



# GUEST SERVICES DIRECTORY

Our Guest Services Directory provides information at your fingertips to make your stay at Swissôtel Sydney even more enjoyable. Should you require further assistance, please dial 9 to speak with our friendly Swiss Service team.

LIFE IS A JOURNEY. LIVE IT WELL.

**swissôtel** SYDNEY

DEAR VALUED GUEST,

Gruezi! It is my pleasure to welcome you to Swissôtel Sydney.

Whether you are enjoying a celebration in the city, business trip, or tour of Australia, I trust you will feel comfortable, relaxed and at ease in our care.

Whilst in Sydney, I hope you take the time to enjoy some of the many sites and activities this vibrant city has to offer. Remember to include Sydney's famous icons such as the Harbour Bridge, Opera House and Sydney Tower Eye. Take a half day trip to Bondi Beach or experience the harbour with a ferry ride to Manly. Please ask our Concierge team to assist you in planning your day.

Our loyalty program, Accor Live Limitless, offers guests an unsurpassed collection of benefits and rewards at hotel brands across the Accor Hotels family. If you are not yet a member, [click here to join instantly](#), or scan the QR code below.

I wish you a memorable stay with us and ask that you do not hesitate to speak with a member of our team if there is anything we can assist you with throughout the duration of your stay.

Kind regards,

Matthew Talbot  
General Manager



# GUEST SERVICES DIRECTORY A-Z

## AIR CONDITIONING

Swissôtel Sydney is fully air conditioned. The individual control panel in each guestroom allows you to regulate the temperature to your personal preference.

## AFTERNOON TEA

Enjoy a bespoke sweet and savoury afternoon high tea under the arches at Swissôtel Sydney's luxurious new bar, Arches on Market.

### Available Daily

1pm – 4pm | Arches on Market

Bookings are essential and require 24 hours notice. [Explore the menu](#) and [reserve your table](#).

## ATM

Our Concierge team will be happy to advise you on ATM's located close by and their opening hours.





## ARCHES ON MARKET

Tea & Coffee      7:00am - 11:00pm  
All-Day Dining    12:00pm - 9:00pm  
Beverages          12:00pm - 11:00pm

## ARCHES HOUR

Monday - Friday    5:30pm-6:30pm  
Saturday & Sunday 4:00pm-6:00pm

LEVEL 8 | SWISSÔTEL SYDNEY

*Arches*

## BANKS

Our Concierge team will be happy to advise you on banks located close by and their operating hours.

## BAR

Reminiscent of the grand palm court bars of yesteryear, Arches on Market on Level 8 transports you to a place of old-world charm. Whether it's a martini after a long day's work, a champagne before the theatre or something to eat, join us under the Arches.

### Opening Hours

All Day Dining: 12pm – 9pm

Beverage Service: 12pm – 11pm

[View the menu](#) and [reserve your table](#) today.

Dress Code: Smart Casual



## BOARDROOMS

Four dedicated boardrooms, suitable for meetings up to 12 people, are located on level 9 and are available for hire. Contact Swiss Service to arrange a viewing or receive further information from our Conference and Events team.

## BREAKFAST

Buffet breakfast and à la carte breakfast is served in Ten Stories Restaurant, which is located on level 8 of the hotel.

### Breakfast Service

Monday – Friday: 6:30am – 10:30am

Weekends & Public Holidays: 6:30am – 11:00am

## BUSINESS CENTRE

Our Business Centre is located on level 9 of the hotel and is available 24 hours a day.



## CHECK-IN & CHECK-OUT TIMES

Check-in time is 3.00pm.

Check-out time is 11.00am.

Late checkout is subject to availability, additional charges may apply. Contact Swiss Service by dialling 9 on your telephone to request a late checkout.

## CHILDREN'S POLICY

Up to two children 12 years and under can stay for free using existing bedding. Children requiring additional bedding will incur an additional charge per night. We offer rollaway beds from \$75 per night, this must be requested at the time of reservation. \*Only available in certain room types & subject to availability.

