance.	4

## HOTEL SERVICES

EXT.

### CHROMECAST

Chromecast streaming is available through your television. To begin casting, connect your mobile device to the Hyatt WiFi, pair your device to the in-room television, following the on-screen instructions.

### NESPRESSO MACHINES

Nespresso machines are available in all guestrooms. An instruction card and coffee capsules are located in the drawers below the machine in the walk-in-robe. Pods are replenished daily.

### NON-SMOKING POLICY

Park Hyatt Melbourne is proud to offer a smoke free environment. A \$300 cleaning fee will be added to your account if evidence of smoking is found in your room.

### PARK CLUB HEALTH & DAY SPA

Experience total calm amidst luxurious surroundings at Park Club Health & Day Spa. Located on level 9, our facilities include a 25-metre indoor heated pool, fitness studio, outdoor tennis court, steam and sauna rooms, sundeck and luxury change rooms. The day spa offers a comprehensive range of treatments with proven results and is guaranteed to soothe the mind, body and soul. Bookings are highly recommended.

4322

### PETS

We regret that pets are not allowed in the hotel.

### PERSONAL SAFES

Safes are conveniently located in all guestrooms.

### PUBLIC TRANSPORT

Trams, trains and buses are all a short walk from the hotel. For schedules or to purchase a myki (travel card), please contact Concierge.

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### PHYSICALLY IMPAIRED

Specially designed guestrooms are available on request. Please contact the Assistant Manager for assistance.

9

### RELIGIOUS WORSHIP

There are a variety of denominational worship locations within close proximity of the Hotel. Contact the Concierge for detailed information and directions.

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## HOTEL SERVICES

EXT.

### RESTAURANTS

#### *Tea Lounge*

4311

Located in the lobby with views of the garden, this is a place to unwind, enjoy a cup of tea, coffee or high tea. Tea Lounge serves a selection of meals available daily and an à la carte dinner menu  
Breakfast

#### A La Carte Menu Only

Monday to Friday 6:30 a.m. to 11:00 a.m.

Saturday to Sunday 7:00 am to 11:30 a.m.

#### All Day Dining

Sunday to Thursday 11:00 a.m. to 22:00 p.m.

Friday to Saturday 11:30 a.m. to 22:30 p.m.

#### High Tea

Monday to Sunday 2:30 - 5:00 p.m.

### SEAMSTRESS

For small clothing emergencies please contact Housekeeping.

4

### SHOE SHINE SERVICE

Please use the bag provided and contact Bell Desk for collection.

7

### TIPPING

In Australia, tipping is at your discretion. As a guide 10% for excellent service is acceptable.

### UMBRELLAS

An umbrella is located in the wardrobe or at the Bell Desk.

7

### WAKE-UP CALLS

Please contact Guest Services for a wake-up or reminder call.

9

## HOTEL SERVICES

### OUR EVENTS AND FUNCTION FACILITIES CAPACITY:

ROOM	DIMENSIONS M	AREA M2	BOARDROOM	BANQUET	COCKTAIL
BALLROOM	27D X 5.5H	572	-	450	600
FAIRMONT I	10 X 11 X 4.7H	110	26	60	90
FAIRMONT II	10 X 11 X 4.7H	110	26	60	90
FAIRMONT I & II	20 X 11 X 4.7H	220	48	150	180
STUDY	8 X 7.5 X 3.25H	60	10	-	-
LIBRARY	11.5 X 7 X 4.3H	80	24	40	50
PARK LOUNGE BOARDROOM	9 X 5 X 2.5H	45	10	-	-
TRILOGY	23D X 3.2H	415	42	140	300
TRILOGY GARDEN	16.5 X 24.5	404	-	-	100
RADII RESTAURANT	18 X 8 X 2.5H	144	-	-	300
RADII BAR	16 X 12 X 2.5H	192	-	-	150
RADII PRIVATE DINING	6D X 2.5H	28	-	14	-
CUBA	22.5 X 6.5 X 2.5H	146	24	50	80



## TELEPHONE DIRECTORY

You can dial direct for all local calls, STD numbers within Australia and ISD for all numbers outside Australia connected to the international ISD network.

### GUEST SERVICES

Dial 9.

### ROOM TO ROOM CALLS

Simply dial the room number.

### LOCAL CALLS

Dial 0 for an outside line, followed by the local number.

