

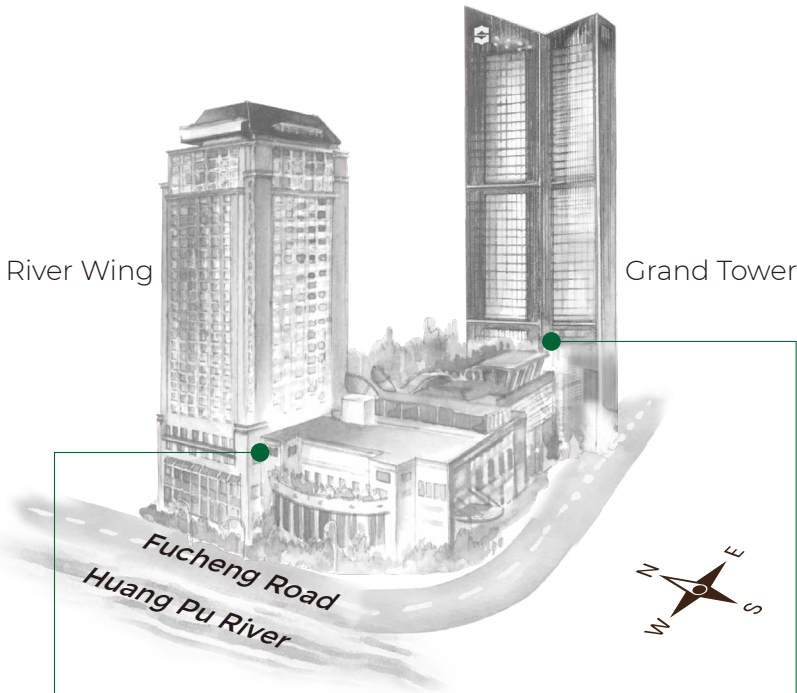
Hotel Directory

River Wing

- 4F Health Club
06:00 - 23:00
- 21F Horizon Club Lounge
06:30 - 23:00

Grand Tower

- 4F Kids' Activity Room
09:00 - 19:00
- 5F Health Club
06:00 - 23:00
- 6F Chi, The Spa
10:00 - 24:00
- 29F Horizon Club Lounge
06:30 - 23:00



Swimming Pool
06:00-23:00
Level 4 of River Wing



Swimming Pool
06:00-23:00
Level 5 of Grand Tower



酒店指南

浦江楼

- 4层 健体中心
06:00 - 23:00
- 21层 豪华阁贵宾廊
06:30 - 23:00

紫金楼

- 4层 儿童游乐场
09:00 - 19:00
- 5层 健体中心
06:00 - 23:00
- 6层 Chi水疗
10:00 - 24:00
- 29层 豪华阁贵宾廊
06:30 - 23:00

浦江楼

紫金楼



上海浦东香格里拉
SHANGRI-LA

WELCOME TO PUDONG SHANGRI-LA, SHANGHAI

欢迎入住上海浦东香格里拉

Ni Hao, welcome to Shanghai!

Nestled within the vibrant financial district of Lujiazui, in a prime location at the very heart of modern Shanghai's commercial hub, Pudong Shangri-La, Shanghai is located directly opposite the historical Bund, offering breathtaking views across the Huangpu River and Shanghai's magnificent skyline. The hotel is seamlessly connected to Shanghai's major business and leisure destinations with convenient access to Pudong and Hongqiao International Airports, home to the iconic Oriental Pearl Tower, Shanghai Ocean Aquarium and in close proximity to some of Shanghai's preferred upscale shopping.

Since the hotel's opening in 1998, Pudong Shangri-La, Shanghai has been offering high levels of hospitality, services and facilities to discerning travellers, encapsulating the legendary service and tranquility for which Shangri-La is renowned for worldwide.

During your stay with us, I hope you will have the opportunity to dine at our restaurants and bars, offering myriad choices ranging from buffet delight, to modern European cuisine and authentic Chinese specialties prepared by our talented culinary team.

Please feel free to contact our staff should you require any assistance during your visit. We wish you a pleasant and enjoyable stay with us.

