



**G U E S T S E R V I C E S**

**CONRAD®**

CENTENNIAL  
SINGAPORE

## A VERY WARM WELCOME TO THE CONRAD CENTENNIAL SINGAPORE

### USEFUL NUMBERS YOU MAY NEED DURING YOUR STAY

Emergency	**Emergency button**
Bell Services	**Luggage / Bell Service button**
Chinese Guest Services	**Chinese Service button**
Concierge	7331
Conrad Spa	7333
Duty Manager	7355
Executive Lounge	7310
Front Desk / Housekeeping / Guest Services	**Conrad Service button**
In-Room Dining	**In-Room Dining button**
Restaurant Reservations - Oscar's	**Oscar's button**
Restaurant Reservations - Golden Peony	**Golden Peony button**

### HILTON HONORS

From business trips to family holidays, the Hilton Honors guest loyalty programme has something for every budget and any occasion. Earn points towards free nights and so much more every time you stay at one of our 18 world-class brands and 6,200 properties in 118 countries. Approach the Front Desk or visit Hilton Honors to explore all the rewards you can earn as a Hilton Honors member.

## OUR FACILITIES

### Conrad Spa

Located on Level Four, the Conrad Spa opens daily from 11am to 8pm. The spa offers a sanctuary of relaxation with a range of indulgent massages and body treatments. For reservations, please call ext. 7333.

### Fitness Centre

Located on Level Four, The Fitness Centre opens daily from 7am to 10pm. It is fully equipped with the latest exercise equipment from Technogym including cross-trainers, treadmills, free weights and a full spectrum of strength machines.

### Swimming Pool

Located on Level Four, the 20-metre/65-feet outdoor swimming pool opens daily from 7am to 10pm. Please note that there will be no lifeguard on duty at any time and the hotel bears no responsibility or liability for any injury or accident incurred at or around the pool area. Guests will be requested to vacate the pool for their own safety during heavy downpours.

## RESTAURANTS, BARS AND LOUNGE

### Oscar's

Providing a culinary journey that will feed your senses, Oscar's offers an array of sumptuous local and international culinary creations to indulge all day, from breakfast, lunch to dinner. Enjoy an impressive spread highlighted by freshly shucked oysters, succulent seafood-on-ice and local as well as International delights. Sunday Brunch at Oscar's is also not to be missed. With an array of live stations and specially curated dishes, you will be spoilt for choice.

Located on Lobby Level, the opening times for Oscar's to be 7am -10:30pm daily.

### Golden Peony

Helmed by Celebrity Chef Ku Keung, the award-winning Golden Peony Chinese restaurant offers exquisite Cantonese cuisine and signature dim sum.

Located on Level Three from Main Lobby, the opening times for Golden Peony are 11:30am - 2:30pm for lunch and 6:30pm -10:30pm for dinner. Golden Peony is closed on Mondays.

### Lobby Lounge

Set in an opulent yet cosy ambience, the Lobby Lounge is a perfect place for daily lunches and afternoon tea. Signature to the Lounge is the Gin Experience with premium gins paired with the finest craft tonics from East Imperial, unique bitters from Fee Brothers, and over thirty garnishes are offered for the gin & tonic.

Located on the Lobby Level, the Lobby Lounge opens from 8am to 10:30pm daily.

### The Terrace

The Terrace offers a quick bite on-the-go or alfresco dining with artisan sandwiches, signature pastries, cookies, cakes, gourmet coffee and teas.

Adjacent to the Lobby Lounge, The Terrace opens from 10am to 10:30pm on Monday to Sunday.

### In-Room Dining

Available 24 hours, visit the Discover & Reserve platform for the full menu and dial In-Room Dining to to place your orders.

## HERE ON BUSINESS

### Meetings & Events

For enquiries concerning meetings, business events, the Ballroom, Salon Rooms, Conference Rooms and Boardrooms please contact our Conference & Events team at ext. 7170.