### CALLS WITHIN AUSTRALIA

Dial 0 for an outside line, followed by the area code and then the local number.

### INTERNATIONAL CALLS

Dial 0 for an outside line, followed by 0011 for International access, then the country code, then the area code and then the local number.

### DO NOT DISTURB

To have your phone on 'Do Not Disturb' mode, please contact Guest Services.

### TELEPHONE TARIFFS

Local Calls                    \$1.05 flat rate

Interstate Calls            \$1.50 per minute

International Calls        \$3.50 per minute

Calls to cell phones from \$1.50 per minute to domestic cell phones only.

## TELEPHONE DIRECTORY

### COUNTRY CODE

Dial 0011 before the country code.

Alaska .....	1-907	El Salvador.....	503
Albania .....	355	Egypt .....	20
Algeria .....	213	Eritrea .....	291
Angola .....	244	Estonia .....	372
Argentina.....	54	Ethiopia .....	251
Austria .....	43	Faroe Islands.....	298
Bahamas.....	1-242	Fiji.....	679
Bahrain .....	973	Finland .....	358
Barbados .....	1-246	France .....	33
Belgium .....	32	Gabon .....	241
Benin .....	229	Germany .....	49
Bermuda .....	1-441	Ghana.....	233
Bilivia .....	591	Gibraltar .....	350
Bosnia-Herzegovina .....	387	Greece.....	30
Botswana .....	267	Guam .....	1-671
Brazil .....	55	Guatemala .....	502
Bulgaria .....	359	Haiti.....	509
Burundi .....	257	Hawaii.....	1-808
Canada.....	1	Honduras.....	504
Cameroon.....	237	Hong Kong.....	852
Chile.....	56	Hungary .....	36
China.....	86	Iceland.....	354
Colombia .....	57	India .....	91
Congo.....	242	Indonesia .....	62
Costa Rica.....	506	Iran .....	98
Croatia.....	385	Iraq.....	964
Cyprus .....	357	Ireland.....	353
Cuba .....	53	Israel.....	972
Czech Republic .....	420	Italy .....	39
Denmark.....	45	Ivory Coast.....	225
Djibouti .....	253	Jamaica .....	1-876
Dominican Republic .....	1-809	Japan .....	81
Ecuador.....	593	Kenya .....	254

## TELEPHONE DIRECTORY

### COUNTRY CODE

Dial 0011 before the country code.

Kuwait .....	965	South Korea .....	82
Latvia .....	371	Spain .....	34
Lebanon .....	961	Sri Lanka .....	94
Lesotho .....	266	Sweden.....	46
Libya .....	218	Switzerland.....	41
Liechtenstein .....	423	Taiwan .....	886
Lithuania .....	370	Thailand.....	66
Luxemburg.....	352	Tonga.....	676
Macau .....	853	Trinidad .....	1-868
Madagascar .....	261	Turkey .....	90
Malawi.....	265	Uganda.....	256
Malaysia .....	60	United Arab Emirates.....	971
Mauritius .....	230	United Kingdom .....	44
Mexico.....	52	United State of America .....	1
Monaco.....	377	Vatican City .....	39,+379
Mozambique .....	258	Venezuela.....	58
Netherland.....	31	Yugoslavia .....	38
Netherland Antilles.....	599	Zambia .....	260
New Caledonia.....	687		
New Zealand .....	64		
Nicaragua .....	505		
Norway.....	47		
Panama .....	507		
Papua New Guinea.....	675		
Paraguay .....	595		
Peru .....	51		
Philippines .....	63		
Poland.....	48		
Portugal .....	351		
Puerto Rico.....	1-787, 1-939		
Qatar.....	974		
Saudi Arabia .....	966		
Singapore .....	65		

## VOICE MESSAGES

### RETRIEVING NEW MESSAGES (FROM YOUR GUESTROOM)

1. Dial 9888.
2. On answer, dial \* followed by your mailbox number.  
(Note: Your mailbox number is the same as your room number.)
3. Enter your passcode when prompted.  
(If you have chosen not to have a passcode, ignore this step)
4. The recorded instructions will guide you in playing, keeping and/or discarding your messages.
5. Dial 9 upon completion, prior to hanging up.