Two children under 12 can also enjoy a complimentary breakfast when dining with parents at Ten Stories. Each additional child will be at a cost of \$16pp. Children 13-16 can enjoy breakfast at a discounted rate of \$22pp, guests 17 years and over will be charged at adult prices. \*Terms & conditions apply, subject to change.



## CONCIERGE

Our Concierge is located on the ground level of the hotel. Dinner reservations, care hire, sightseeing tours, shopping advice, theatre reservations, flight reconfirmation and transfers can all be arranged through our Concierge.

## DISABILITY ASSISTANCE

Please contact the Assistant Manager or Swiss Service for assistance with any hotel facilities. Our Concierge team will be happy to assist in arranging any transport, tours or any other general assistance needed.

## DO NOT DISTURB

The 'Do Not Disturb' switch is located near the entrance door. Once activated, it will disable your doorbell and a 'Do Not Disturb' sign outside your door will be displayed. Housekeeping will not service your room when this sign is displayed.

## DOCTOR & DENTIST

Please contact the Assistant Manager on duty for medical assistance.

## ELECTRICITY SUPPLY

The voltage in Australia is 240V AC 50 cycles per second.



Swissotel Sydney Reception



## EXECUTIVE CLUB LOUNGE

Available to guests who are staying in an Executive Room or Suite, the contemporary lounge is designed to suit business and leisure guests.

### Executive Club Lounge Opening Hours

All-Day Premium Tea, Coffee, Soft Drinks and Mineral Water

Daily | 7.00am – 10.00pm

### Buffet Breakfast

Monday – Friday | 7.00am – 10.30am

Saturday – Sunday | 7.00am – 11.00am

### Afternoon Tea

Daily | 1.00pm – 3.00pm

### Pre-Dinner Evening Drinks and Canapés

Daily | 5.30pm – 7.30pm



Executive Club Lounge

## GIFT CARDS

Swissotel Sydney gift cards are available for purchase on our [website](#).

## GYM

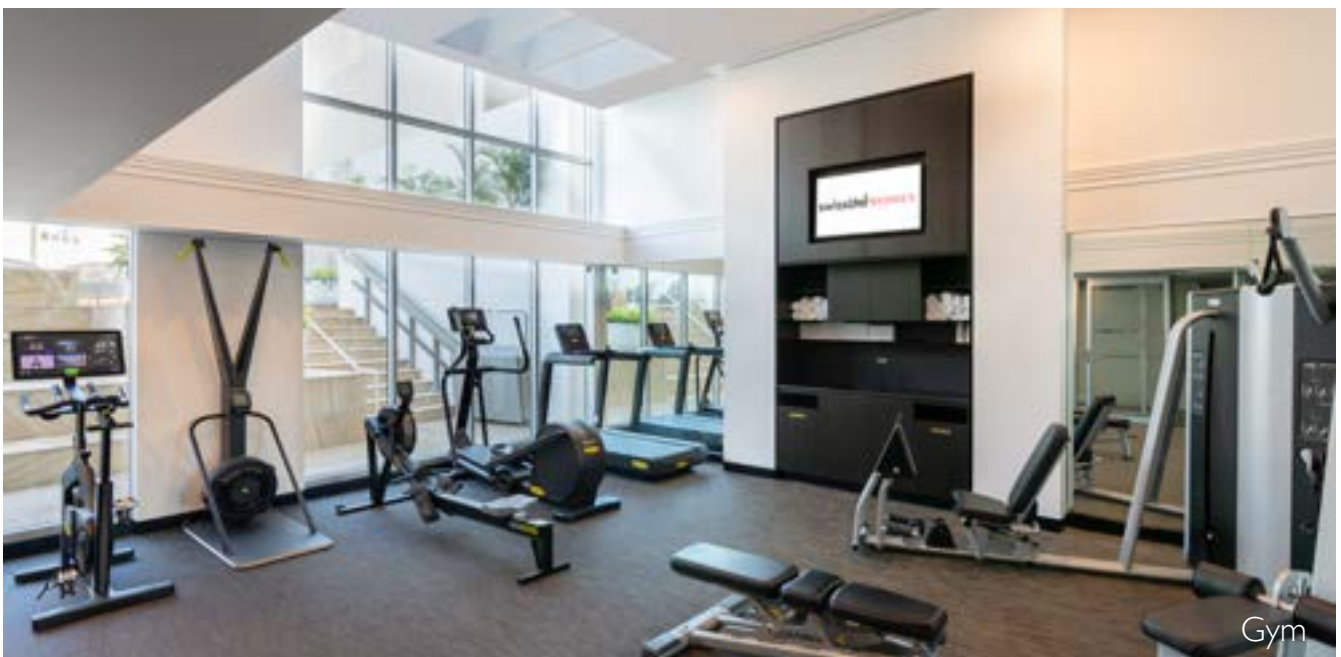
Located on level 10, our gym is open 24 hours a day, with access via your room key. The gym features state-of-the-art fitness facilities including cardio equipment, strength training area and exercise mats to help inspire and achieve your fitness goals.