您好，欢迎来到上海！

上海浦东香格里拉位于浦江之滨、地处陆家嘴金融贸易区的中心，与历史悠久的外滩隔江相望。优越的地理位置可便捷通达浦东或虹桥国际机场、地标性建筑东方明珠电视塔、上海海洋水族馆以及城中新尚购物中心。

自1998年开业以来，上海浦东香格里拉始终为宾客提供高水准服务与设施，缔造更至臻奢华的舒适享受，以其热情周到的香格里拉式服务而享誉盛名。

在入住期间，酒店各间餐厅、酒廊及酒吧随时恭候您的光临。精英美厨团队为您悉心奉上丰盛自助、欧系珍馐抑或地道中餐等各陆美肴，为您的旅程锦上添花。

如需帮助，请与我们的员工联系。我们衷心祝愿您在上海度过愉快时光，并期待您的再次光临。

Yours sincerely
您真诚的



Sinan Yilmaz
Vice President, Operations
斯南·伊尔马兹
运营副总裁

RESTAURANTS AND BARS

餐厅和酒吧



YICAFE
怡 咖 啡

位置 : 紫金楼2层
分机 : 210
营业时间 : 自助早餐: 06:00 - 10:30(周一至周五); 06:00 - 11:00(周六至周日)
自助午餐: 11:30 - 14:30(周一至周五); 12:00 - 15:00(周六至周日)
自助晚餐: 17:30 - 21:30
零点美食供应至23:00

寰宇美食
探索一个令人垂涎的早餐胜地，每日自助早餐提供丰富多样的本地和国际美食选择，满足您挑剔的味蕾享受。

十余间现场料理台宛若美食舞台，呈现沉浸式环球美食体验，感受中国、日本、印度、黎巴嫩、东南亚和欧洲及西方的各式美食。用一种美食理念将多种饮食风味独特地串在一起。

LOCATION : Level 2, Grand Tower
EXTENSION : 210
OPERATION HOURS : Buffet Breakfast: 06:00 - 10:30(Mon - Fri); 06:00 - 11:00(Sat - Sun)
Buffet Lunch: 11:30 - 14:30(Mon - Fri); 12:00 - 15:00(Sat - Sun)
Buffet Dinner: 17:30 - 21:30(Mon - Sun)
A la cart order till 23:00

The Ultimate Indulgence of Gastronomy
Experience a delectable breakfast destination showcasing a delightful selection of local and international cuisines.

Experience vibrant buffet lunch and dinner with over 10 show kitchens and a market-style design. Indulge in diverse cuisines from China, Japan, the Middle East, India, Southeast Asia, Europe, and the western world. Enjoy a wide range of flavors and an unforgettable dining experience.



位置 : 浦江楼1层
分机 : 220
营业时间 : 午餐 11:30 ~ 14:30
晚餐 17:30 ~ 22:00

一品江南味 惟上桂花楼
桂花楼中餐厅主营淮扬菜，辅以川菜，本帮菜及粤菜，优雅大堂和5间私密包房为宾客的就餐提供更多选择。

行政总厨高校生师傅拥有近35年淮扬料理经验，他凭借精湛的厨艺和丰富的烹饪经验，在食材、品质及烹饪方法上进行改进，给美食爱好者们奉献上口味更佳的菜肴。

LOCATION : Level 1, River Wing
EXTENSION : 220
OPERATION HOURS : Lunch 11:30 ~ 14:30
Dinner 17:30 ~ 22:00

Huaiyang Cuisine
Experience the true taste of Jiangnan where we focus on Huaiyang cuisine and also offer Sichuan, local Shanghai, and Cantonese dishes. Our stylish dining hall and five private rooms provide a range of dining choices.

With nearly 35 years of expertise in Huaiyang cuisine, Executive Chef Gao Xiaosheng takes pride in using fresh ingredients and innovative cooking techniques to craft delectable dishes.

RESTAURANTS AND BARS

餐厅和酒吧



Y I S E A
怡海

位置 : 紫金楼2层
分机 : 260
营业时间 : 午餐 11:30 ~ 14:30
晚餐 17:30 ~ 22:00

日料魔方，尝尽新鲜“旬之味”
摩登日式料理体验，呈现应季食材之精髓，返璞归真的料理手法让每一道菜品都充盈热爱，菜单中一系列令人美味佳肴包含日式烤串，寿喜烧，铁板烧，怀石料理，寿司，刺身及各式套餐，每一种选择都可以让您尝尽新鲜。

LOCATION : Level 2, Grand Tower
EXTENSION : 260
OPERATION HOURS : Lunch 11:30 ~ 14:30
Dinner 17:30 ~ 22:00

A contemporary Japanese dining concept that features the freshest flavors of the season
Experience the flavors of each season with our contemporary Japanese dining. Our carefully curated menu showcases the seasonal ingredients prepared using various cooking techniques. From yakitori, sukiyaki, teppanyaki, kaiseki, sushi, sashimi, to set meals, there is something to satisfy every palate on this gastronomic adventure.

