



## EMERGENCY & SECURITY

At Mercure Singapore Bugis, the safety and security of our guests are our top priority. Therefore, please take a moment to read through the guidelines as a precaution for any emergency situations that may arise.

We wish you a pleasant stay at Mercure Singapore Bugis.

### USEFUL TELEPHONE NUMBERS

**Press 9 for external calls followed by:**

Police Emergency	999
Non-Emergency Medical Services	1777
Fire Emergency	995

### FIRE SAFETY PLAN

A fire escape map is located at the back of your room door. Please familiarize yourself with the location of all safety equipment. The fire break glass is situated along the corridor. A fully equipped sprinkler system with smoke detectors are installed in the Hotel. In the event of an emergency, you will be notified via our public alarm system. In case of fire, do not use lift, use the stairs.

### IN THE EVENT OF EMERGENCY

Keep calm and don't panic. Meet at the assembly point indicated on the fire escape map and do not use elevator when you evacuate. In a fire emergency, take the nearest evacuation route, assisted by our Ambassadors and fire authorities. Listen to the public address announcements and the fire brigade's instructions. If there is a major earthquake, protect your head from falling debris and stand underneath a strong structure like a structural beam or doorway. Walk calmly down to the evacuation site outside the hotel once the tremors stop, as aftershocks are likely to occur.

### ELECTRONIC KEY CARD

Please take care of your key card and do not lend it to others. When you leave the room, take your key card with you and ensure the door is properly closed and locked. Should you misplace your key card, please contact reception immediately and we will programme a new key card for you. Upon checkout, please return your room key card to reception.

### HOTEL REGISTRATION

Guests must register at the Hotel with proper identification upon arrival. All visitors have to be registered and no one is permitted to stay in the room unless registered formally.

### YOUR PRIVACY

If you do not wish to be disturbed, please press the Do Not Disturb button which is located by the entrance door.