## HAIRDRYER

For your convenience, a hairdryer is located in the bathroom for use during your stay.

## HOUSEKEEPING

Our Housekeeping department provides a wide range of additional guest room amenities including blankets, pillows, towels, baby cots and toiletries upon request. Housekeeping operating hours are between 6:00am – 10:00pm.



## IN-ROOM DINING

In-room dining is available 24 hours. To place an order, please scan the QR code on the desk or contact Swiss Service by dialling 9.

## INTERNET (WI-FI)

To access our complimentary WiFi, select the network 'Swissotel' then select 'In-House Guests'. Then enter your room number and last name.

## KEY CARDS

For your personal security, our guestroom floors are only accessible by key card. To access your guest floor from the Lobby, please place your key card on the card reader located in the elevator. Should you misplace your key card, please visit Reception with your identification for a replacement.



## LAUNDRY & DRY CLEANING

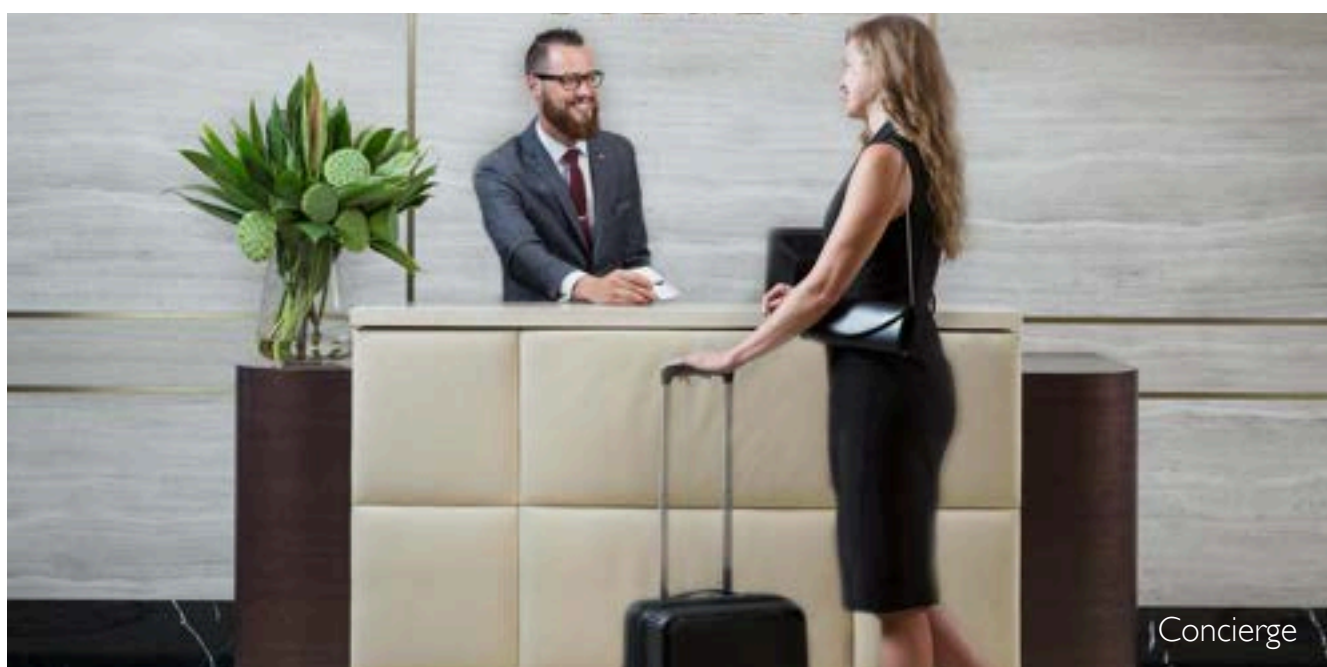
Same day pressing, dry-cleaning and laundry services are available seven days a week if collected before 10:00am by Housekeeping. Items will be returned by 6:30pm on the same day. A 50% surcharge applies for dry cleaning and laundry services on Sundays and Public Holidays.

