



*De Vere Hotel*  
SYDNEY . AUSTRALIA

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# GUEST COMPENDIUM

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Dear Guests,

Welcome to the beautiful harbour city of Sydney and the De Vere Hotel at Potts Point.

Whether your purpose of visit is for business or leisure, we wish you a very pleasant stay with us. Please do not hesitate to contact either myself or any one of my staff if you require any further assistance.

Our Front Desk team will provide you with any information you may require regarding Sydney and all of our famous tourist attractions, shopping, dining and entertainment.

During your stay, why not check out our signature restaurant, the Apollo, which is an Australian Greek Restaurant, very popular for the locals and visitors. Hope you can enjoy them.

Have a great day!

Yours sincerely,

**Paul Yau**  
**De Vere Hotel**  
**General Manager**



## **Fire Safety Guide:**

The De Vere Hotel Sydney is equipped with various sprinkler, fire alarm and smoke detection systems that meet the latest Australian Building Safety Codes. Your co-operation is required to make the Life Safety Program effective.

Please take time to familiarise yourself with the location of your room and the location of the nearest fire exit stairways on your floor. A detailed floor plan can be found on the back of the door.

In the unlikely event that there is an emergency in the building, and the Fire Alarm is sounded, please remember:

1. Remain calm, and proceed to leave your room.
2. The assembly area is located at the forecourt of the Post Building at 46A Macleay Street opposite the Apollo Restaurant. Please stay there to wait for further instructions from the Emergency Officials.
3. If heat is evident, place wet towels or clothes under the door. Remain close to the floor. All guest room doors are manufactured with a fire resistant level in accordance with the Australian Safety Standard.
4. If smoke is evident, open windows/balcony door to vent the room. Hang a bedsheet out of the window/balcony to signal the rescue team. Do not attempt to climb down.
5. Fill the bath tub with water; it may be needed for your protection.
6. If heat is not evident, open the door slowly to ensure corridor is safe to enter, then look for the green "EXIT" sign and proceed to your nearest fire exit.
7. Please remember not to use the lifts and walk down the fire stairs only.
8. If you encounter smoke, crawl on your hands and knees. Once inside the fire stairs, keep walking down and do not stop until you exit the building on the street level and proceed to the assembly area.

If you have a physical condition that might impair your ability to either detect an alarm or evacuate via the stairway, please notify the Front Desk upon your arrival.



## SERVICES AND FACILITIES

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### **Telephone Instructions**

Dial “9” for Reception for any assistance or requests.

### ***In-house Calls***

To call another guest room, dial the room number directly. If you require assistance with the room number for another guest, please dial “9” and the reception will connect you directly.

For a two digits room numbers such as 95 to 99, please add “1” in front and dial the room. E.g. 195, ..., 199.

### ***Local Calls***

Dial “0” followed by the required number within Sydney.

### ***Interstate Calls***

Dial “0”, followed by the STD (area) code then the required number.

Example: to call Melbourne, Victoria 9211 1200, with “03” as the area code.

Dial “0 03 9211 1200”

### ***International Calls***

Dial “0”, followed by the international access code “0011” then the country code, then area code, then required number.

Example: to call Beijing, China number 567 8900 with Country code “86” and area code “10”.

Dial “0 0011 86 10 567 8900”



### ***Telephone Charges***

- Local landline numbers will incur a charge of \$1.00 per call.
- Interstate landline calls cost approximately \$0.60 per minute.
- International calls cost approximately \$6.00 per minute. It would be more cost effective to purchase an International phone calling card from the convenience store.
- Mobiles are charged per minute depending on their carrier, approximate cost is about \$2.00 per minute.

These prices are only estimations and are subject to change without notice. We would advise to check with the reception after you make a long distance call to know the actual price to pay upon your check out.

You may also purchase prepaid/rechargeable phone cards from Woolworths located 2 minutes' walk from the hotel. Phone numbers beginning with "1800" are free calls, while "1300" numbers are usually charged as local landline rates.

### ***Public Pay Phone***

There is coin operating public pay phone located in the Hotel Lobby for guest use. Call rates start at \$1.00 per call.

### ***Adaptor Hire***

Adaptors are available for loan from Reception, a \$20.00 refundable deposit will be required. Please ensure that your appliance is suitable for the electricity current of Australia which is 240-250 volts. The adaptor does not convert voltage. These adaptors are subject to availability upon hire.

### ***Air Conditioning***

For your comfort, all guest rooms are equipped with individual air conditioning unit for cooling and heating. To turn on the power of the unit, there is a main switch located at the front panel of the bed side table. You can adjust the temperature and fan speed using the controls/console.



### **Television**

All our rooms have televisions with free to air channels. There are also USB slots for external devices to be connected to the television. The main power switch is located on the front face of the bed side table.

### **Airport Transfers**

The Hotel is located 12 km from the International Airport and Domestic Terminals. We recommend you check in a minimum of two hours prior to flight departure for International flights and an hour for Domestic flight.

Please see the reception staff to organise either the Airport Shuttle service or Taxi to the Airport. The price for the shuttle service is \$16 per person (subject to change without notice) please allow 45 minutes travel time.

### **Wake-up Calls**

Please call reception to use our wake-up call service.

### **Breakfast Room**

Buffet Breakfast is served at the Macleay Room located on Level 5, and the operating hours daily between 7:00am till 9:30am.

Our Buffet Breakfast features a wide selection of hot and cold dishes such as boiled and scrambled eggs, crispy bacon, chicken sausages, hash brown, grilled tomato, baked bean and various oriental delights such as Hokkien noodles and congee. We also have a selection of breads, cereals, fresh fruit, preserved fruit and juices, milk, tea and coffee.