SUSHI

by Y I S E A

怡海寿司餐厅

位置 : 紫金楼1层
分机 : 261
营业时间 : 午餐 11:30 ~ 14:30
晚餐 17:30 ~ 22:00

打造精致和风美饌
怡海寿司餐厅甄选当季优质食材，呈现一系列精致日式美肴。现代典雅的就餐环境，开放式的寿司吧台，让您用餐同时欣赏寿司的匠心制作。

LOCATION : Level 1, Grand Tower
EXTENSION : 261
OPERATION HOURS : Lunch 11:30 ~ 14:30
Dinner 17:30 ~ 22:00

Exquisite Japanese Flavors
Experience the exquisite flavors of Japanese, where you can indulge in a wide range of authentic dishes made with the high-quality of seasonal ingredients. Our modern and sophisticated dining environment features an open sushi bar, where you can witness the skillful craftsmanship of sushi making.

RESTAURANTS AND BARS

餐厅和酒吧

Lobby Lounge

位置 : 浦江楼1层
分机 : 6441
营业时间 : 07:00 ~ 24:00
下午茶 14:00 ~ 18:00

恣享时光
大堂酒廊呈献一系列上乘中国茶、时令下午茶套餐，其零点菜单更包罗各款三明治、沙拉、素食及更多，是聚会、社交、或品尝下午茶的休闲之所。

大堂酒廊以华丽的水晶吊灯和大型落地窗为装饰，现场演奏的中式民乐悠扬悦耳，环境优雅舒适。于夜幕时分，亦可浅尝鸡尾酒或佳酿。

LOCATION : Level 1, River Wing
EXTENSION : 6441
OPERATION HOURS : 07:00 ~ 24:00
Afternoon Tea 14:00 ~ 18:00

A Luxurious Indulgence
The Lobby Lounge offers a wide variety of high-quality Chinese teas, seasonal afternoon tea sets, and a menu with options like sandwiches, salads, and vegetarian dishes. It is a welcoming space to gather, socialize, or indulge in afternoon tea.

The lounge is adorned with beautiful crystal chandeliers and large windows, providing an elegant and comfortable ambiance, accompanied by live Chinese folk music performances. In the evening, you can also enjoy delicious cocktails and fine wines.

西点坊 Gourmet

位置 : 紫金楼1层
分机 : 270
营业时间 : 周一至周五 08:00 ~ 20:00
周六至周日 08:00 ~ 19:00

在西点坊尽享卓越烹饪美食，精致的布局，为餐间小憩或私人小聚精心设计。

丰富的美食选择满足您的味蕾，高品质的烘烤制品、特色面包、令人垂涎欲滴的蛋糕、时尚甜品、健康轻食及咖啡茶品在此一应俱全。

LOCATION : Level 1, Grand Tower
EXTENSION : 270
OPERATION HOURS : Monday ~ Friday 08:00 ~ 20:00
Saturday ~ Sunday 08:00 ~ 19:00

Delicacies Bakery & Light Meal
Experience culinary excellence at Gourmet, meticulously designed to offer the perfect setting for intimate gatherings and moments of pure indulgence.

Delight guest senses with wide range of delectable delights, ranging from high-quality baked goods and artisanal breads to mouthwatering cakes, trendy desserts, nutritious light meals, and an extensive selection of coffees and teas designed to suit every palate.

