

Emergency and 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. The hotel also has a 24-hour in-house security service.

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 familiarise yourself with the location of all safety equipment. A fully equipped fire sprinkler system is installed throughout the hotel. All rooms are also additionally equipped with automatic smoke detectors. In the event of an emergency, you will be notified via our public alarm system.



IN THE EVENT OF EMERGENCY

Keep calm and do not panic. Use the nearest staircase to access ground level and follow instructions from our Ambassadors and relevant authorities on the next course of action. Do not use the elevators. In the event of tremors, protect your head from falling debris and seek cover under the desk or bed. Once the tremors stop, take the nearest staircase to ground level and stay clear of buildings 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 visit our Front Desk with your identification document for verification and we will programme a new key card for you. Upon checkout, please return your room key card to our Front Desk.

HOTEL REGISTRATION

Guests must register at the Hotel with a valid passport or physical Identity Card during check-in. 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.





MERCURE

HOTEL

SINGAPORE BUGIS