### RETRIEVING SAVED MESSAGES (FROM YOUR GUESTROOM)

1. Dial 9888.
2. On answer, dial \* followed by your mailbox number (room number).
3. Enter your passcode when prompted  
(only if you had originally entered one).
4. Follow the recorded instructions.

### RETRIEVING YOUR MESSAGES (FROM OUTSIDE THE HOTEL)

5. Dial the switchboard on (03) 9224 1234.
6. Request connection to your mailbox number (room number).
7. Once connected, enter your passcode when prompted.  
(If you have chosen not to have a passcode, ignore this step).
8. The recorded instructions will guide you in playing, keeping and/or discarding your messages.
9. Dial 9 upon completion, prior to hanging up.

## HOTEL SAFETY

As we are concerned with your well-being while staying with us, we ask that you familiarise yourself with the following tips.

### SECURITY

Please do not leave valuables in your room; place all valuables in the hotel's in-room safe.

Close your door securely whenever you are in your room and use all of the locking devices provided.

Be sure that connecting doors are locked properly.

Know who is at your door and please use your peephole. If it is a hotel associate, you should verify this by contacting the front desk.

Do not leave room keys any place where they can be easily lost or stolen.

If you see or hear any suspicious activity, please report your observations to Park Hyatt Melbourne management.

Our housekeeping staff members may request that you place your room key on the door before allowing you to enter an open room.

### SAFETY

If you are unfamiliar with Melbourne, please familiarise yourself with the areas in which you plan to visit or ask for assistance from our concierge.

Please watch young children at all times.

Warning signs around the hotel and spa area are intended for your safety; we ask that you read and obey them.

Please listen and follow any emergency information given via the Public Address System.

### FIRE SAFETY GUIDE

The hotel is equipped with advanced and extensive fire detection and firefighting installations to reduce the risk of an outbreak of fire. It is also recommended that you familiarise yourself with the floor plan on the back of your guest room door, which outlines our emergency exit locations.

The Fire Alert Tone is an intermittent beep. If you hear this in your area, it indicates that a device has been activated. Please remain calm and await further instructions. After investigation and if deemed necessary, the evacuation alarm will sound. The evacuation alarm is a siren.

## HOTEL SAFETY

### EVACUATION

The emergency exit doors lock behind you after entry and provide access to the exterior of the building at ground level. Should smoke be present in the stairwell, seek another emergency exit accessible from your location.

The above are fire instructions. If you do not understand, please call Guest Services on extension 9.

En cas d'incendie, suivez les instructions ci-dessus. Pour tout renseignement, veuillez vous adresser à la réception en pressant la touche "Guest Services".

Estas son las instrucciones en caso de incendio. Si tiene alguna pregunta, por favor comuníquese con Guest Services.

Falls Sie die obigen Anweisungen, die das Verhalten im Falle eines Feuers beschreiben, nicht verstehen, kontaktieren Sie bitte Guest Services.

### HEAT, SMOKE AND FIRE

In the unlikely event of a fire, dial the emergency number 7000, giving your name and location, and follow these basic instructions:

1. Take your key.
2. Test your door with the back of your hand to check for the presence of heat before opening.
3. If heat is not evident and the hallway is clear, open your door slowly, take your key and proceed to the nearest emergency exit. If you encounter smoke, remain as close to the floor as possible. If smoke is present in the emergency exit stairwell use another emergency exit. Once in emergency exit do not stop until you exit the building.
4. Do not use elevators.

### SHOULD THE DOOR BE WARM OR THE HALLWAY IMPASSABLE

1. Place wet towels at the base of your door.
2. Notify the operator giving your name and room number.
3. Do not break windows.
4. Stay low to avoid inhaling smoke.
5. Remember the Fire Department will be on the premises in a few minutes to help you.
6. Do not panic.