餐厅和酒吧



JADE 翡翠 36

位置 : 紫金楼36层
分机 : 280
营业时间 : 午餐 周一至周五 11:30 ~ 14:00
 周六至周日 11:00 ~ 14:30
 晚餐 周一至周日 17:30 ~ 22:00

美食代表烹饪匠人于生活的美好憧憬，宛如艺术家的画作。来自法国的行政总厨奥利维尔·皮斯特先生重新演绎法式优雅，再次将缤纷美味呈现于餐桌之上。宾客们将外滩的旖旎风光及万国建筑的怡人风情尽收眼底时，体验一场无与伦比的法式摩登盛飧。

LOCATION	:	Level 36, Grand Tower	
EXTENSION	:	280	
OPERATION HOURS	:	Lunch	Monday ~ Friday 11:30 ~ 14:00
			Saturday ~ Sunday 11:00 ~ 14:30
		Dinner	Monday ~ Sunday 17:30 ~ 22:00

Savor the essence of culinary bliss as you embark on a gastronomic journey. With meticulous attention to detail, our Executive Chef, Olivier Pistre, hailing from France, reimagines French elegance, bringing a burst of vibrant flavors to your palate. Immerse yourself in the breathtaking beauty of the Bund and the captivating allure of Shanghai Skyline, while indulging in an unrivaled experience of a modern French feast.



JADE 翡翠 36

位置 : 紫金楼36层
分机 : 7814
营业时间 : 周日至周四 17:00 ~ 01:00
 周五至周六 17:00 ~ 02:00

落日时分，沉浸城市的迷人魅力，夕阳西下，华灯初上，城市美景生动鲜活。沉醉于东方明珠与外滩迷人风光，尽享微醺时光。

酒店侍酒师精选藏酒，及各式鸡尾酒，邀你于摇曳月色中品鉴美酒佳酿。另有主厨甄选法式美味满足您的味蕾。

LOCATION	:	Level 36, Grand Tower
EXTENSION	:	7814
OPERATION HOURS	:	Sunday ~ Thursday 17:00 ~ 01:00
		Friday ~ Saturday 17:00 ~ 02:00

Immerse yourself in the captivating charm of the city at dusk, as the sun sets, and the cityscape comes alive with shimmering lights.

Discover moments of pure joy as you revel in the mesmerizing sight of the Oriental Pearl Tower and the awe-inspiring Bund. Our hotel's talented sommelier has thoughtfully selected a range of exquisite wines and cocktails for you.

Additionally, our skilled chef has meticulously prepared a variety of delectable dishes to satisfy even the most discerning palate.

酒店服务

服务中心

当您来电要求提供以下方面的服务时，服务中心将迅速给予您回应：

- 礼宾部
- 客房部
- 前台接待/结帐
- 值班经理
- 洗衣服务



电源适配器和变压器

请联系客服中心。



空调

客房内安装了完备的空调设施。客人可使用墙上的温度调节装置调节通风和室内温度。如需要更多帮助，请联系客服中心。



婴儿床

客房部提供婴儿床。



退房时间

退房时间为中午12点。如需延时请联系服务中心。



信用卡

我们接受以下信用卡：

- | | | |
|-------|-----|---------|
| 美国运通卡 | 大莱卡 | JCB |
| 万事达卡 | 维萨卡 | 银联标识信用卡 |