### Kids Club for Staycation

A world of fun and entertainment awaits your child at our new Kids Club. Under the watchful eyes of our trained team members your child will be in a safe environment to play, explore, learn, laugh and make new friends.

Located at Level 4 our Kids Club is open daily from 10am to 6pm.

### Internet Access

To connect to the Hotel's WiFi<sup>1</sup>, kindly follow the steps below:

From Your Room:

1. Turn on WiFi access
2. Connect to "HHONORS"
3. Key in your Last Name and Room Number
4. Click Connect
5. Select Standard or Premium<sup>2</sup> found in the list options and the duration
6. You are now connected to the Internet

<sup>1</sup> Complimentary Standard WiFi for Hilton Honors members only, charges apply for non-Hilton Honors guests.

<sup>2</sup> Premium WiFi upgrade charges apply for HHonors Blue, Silver or Gold members, and non-Hilton Honors guests.

From Public Area (i.e. Lobby, F&B outlets, Swimming Pool and Executive Lounge)

1. Turn on WiFi Access
2. Connect to "HHONORS\_PUBLIC"
3. Click Complimentary Access
4. Click Connect
5. You are now connected to the Internet

Computer rooms are located on Level Five and are available 24 hours, 7 days a week. Should you require any assistance, please dial Conrad Service.

## OTHER SERVICES

### **Air Conditioning**

The guest rooms are fully air-conditioned with individual room controls. Simply adjust the temperature setting on the thermostat. Should you require any assistance, please dial Conrad Service.

### **Check-in / Check-out Time**

The Hotel's Check-in time begins at 3pm and the Check-out time is at 12pm. To request for late check-out or express check-out service, please dial Conrad Service.

### **Air Conditioning**

The guest rooms are fully air-conditioned with individual room controls. Simply adjust the temperature setting on the thermostat. Should you require any assistance, please dial Conrad Service.

### **Credit Cards**

We accept all major credit cards inclusive of Visa, MasterCard, American Express, Diners Club, JCB and China UnionPay.

### **Currency Exchange**

Currency exchange service is available at the front desk, 24 hours a day. Please note that Conrad Centennial Singapore is not able to sell currency other than the Singapore Dollar.

### **Do Not Disturb**

Press the "Privacy" button on the Bedside Control Panel if you do not wish to be disturbed and dial Conrad Service to inform the operator should you not wish to receive any telephone calls. Please remember to turn off the "Privacy" signal should you require any room services.

### **Electricity**

230V/50Hz. Adaptors and transformers are offered with our compliments. However, Conrad Centennial Singapore accepts no responsibility or liability for problems resulting from the use of our equipment. Please dial Conrad Service to request for these items.

### **Gift Shop**

For a selection of gifts and sundry items, please visit our Gift Shop located in the Lobby.

### **Laundry & Dry Cleaning**

For pressing, dry cleaning and laundry services please refer to the Laundry/Dry Cleaning List in your room. Please dial Conrad Service to arrange for laundry pick-up .

## **Mail & Parcels**

Please inform the Concierge at ext. 7331 if you are expecting any mail or parcels. You may also purchase stamps from the Concierge. For packing, mailing of parcels and courier services, please contact the gift shop located on Lobby Level at ext. 7309

## **Make Up Room**

Please press the "Service" button on the Bedside Control Panel to advise room attendant that your room requires attention. Should you require immediate assistance or service, please dial Conrad Service.

## **Medical Service**

Please dial Conrad Service if any medical assistance is required. For the prescription of medicine, please contact the Concierge for the list of licensed dispensaries nearby.

## **Places of Worship**

Please contact our Concierge for the locations and timings of the places of worship in the vicinity.

## **Messages**

The red light on your telephone will be activated if you have a message. Dial Voice Message to listen to your messages.

## **Newspaper**

Dial the Conrad Service to request for local newspapers, available in English and Chinese language. Alternatively, download the 'PressReader App' and enjoy thousands of newspaper publications, international magazines and unlimited readings on your own tablet or smartphones when connected to the hotel's WiFi network.