## LOST & FOUND

Please contact Housekeeping for all lost and found enquiries.

## LUGGAGE

Our Concierge desk will be happy to arrange one of our Porters to assist you with your luggage. Short-term luggage storage is also available upon request. The hotel is not responsible for loss or theft of stored luggage.



## NEWSPAPERS & MAGAZINES

Please scan the QR code in your room to access PressReader in order to view a complimentary selection of newspapers and magazines.

## MAIL

Reception offers an outgoing mail service for postcards and letters at an additional charge. If you require larger packages to be shipped, please contact our Concierge team for available services. Incoming mail and packages addressed to you at the hotel will be delivered directly to your room.

## MEETINGS & EVENTS

Our meeting rooms are located on levels 8 and 9 of the hotel and are perfect for your next conference or event. Contact Swiss Service to receive further information from our Conference and Events team.

## MINI BAR

Scan the QR code to view a selection of snacks and beverages available for purchase in your room.

## IN ROOM MINI FRIDGE

A mini fridge is provided in the room for convenient storage of cold food and beverages.



## PARKING FACILITIES

### Valet Parking

Valet parking is available 24 hours a day at a rate of \$100 per day. To use this service, park the car at the front of the hotel and one of our Concierge team will park your vehicle in our secure car park. To retrieve your vehicle, call Swiss Service at least 30 minutes prior to you requiring your vehicle.

### Self Parking

Self parking is available at our off-site carpark, at 383 Kent St. Upon checking out from the hotel, please notify reception that you have used the self parking facility. Once paid, you can exchange your ticket for an exit pass at the Concierge desk. Self parking is \$60 per visit, per day.

## PETS

Pets, with the exception of registered Guide Dogs and Assistance Animals, are not permitted at the hotel.

## PILLOW MENU

A pillow menu is available for your comfort. A copy of the pillow menu is located in your room.



## POOL

Explore our stunning rooftop oasis featuring outdoor heated swimming pool, luxurious pavilion lounges and reclining sun beds perfectly positioned to soak up the Sydney sunshine.

The swimming pool is open daily from 6:00am – 10:00pm.

Please note, the pool is closed from 8pm- 9pm every Thursday for cleaning and maintenance. Your welcome to access the pool after 9pm until close at 10pm.