NIN HAO

欢迎光临墨尔本柏悦酒店

我们非常高兴您选择下榻墨尔本柏悦酒店，并相信您一定会在墨尔本柏悦酒店和我们这座动感十足的城市度过一段非常愉快的美好时光。

墨尔本是一座多元文化城市，古色古香的历史建筑和现代化建筑水乳交融，相映成辉，这里有隐蔽的迷人街巷、美如画卷的绿色空间、为数众多的名胜景点和琳琅满目的美食美酒，堪称是探访游玩的天堂乐园。此外，墨尔本还是众多国际盛事的举办城市，其中包括澳网公开赛、一级方程式赛车澳大利亚大奖赛、以墨尔本杯赛为重头戏的春季赛马嘉年华、墨尔本美食美酒节，以及墨尔本时装节等，不胜枚举。

在这座充满活力的城市中，还有无数备受追捧的购物中心以及艺术和音乐景点等您探访，而且它们都近在咫尺。

对于那些希望尽情享受墨尔本柏悦酒店清净环境的宾客，我们相信您一定会享受我们独特而丰富的餐饮选择，从有迷人露天花园的茶室，到装饰艺术风格的餐厅和酒吧。我们的美食服务理念很简单，就是精心采购食材并提供贴心服务。

墨尔本柏悦酒店健康会所与日间水疗中心也随时恭候您的光临——不论您是想在泳池里畅游一番，来一次大汗淋漓的健身运动，还是享受一次水疗以恢复活力并找回生活平衡。

不论您因为何种原因成为我们的宾客，我们的宗旨就是让您在墨尔本度过一段美妙愉快的时光。

方便起见，请扫描下方二维码，查看我们的中文版在线服务简介。如果您需要更多协助，请告诉我或酒店工作人员，我们一定不遗余力，确保您在墨尔本柏悦酒店一切称心如意。

请扫描我们的专用微信二维码并关注墨尔本柏悦酒店，以查看在线服务简介。

此致，

Leigh Shephard  
酒店经理

宾客服务  
GUEST SERVICES



## 宾客服务专员

### GUEST SERVICES

如果您在住宿期间需要任何帮助，请拨打 88 号键，客服专员将会 24 小时为您服务。

If you require any assistance throughout your stay please dial 88 to speak with a Guest Service Officer, available 24 hours.

## 隐私信息

### PRIVACY INFORMATION

我们高度重视保护您个人信息的私密性，并在使用个人信息时严格遵照《全球宾客隐私政策》的规定（详见 [privacy.hyatt.com](http://privacy.hyatt.com) 或酒店前台的要求）。

Because we consider the privacy and confidentiality of your information to be important, we use your information in accordance with the Global Privacy Policy for Guests (located at [privacy.hyatt.com](http://privacy.hyatt.com)) or by request from the hotel's Front Desk.

## 位置

### LOCATION

墨尔本柏悦酒店俯瞰庄严的圣帕特里克大教堂和美丽的菲茨罗伊花园，占据市中心黄金位置，装潢奢华、住宿环境雅致。酒店位于墨尔本中央商业区，氛围闲适怡人，配备豪华五星级设施，提供个性化贴心服务。

Overlooking St. Patrick's Cathedral and Fitzroy Gardens, Park Hyatt Melbourne offers exclusive, luxury accommodation in the heart of the city. Centrally located in Melbourne's Central Business District, Park Hyatt Melbourne provides a warm ambience and exceptional levels of personalised service and luxury five-star amenities.

## 周到服务与完善设施

### SERVICES AND FACILITIES

- 健身房设施齐备，24 小时开放，位于 9 层
- 25 米室内泳池，位于 9 层
- 桑拿房和蒸汽室，位于 9 层
- 户外网球场，位于 14 层
- 水疗会所带 7 间按摩室，提供丰富的保健美容服务
- 24-hour fully equipped gymnasium located on level 9
- 25-metre indoor swimming pool located on level 9
- Sauna and steam rooms located on level 9
- Outdoor tennis court located on level 14
- Day spa with seven treatment rooms offering a full range of health and beauty treatments

## 客房设施

### ROOM FEATURES

疏散：请事先查看离客房最近的紧急出口位置，以便必要时进行疏散。紧急出口位置详见客房门背后的酒店平面图。

EVACUATION: Please familiarize yourself with the nearest emergency exit, should evacuation become necessary. These exits are located on the floor plan on the back of your guest room door.

以上为火险应对说明。若有疑问，请按 9 号键联系客服专员。

The above are fire instructions. If you do not understand, please dial 9 to speak with a Guest Service Officer.

安保：出于您的安全考虑，请勿敞开房门，或者在门内放置有碍关闭的东西，以免造成安全隐患。

SAFETY: For your own safety and security, please do not leave your door open or place something in the door to prevent it from closing and securing your room.