饮用水

每日提供瓶装水。如需热水，请使用客房内的电水壶。

洗衣服务

酒店提供专业的湿洗、干洗以及熨烫服务。中午12时前收洗的衣物可在当日送返，可提供加急洗衣服务。衣橱内备有洗衣价目表及洗衣袋。

值班经理

值班经理全天24小时为您服务



电源

卧室写字台旁配有220伏/50瓦特的电插座，客服中心另外提供适配器和变压器。出于安全考虑，当地法规不允许在房内使用私人的加热或烹饪电器。

兑换外币

可在前台兑换。



吹风机

客房内备有吹风机。



酒店服务

美发厅

位于紫金楼5层的健身中心内。

6691

客房服务

如需要额外的枕头、毯子或客用品，请联系服务中心。此外还应需求提供婴儿床围栏。



上网服务

您可在客房和酒店公共区域享用无线上网服务。

客房送餐

全天24小时提供客房送餐服务，可享用早餐、中餐、晚餐和各种点心。



失物招领

请联系客服中心寻求帮助。对于找到的失物，酒店将保存两个月，易腐烂物品只保存两天。在此期间内如无人认领，酒店有权对物品做出处置。



行李服务

如需帮助，请联系礼宾部。



留言

电话机上红灯闪烁表明有留言，要听取留言，请按留言按钮。



宠物

无特殊情况，不允许宠物入内。



枕头

为满足客人的不同需要，酒店提供各种舒适的枕头，包括曲型枕、海绵枕、荞麦枕、薰衣草枕和决明子枕。



隐私

如不想受到打扰，请按下房间入口处的“请勿打扰”按钮。如希望屏蔽或不接入任何电话，请通知客服中心。



酒店服务

保险箱

大堂前台全天24小时提供保险箱服务。



安全措施

建议客人就寝前使用客房门安全链或门搭。



游泳池

位于浦江楼4层和紫金楼5层。



观光旅游服务

如需要旅游信息或旅游安排，请联系礼宾部。



租车服务

礼宾部将满足客人的各种交通需求，包括飞机场接送和租车服务。



访客

出于酒店安全考虑，所有来访客人必须在23:00前离开客房。根据本地法律规定，任何来访或留宿者必须在前台接待处登记



叫醒服务

请联系客服中心。



轮椅服务

礼宾部柜台提供轮椅。



HOTEL SERVICES

Touch

GUEST SERVICE CENTRE

The Guest Service Centre has been established to ensure a quick response to telephone requests for the following areas:

- Concierge
- Housekeeping
- Reception / Cashier
- Duty Manager
- Laundry / Valet



ADAPTORS AND TRANSFORMERS

Please contact our Guest Service Centre.



AIR-CONDITIONING

Your room is fully air-conditioned. You may adjust the ventilation and the temperature level on wall mounted thermostat. Please contact our Guest Service Centre for further assistance.



BABYCOT

Available upon request from our Housekeeping Department.



CHECK-OUT TIME

Check-out time is 12:00 noon. Please contact our Service Centre should you require an extension.



CREDIT CARDS

We accept the following credit cards:

- | | | |
|------------------|-------------|----------------|
| American Express | Diners Club | JCB |
| Mastercard | VISA | Union Pay Card |



DRINKING WATER

Bottled water is replenished daily as a courtesy. For hot water, please use the electric kettle provided in the room.

LAUNDRY AND VALET

Professional laundry, dry cleaning and pressing services are available in the hotel. Laundry collected before 12:00 noon will be returned on the same day. An express service is available with additional charge. Laundry lists and bags are available inside the guestroom closet.

DUTY MANAGER

Our Duty Managers are available 24 hours a day.



HOTEL SERVICES

Touch

ELECTRIC CURRENT

Bedrooms are equipped with 220 VOLT/50 WATT outlets located at the writing desk. Adaptors and transformers are available from our Guest Service Centre. In the interest of your safety, the use of private heating or cooking appliances is not permitted in accordance with local regulations.

FOREIGN EXCHANGE

Available at the Front Desk.



HAIR DRYER

Available in the guest room.



HAIR SALON

Located on Level 5, Grand Tower

6691

HOUSEKEEPING

For extra pillows, blankets or other amenities to make your stay more comfortable, please contact our Service Centre. Baby cribs can also be made available.



INTERNET SERVICE

Wi-Fi is available as a guest amenity in the hotel's guestrooms and public areas.

IN-ROOM DINING

In-room dining is available 24 hours a day offering breakfast, lunch, dinner and a selection of snacks.



LOST AND FOUND

Please contact our Guest Service Centre for assistance. The Hotel will keep lost and found items for a period of two months. Perishable items will be retained for two days only. The Hotel reserves the absolute right to dispose of the items if they are not claimed within this period.



LUGGAGE SERVICE

Please contact our Concierge for assistance.



MESSAGES

A red flashing light on your telephone indicates that a message has been left for you. To retrieve your voice message, please press message button.



HOTEL SERVICES

Touch

PETS

Pets are not allowed on the premises.



PILLOWS

A wide range of comfortable pillows is available to suit your needs, featuring contour, foam, buckwheat, lavender and cassia seed.



PRIVACY

Press the “Do Not Disturb” button by the entrance should you wish privacy. Please advise our Service Centre if you wish to screen or hold your telephone calls.



SAFETY LOCKERS

Safes are available free of charge at the Front Desk in the Lobby, 24 hours a day.



SECURITY

Guests are advised to make use of the room door safety chain or latch before they retire.



SWIMMING POOLS

Located on Level 4, River Wing and Level 5, Grand Tower.



TOURS AND SIGHTSEEING

For tour information and arrangements, please contact our Concierge.



TRANSPORTATION

For your transportation requirements, to and from the airports as well as car hire, please contact our Concierge.