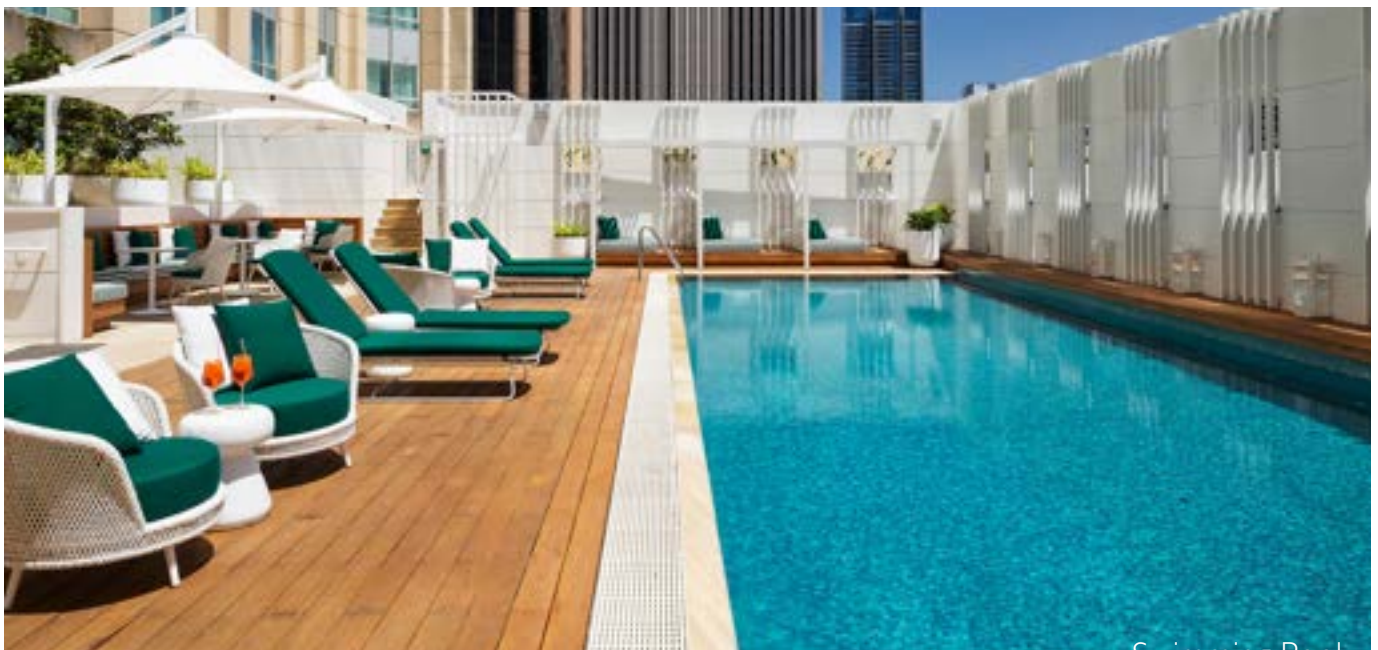
## PROMOTIONS

To further enhance your stay with us, [view our current promotions](#) available throughout your visit.

## ONEA CAFE

OneA Cafe is situated on the corner of Market and George St and offers gourmet coffee, sandwiches, wraps and pastries.

Monday – Friday | 7.00 am – 2.00 pm





## TEN STORIES RESTAURANT

Breakfast

Weekdays | 6:30am - 10:30am

Weekends & Public Holidays | 6:30am - 11:00am

Dinner

Tuesday to Saturday | 5pm - 9pm

LEVEL 8 | SWISSÔTEL SYDNEY





## RESTAURANT

Ten Stories Restaurant is open daily for breakfast and dinner.

### Breakfast

Monday – Friday: 6:30am – 10:30am

Saturday, Sunday & Public Holidays: 6:30am – 11:00am

### Dinner

Tuesday to Saturday 5pm – 9pm

[View the menu](#) and [make a reservation](#).

Dress Code: Smart Casual

## SAFE BOX

For your convenience, all guest rooms are equipped with an electronic safe. Swissotel Sydney is not responsible for any loss or damage of valuables left unattended in guest rooms.



## SECURITY

For the safety and security of our guests, the hotel is monitored by CCTVs. The hotel recommends latching the door and using the deadbolt on the back of each room door at all times.

## SIGHTSEEING, TOURS & ACTIVITIES

Discover and book popular tours, activities and experiences in Sydney through our Concierge desk.