迷你吧：房内带迷你吧，备有精选饮品供您随心使用。咖啡、茶以及房内所有生活便利用品均免费。收费物品见小菜单。

MINI BAR: Your room is equipped with a mini bar, which has a selection of items to purchase for your convenience. The coffee and tea, as well as any amenities in the room are complimentary. Any items that have a charge will be listed on the small menu.

饮用水：床头瓶装水免费，亦可使用浴室水壶烧水。

WATER: Water placed on the bedside, together with the kettle in the bathroom are complimentary.

如果您无法连接到 Wi-Fi 或有任何问题，请拨打 9 号键。

INTERNET: If you are having difficulty connecting to Wi-Fi or if you have any questions, please dial 9.

保险箱：房内带一个小保险箱，供您在入住期间放置贵重物品，退房离开酒店前，请记得带走所有个人物品。

SAFE: Your room is equipped with a small safe to secure valuables during your stay. Please make use of this feature and remember to take all of your belongings with you before checking out of the hotel.

## 电视节目

### TELEVISION PROGRAMMING

35 频道可收看中文电视节目。

Chinese programming is available on channel 35.

## 紧急情况

### EMERGENCIES

酒店内：请拨打你的房间的电话“紧急”按钮或拨9发言的客户服务主任。

WITHIN THE HOTEL: Please dial 'emergency' button on your room phone or dial 9 to speak with a Guest Service Officer.

酒店外：全澳通用紧急电话号码为 000。拨打该号码可获得医疗、消防和警方紧急援助。

OUTSIDE THE HOTEL: The emergency telephone number in this country is 000. This number is reserved for Police, Fire and Medical Emergencies.

## 餐饮

### FOOD AND BEVERAGE

本指南的“菜单”部分列出了众多精选菜品，可安排客房送餐。除了享用推荐的特菜，房内送餐菜单上还有各式本地美味可选，也欢迎您到我们的餐厅大快朵颐。

In the Menu section of this compendium, you will find a selection of dishes available to be enjoyed in the comfort of your room. In addition to these special comfort foods, please don't miss our local favourites listed in the In-Room Dining menu or in our restaurant.

迷你吧有免费上乘咖啡和茗茶，包括绿茶和红茶。

There is a selection of complimentary coffee and tea located in the mini bar. The tea selection includes both green and black Chinese tea.

## 餐厅与酒吧

### RESTAURANTS AND BARS

- 酒吧餐厅，位于酒店大堂旁
- 休闲吧与花园，供应午餐、点心、下午茶和晚间饮品，位于酒店大堂
- Tea Lounge and garden for lunch, light snacks, afternoon tea and evening drinks located on lobby level

## 方便用品

### CONVENIENCE

我们备有一系列精选高档便利用品供您使用，免去您随身携带的麻烦。如有任何需要，敬请告知，我们将竭力满足。请按电话的 9 号键联系客服专员。

For your convenience, we have a selection of items that you may have chosen not to bring or have forgotten. If there is something you require we will do our best to accommodate your request. Please dial 9 on your telephone to speak with a Guest Services Officer.

吸烟

SMOKING

本酒店实施无烟政策。

This hotel has a no smoking policy.

银行

BANKING

酒店旁边有多家银行和 ATM 自动取款机，可使用借记卡。如需兑换外币，请到前台获取帮助。

There are several banks and Automatic Teller Machines (ATM) in the immediate area of the hotel where debit cards can be used. If you require assistance with Foreign Currency Exchange, please proceed to the front desk where there is someone to assist you.

中国领事馆

CHINESE CONSULATE

Chinese Consulate-General in Melbourne

Address: 75-77 Irving Road, Toorak VIC 3142

Telephone: +61 3 9822 0604

Hours: Monday – Friday 8:30am – 12:00pm and 2:30pm – 5:30pm

Website: [www.melbourne.china-consulate.org](http://www.melbourne.china-consulate.org)

[www.melbourne.china-consulate.org.eng](http://www.melbourne.china-consulate.org.eng)

中国领事馆

中国驻墨尔本总领事馆

地址：75-77 Irving Road, Toorak VIC 3142

电话：+61 3 9822 0604

开放时间：周一至周五上午 8:30 至中午 12:00，

下午 2:30 至 5:30

网址：[www.melbourne.china-consulate.org](http://www.melbourne.china-consulate.org)

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