VISITORS

In the interest of hotel security, all visitors are requested to leave guest rooms by 23:00. According to local laws, anyone visiting or staying with you in your guest room must register at the Front Desk.



WAKE-UP CALL SERVICE

Please contact our Guest Service Centre.



WHEELCHAIR

Available from our Concierge.



安全保障

保安工作

在您入住期间，香格里拉大酒店将特别关注保护您的人身和财产安全。我们强烈建议您使用以下服务，以确保您在酒店度过愉快的时光。

帮助与信息

我们希望您能愉快度过在这里的分分秒秒，没有任何意外发生。酒店有安保部人员不间断地巡视。如果您留意到任何异常状况或需要特别帮助，请联系客服中心。

门锁

虽然不同酒店的客房门锁式样各异，但我们的房门都配有安全门链或插销，可从房间内插上。建议您在房内时插上门链或插销，尤其是在就寝时。

紧急热线

拨打紧急热线<☎>，将有员工立即回应。

钥匙卡

请在退房时返还钥匙卡。出于安全考虑，钥匙卡在退房当天下午4点后无效。

观察孔

客房门上有观察孔，可以看到走廊。如有人敲门，在开门前先使用观察孔确定来人身份。请注意，有些骗子会谎称为酒店员工，借口要解释房间设施的使用而进入客房行窃。希望您配合我们的工作，只允许身着制服、佩戴名牌和身份卡的香格里拉酒店员工进入房间。您对该人员有所怀疑，请联系客服中心。

房间号

为保障客人的隐私，酒店人员不得泄露入住房间号。如要接通房内客人的电话，请把客人的姓名告诉酒店接线员。

贵重物品

很遗憾酒店无法对在房间内的珠宝、相机、钱物或其他贵重物品的安全负责。请使用酒店前台的免费保险箱。对于客房内的免费保险箱，注意不要设置“1234”这样简单的数字密码。

安全保障

安全措施

- * 请仔细阅读门背后的消防疏散示意图和紧急逃生步骤。
- * 各楼层的安全出口都有清晰的标示。
- * 弄清楚入住房间和最近的紧急出口之间的房间数。
- * 检查您所处楼层走廊内灭火器/灭火水龙带及报警的位置。
- * 酒店配备有先进的火警预防与感应系统。为以防万一，请仔细阅读门背后的安全通道平面图。我们采取各种预防措施，以保证客人的绝对安全。

如果发现火情：

- * 启动最近的火警报警装置。
- * 拨打急救热线<☎>，向酒店接线员报告火警。
- * 从紧急出口楼梯离开大厦。关闭房门，挡住火源。不要使用电梯，离开时请带上房间钥匙。

如果房间内起火：

- * 立刻离开房间，带上房间钥匙。
- * 关上房门。
- * 启动火警报警装置，立即通知旁边客房的客人。
- * 用最近的电话通知酒店接线员，从紧急出口走到安全区域。
- * 不要使用电梯。

听到报警撤离时：

- * 带上房间钥匙，小心地离开。
- * 用手背触摸门把手，如果感觉烫或者过热，不要开门。
- * 如果门把手不烫，慢慢打开门，准备好必要时随时关门。
- * 走到最近的紧急出口处。
- * 不要使用电梯。
- * 火灾中大部分的死亡是由于吸入烟和毒气。如果现场有烟，请伏低身体，不要使用电梯。

如果必须留在房间内：

- * 不要慌张，因为在房间内也可以躲过火灾。
- * 关闭空调。
- * 在浴缸内放满水（作为储备）。
- * 通知酒店接线员你的位置。
- * 用湿毛巾和床单封住门缝和通气孔。
- * 如仍有烟渗入，用垃圾桶从浴缸内舀水泼撒。
- * 卸下窗帘。
- * 如果烟继续渗入房间，用湿毛巾捂住鼻口。
- * 如果空气中烟尘过多，将窗户稍稍打开。如果是封闭窗户，用椅子或抽屉砸碎窗户。如果室外可见从下面楼层上升的烟尘或火焰，不要打开或砸碎窗户。

请注意：

以上所列的信息和建议来源可靠，供您参考。但不能保证文中所陈述信息的绝对正确和充足性。不能据此认为该目录已包含了所有可接受的安全措施，或在特殊情况下可能要求采取额外措施。

SAFETY & SECURITY

SECURITY

As your host, Pudong Shangri-La feels a very special responsibility and concern for your safety and for the security of your possessions during your stay with us. We urge you to take advantage of the following services we offer to assure you of a pleasant stay.

