

## Your Room

### AIR CONDITIONING / HEATING

Individually controlled room air conditioning is provided for your comfort. Air conditioners can be turned on by pointing the remote to the fan unit and pressing the Power button. Remotes have a Heat setting (for winter) and a Cool setting (for summer). For further assistance, please phone Reception on your in-room phone.

### CHECK-OUT TIME AND EXPRESS CHECK-OUT

Check-out time is 10:00am. Should you wish to extend your stay beyond this time (an additional fee may apply), please dial Reception on your phone. All guests settling their accounts by credit card may use the express check-out facility. For further information on Express check-out, please contact Reception.

### COFFEE AND TEA

Complimentary tea and coffee is supplied in your room and replenished daily. Milk is located in your Minibar fridge. For additional supplies, please contact Reception.

### DO NOT DISTURB

To ensure you are not disturbed, please place the 'Do Not Disturb' sign on the door handle outside your guestroom.

### EMERGENCY / EVACUATION PLAN

An emergency plan is located on the back of your guestroom door. Please take a moment to familiarise yourself with this important information and the nearest fire exits. In the event of an emergency situation, you will be directed by hotel staff to the evacuation point which is located at the street entry to the hotel.

### ROOM MAINTENANCE

If you should find anything in your room that is not in working order, please phone Reception from your in-room phone.

### FIRE DETECTORS

For your security and safety all guestrooms are protected by smoke alarms directly linked to a central fire panel and brigade.

### FOXTEL

Foxtel channels are provided in all rooms for your enjoyment and tuned into your digital channels. (Please select channels 101 onwards) For further assistance, please dial Reception on your in-room phone. Free-to-air channels are all available and pre-programmed to the digital (DTV) source of your in room flat screen TV.

### INTERNET ACCESS

A wireless connection is also available throughout the hotel. For further assistance, please dial Reception on your in-room phone.

### LAUNDRY / DRY CLEANING SERVICES

Laundry Services are available, pricing and surcharge conditions are listed on the hotel laundry docket located in your room wardrobe. Should you wish to utilise this service, please dial Reception on your in-room phone and a laundry bag will be provided for you. Please place your items into the laundry bag, complete the docket and return these to Reception.

### GUEST LAUNDRY

A complimentary guest laundry is provided on the top floor at the southern end of the hallway (opposite end to that of reception and the restaurant). The wash machine and dryer are provided free of charge and washing powder can be purchased from reception at a small cost.

### BABY COTS

Baby cots are available on request at a cost of \$15 per night. For further assistance, please contact Reception.

## Your Room continued

### MINIBAR

A selection of refreshments and snacks are available for your convenience. If you require additional stock, please dial Reception on your in-room phone.

### NON SMOKING

Mercure Charlestown is a non smoking hotel. You will be charged a minimum of a \$200 fee for smoking in or around a guestroom including the balcony.

### PRIVACY ACT

This Hotel is bound by the National Privacy Principles as set out in the Privacy Act (Cth) 1988 as amended. For details about who we are, how we use your information and how to seek access to information held by this Hotel or Accor, please see our Privacy Policy which is available at [Accor.com](http://Accor.com)

### AUSTRALIAN CONSUMER LAW AND FAIR TRADING ACT

The liability of the accommodation provider under the Act applies only to a guest of the accommodation provider;  
applies only for the period for which the guest is provided accommodation;  
Is limited to \$300 for each room provided for the use of the guest on the day, unless the guest's property was placed in a safekeeping service;  
is limited to \$3000 for each room in respect of a guest's property that was placed in a safekeeping service (excluding a safe in a room);  
does not cover motor vehicles and property owned by the guest left in or on a motor vehicle.  
Part 5.2 does not limit any other right or remedy available under the Australian Consumer Law and Fair Trading Act 2012.

### TELEPHONE INFORMATION

You can dial direct from the telephone in your room to make local calls. Dial 0 to gain access. Reception can be contacted by dialling 9.