### **Business Service**

We offer services such as facsimile, photocopying, printing and scanning. We have kiosk station at the lobby. The Internet/Wi-Fi incurs a charge.



### **Car Parking**

Offsite undercover security parking is available at Kings Cross Car Park located approximately 150 metres from the hotel on Ward Avenue. Please see reception regarding discount validation.

### **Check Out Time**

Our check out time is 10:30am. Please contact Reception before 10:30am if you would like to extend your stay. Late check-out may be arranged on request, but is subject to room availability.

### **Coffee and Tea Making Facilities**

Complimentary coffee and tea making facilities are provided in all guest rooms. If you require additional supplies, please contact Reception.

### **Credit Cards/EFTPOS**

All major credit cards: American Express, Diners Card, JCB Card, Mastercard, Visa Card, and Union Pay are accepted at the De Vere Hotel. EFTPOS transactions using your cheque or savings account are also available, but we regret that there is no “cash out” facility. However, there are ample ATM’s from most major banks nearby.

### **DND Sign**

To ensure your privacy, a “Do Not Disturb” sign is provided behind your door. Please hang it outside your door if you do not wish to be disturbed by Hotel Staff.

If you require fresh towel exchange and amenities replenish service, please contact Reception.



### **Dry Cleaning and Self Service Laundry Services**

Same day Dry Cleaning and Laundry Services are provided daily except Sundays and Public Holidays. The Dry Cleaning form is placed in the writing desk drawers with laundry bags. Please complete the form with all details and contact Reception for collection. Please do not leave your laundry outside your room.

For your convenience, self-service coin-operating washer and dryer are provided in the Guest Laundry Room located on Level 4 opposite the lift. Rate is \$4 per wash, and another \$4 for dry. Soap powder is available for purchase at Reception for \$2 per sachet.

### **In Room Dining – Apollo Greek Restaurant**

Our signature restaurant is located on the ground floor and opens 7 days for dinner and lunch on Friday, Saturday and Sunday. Room service is available during the dinner opening hours of the restaurant, please refer to the Apollo room service menu.

### **Internet and Wi-Fi Access**

The Hotel provides Wi-Fi access to all the rooms in the hotel. There is a charge unless specified otherwise on your hotel voucher/confirmation.

The rate is \$4 per hour and \$10 per day.

Only the Wi-Fi access for 24 hours or longer grants multiple device access of up to five devices.

### **Iron and Ironing Board**

For your convenience, iron and ironing boards are provided to all rooms, except the Single Room category. There is also a communal iron and ironing board in the Laundry Room located on Level 4.





### **Key Card Access**

For your safety and security, electronic door locks are installed throughout the De Vere Hotel. Your room key will also provide access to the main hotel front door after hours. Please do not keep your key card with your key wallet with your room number written, in case the card is lost or stolen outside the hotel premises.

Also please keep your room card away from any magnets or electronic devices such as your mobile phone, since it will erase the magnetic data on the card. Please see Reception for a replacement for any lost or damaged cards.

### **Lost and Found**

All lost and found items will be kept by our Housekeeping Department for a maximum period of one month. After this time, the items will be disposed. For any item(s) which are required to be posted will be at the guest own expense.

### **Luggage Storage**

Luggage room is located in the Hotel Lobby. Please see Reception if you require to store your bags for a period of time. The maximum amount of time we can hold your bags is a month, after which the items may be disposed.

### **Messages**

All incoming mail and messages will be passed on to you either upon check-in or delivered to your room during your stay. Please ensure any incoming mail/parcels have your last name clearly shown so we know whom it belongs.

### **Safety Deposit Box**

Safety Deposit Boxes are available at Reception which are free to hire, but will incur a charge if the key is lost/stolen.



## **NEIGHBOURING FACILITIES**

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### **Car Rental**

There are car rental companies located close by on William Street which is about 15 minutes' walk from the Hotel. These include Bayswater Car Rental, Budget, and Avis.

Please see Reception for address and contact details.

### **Chemist/Pharmacy**

Amcal Pharmacy is located across the street from the Hotel. Closes at 6pm most nights.

Priceline Pharmacy is located 5 minutes' walk towards Kings Cross right across from Fitzroy Gardens. Close at 8pm most nights.

### **Doctor/Medical Centre**

Our nearest medical centre is the Macleay Street Medical Practice located at 48 Macleay Street, Potts Point. Phone number 9358 5511.

|                |                   |               |
|----------------|-------------------|---------------|
| Opening Hours: | Monday – Thursday | 8:30am to 7pm |
|                | Friday            | 8:30am to 6pm |
|                | Saturday          | 9am to 12pm   |
|                | Sunday            | Closed        |

For medical emergencies, please either call triple zero “(0)000” for ambulance/fire/police, or Reception on “9” for assistance.

### **Florist**

The closest florist to the Hotel is Poho Flowers, which is located along Macleay Street. Their phone number is 9331 4333, address is 2/117 Macleay Street.



### **Public Transport and OPAL card**

Kings Cross Train Station on Darlinghurst Street is located 6 minutes' walk from the Hotel, and takes about 5 minutes train ride to arrive at Town Hall or Martin Place which is the centre of the Sydney CBD.

The 311 Bus which runs along Macleay Street right outside the Hotel, takes you to either Central Station, or The Rocks (near Circular Quay).

To use the public transport service (train/bus/ferry/light rail) you will need to purchase an OPAL card from most Convenience Stores, and load money as you travel. Once the funds have been depleted you may top up on the same card. Be aware that any unused credit is non-refundable.