ASSISTANCE AND INFORMATION

Our desire is to make your visit enjoyable and free from unpleasant incidents. The Hotel is patrolled regularly by our Security personnel. If you notice suspicious activity or have need for special assistance, please contact our Guest Service Centre.

DOOR LOCKS

Although the style of lock for your guestroom door may vary from hotel to hotel, our rooms are fitted with an additional security chain or door latch. This chain or latch is activated from inside your room. It is recommended that you use this feature whenever you are inside your room especially upon retiring.

EMERGENCY LINE

Press  and your call will be answered immediately.

KEY CARDS

Please remember to return your key cards at check-out. For security purposes, key cards are programmed to be deactivated by 4pm on the day of check-out.

OBSERVATION PORT

Your guest room door is equipped with an observation port that permits you to see the corridor outside your room without opening the door. Before answering a knock, please use the observation port to determine who is seeking entry. Please be aware of confident tricksters who may gain entry into guest rooms to commit theft by posing as Hotel staff under the pretext of explaining the use of room facilities. Your co-operation is sought in ensuring that you allow entry only to Shangri-La Hotel staff who can be identified by their uniforms, name tags and identification cards. If you are in doubt of anyone's identity, please contact our Guest Service Centre.

ROOM NUMBER

To ensure privacy, Hotel personnel are instructed not to give out room numbers of registered guests. You may be connected directly to another party's room by giving the name to the Hotel operator.

VALUABLES

We regret that the Hotel cannot be responsible for jewellery, camera, money or other valuables left in the room. Safe deposit boxes are provided free of charge at our Front Desk. For the safe box in your room, please do not use simple numbers like '1234' as a combination.

FIRE SAFETY

The Hotel is fully equipped with sophisticated fire preventing and detection systems. Please study the fire escape plan mounted behind your room door as a precautionary measure. We assure you that every precaution is constantly made to ensure your safety at all times.

SAFETY & SECURITY

SAFETY

- * Do note exits and emergency procedures found on the back of your door
- * The fire exits on your floor are clearly marked
- * Count the number of doorways between your door and the nearest emergency exit
- * Check the location of the fire extinguisher / hose and alarm along the corridor of your floor

If you find a fire:

- * Activate the nearest fire alarm
- * Call the Hotel operator by pressing the emergency line ☒
- * Leave the building by using the exit staircase. Close the door(s) against the fire. Do not use the elevators and please take your room key with you

If a fire starts in your room:

- * Evacuate your room immediately. Take your room key with you
- * Close the door securely behind you
- * Activate a fire alarm and notify your immediate neighbours
- * Call the Hotel operator on the nearest telephone and walk to safety via the emergency exit
- * Do not use the elevator

If evacuating upon hearing a fire alarm:

- * Take your room key and move cautiously
- * Feel the door handle with the back of your hand. If the door handle is hot or abnormally warm, do not open it
- * If the door handle is not hot, open it carefully, but be ready to close it immediately if necessary
- * Proceed to the nearest emergency exit
- * Do not use the elevator
- * Most fatalities occur from the inhalation of smoke and poisonous gases, not from burning. Always stay low to the ground if there is any smoke present. Never use the elevator

If you must remain in your room:

- * Do not panic. You can stay in your room and still survive a fire
- * Turn off the air conditioning
- * Fill the bathtub with water (as a water reserve only)
- * Inform your location to the Hotel operator
- * Use wet towels and sheets to seal up door gaps and air vents
- * Use the waste basket to bail water from your bathtub if smoke seeps in
- * Remove drapes from the window
- * If smoke still enters your room, cover your mouth and nose with a wet towel
- * If the air becomes too smoke-laden, it may be necessary to open your window slightly. If the windows do not open, break one with a chair or a drawer. Do not open or break a window if smoke or flames are rising outside from a lower floor

PLEASE NOTE

The information and recommendations pertaining to safety & security have been compiled from different sources believed to be reliable. There is no warranty, guarantee or representation as to the absolute correctness or sufficiency of any representation contained therein. It must not be assumed that all acceptable safety measures are contained in this directory, or that other additional measures may be required under particular or exceptional conditions or circumstances.