## **Parking**

Parking is complimentary for registered hotel guests. Please approach the Concierge for the complimentary parking coupons.

## **Telephone Service**

Please contact Conrad Service for assistance or enquire on the charging rate.

## **Voicemail**

Your room is equipped with a Voicemail facility via the telephone. This can be personalized by following the instructions given automatically over the telephone. For assistance, please contact Conrad Service.

## **Wake-up Call**

Should you require a wake-up call, please dial Conrad Service for assistance.

## FOR YOUR SAFETY

### Security

For the safety and the security of all guests, personnel and property, Conrad Centennial Singapore ensures that the hotel's patrolling officers are present in the hotel at all time. For your security when in guest rooms, please apply the double locking devices and safety chains on your room door and be sure to close the door completely upon leaving the room. Make sure to identify any personnel through the viewing lens made available before opening the door.

### Emergency Exits

Please familiarise yourself with the emergency exits on your floor as well as the Emergency Exit plan on the back of the guest room door. In the event of an emergency, please proceed calmly to the nearest emergency exit. Please note that the elevators will not be in use during an emergency situation.

### Emergency Fire Procedures

In the event of a fire in the building, please remain calm and follow the steps below:

- Locate all available exits marked on the floor plan which is mounted on the entrance door.
- Check the entrance door for heat before opening.
- Proceed to the nearest available exit stairway and continue to the Lobby, follow the specific instructions as broadcast through the public address system or our staff.
- If you cannot reach the exit stairway safely, return to your room and call the Conrad Service immediately.
- Fill up your bathtub with water.
- Place a wet towel at the bottom of the guestroom door.
- Wait for assistance.

### Keycards

A computer-encoded key card is issued for every Check-in, please refrain from marking your room number on the key card. If your keycard is lost or misplaced, please dial Conrad Service and contact the front desk immediately.

### Lift

Our lifts are designed for your security and safety. Guests must use their keycard for floor access when using the lift. Please refrain from assisting those without such keycard from accessing the guest floors.

### Smoke Detectors and Sprinklers

Smoke detectors and sprinklers are installed in each room for guests' safety. In the event of an actual fire, please evacuate the room immediately. In the case of a false alarm, please contact the Duty Manager to reset the alarm. Please be informed that the alarm can also be triggered by heavy smoking. Kindly do not obstruct the smoke detectors or attempts to use the sprinkles for other purposes.

### Valuables

The use of the in-room safe is restricted to the liability covered by the Innkeepers Act (Cap 139) Section

3. "No innkeeper shall be liable to make good to his guest any loss of or injury to, goods or property to a greater amount than the sum of S\$500.00."

Complimentary safety deposit boxes are available at the front desk in the Main Lobby. We urge you to utilise them to safekeep your valuables.

## **INNKEEPERS ACT**

3. (1) No innkeeper shall be liable to make good to his guest any loss of or injury to, goods or property brought to his inn, not being a horse or other live animal, or any gear appertaining thereto or any car or carriage, to a greater amount than the sum of S\$500 except -
  - (a) where the goods or property shall have been stolen, lost or injured through the the willful act, default or neglect of the innkeeper or any servant in his employ; or
  - (b) where such goods or property shall have been deposited expressly for safe custody with the innkeeper or his manager
- (2) In the case of any such deposit it shall be lawful for the innkeeper or his manager, if he thinks fit, to require, as a condition of his liability -
  - (a) that the guest shall at the time of such deposit declare the value of the goods or property; and
  - (b) that the goods or property shall be deposited in a box or other receptacle, fastened and sealed by the person depositing the same.
- (3) An innkeeper or his manager may refuse to receive for safe custody under this section goods or property of any one guest the declared value of which exceeds five thousand dollars, and shall in no case be liable for loss of or injury to goods or property so deposited by a guest to an amount exceeding the declared value thereof.