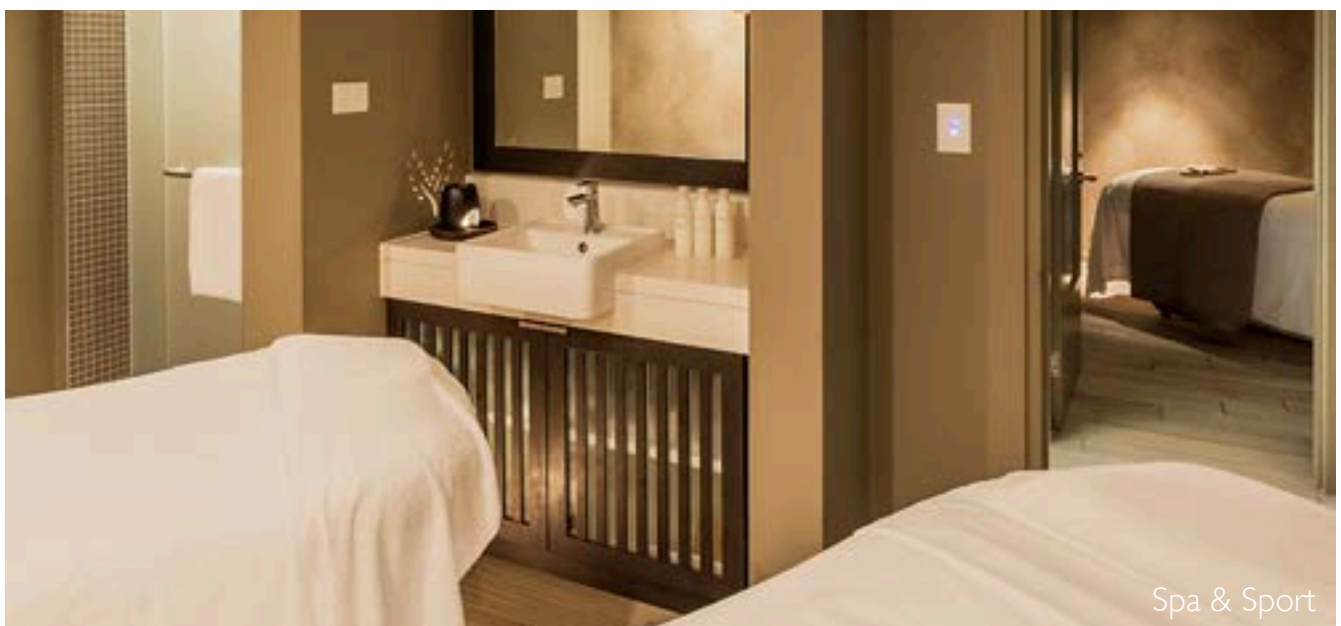
## SMOKING

The hotel adheres to a 100% no smoking policy. Violation of this policy will entail a minimum of \$500 to cover additional cleaning and deodorising.

## SPA & SPORT

Located on level 10, our recreational facilities include the award winning day spa, fitness studio and heated outdoor swimming pool.

Explore the [Spa Treatment Menu](#).



Spa & Sport

## TELEPHONE

Your room offers two direct dial telephones that are suitable for local and international calls, fees and charges apply.

International calls: Please press 0 for an outside line, followed by 0011, the country code, the area code and then the telephone number.

Local calls: Please press 0 for an outside line, followed by the telephone number.

## TURNDOWN SERVICE

Turndown service is available on request. Please dial 9 to contact Swiss Service.

## UMBRELLAS

Umbrellas are available for guest use at Concierge on ground level.



Signature Skyline Balcony Room

## VOICE MESSAGES

When the “Read Message” button lights up on your phone, simply press the voice/text message button to retrieve your messages

## WAKE-UP CALLS

For wake-up or reminder calls, please contact Swiss Service. You may also set the alarm clock on the bedside control panel for your desired wake-up time.

## WI-FI

To use our complimentary Wi-Fi, select the network ‘Swissotel’ then select ‘In-House Guests’. Then enter your room number and last name.



Wake Up Refreshed

We acknowledge Aboriginal and Torres Strait Islander peoples as the traditional custodians of our land – Australia. The Gadigal of the Eora Nation are the traditional custodians of this place we now call Sydney.