

Hotel Facilities

MERCURE
HOTEL
CHARLESTOWN

RECEPTION

Our friendly team at reception is here to help from 6:30am until 10:00pm daily (7:00am – 9:00pm Sundays and Public Holidays).

Dial 9 from your room phone. In the unlikely event that the phone system is not working as intended please call 0491 627 942.

BUSINESS CORNER

Need to get some work done? Our business desk is located in the lobby and features a fully equipped computer with internet access and a mobile phone charging station. Help yourself.

PAYMENTS & CREDIT CARDS

All major credit cards are accepted throughout the hotel. Please note that a surcharge applies to credit card transactions. We're also happy to accept cash.

OUR POOL

Dive in. Our outdoor swimming pool is located on the ground floor, just steps from the Madison Kitchen & Bar deck — the perfect spot to cool off and unwind. The pool is open daily during the warmer months from Sunrise to Sunset and can also be accessed from the carpark.

Heading poolside? You'll love our Poolside and Bar Snacks from 2pm and our bar serves drinks in poolside-safe polycarbonate drinkware — just grab a cold one and find your sun lounger. Please note the pool is unheated.

HOUSEKEEPING & ROOM AMENITIES

Your room is serviced daily and we want it to feel just right. If you need anything topped up, replaced or sorted, give reception a call and we'll take care of it straight away.

LOST PROPERTY

Left something behind or can't find something in your room? Let reception know and we'll do our best to track it down.

LUGGAGE STORAGE

Heading out before check-in or need somewhere to leave your bags after checkout? We're happy to look after your luggage — just drop it at reception.

TAXIS & TRANSPORT

Our reception team can arrange taxis and transport on your behalf. During busy event periods in Newcastle, please allow a little extra time — we recommend booking ahead to avoid any delays.

MADISON KITCHEN & BAR

Good food. Good people. Good times.

Located off the lobby on the ground floor, Madison Kitchen & Bar is your home for breakfast, dinner and everything in between. With views over the surrounding treetops and a menu inspired by modern Australian cuisine and flavours from around the world, it's a place worth lingering in.

Buffet Breakfast | Monday – Friday: 6:30am – 9:30am | Weekends & Public Holidays: 7:00am – 10:00am

Bar & Barista Coffee | Open daily from 6:30am (7:00am weekends)

Alcoholic beverages | served from 12:00pm Bar closes at 10:00pm (9:00pm Sundays & Public Holidays)

Bar Snacks & Poolside Menu | Available daily from 2:00pm

Dinner | Monday – Saturday: 5:00pm – 9:00pm | Sunday & Public Holidays: 5:00pm – 8:00pm

Bookings essential — dial 9 from your room phone or visit reception.

IN-ROOM DINING

Sometimes the best table in the house is yours.

Prefer a quiet night in? Our in-room dining menu features a carefully selected range of classic dishes delivered straight to your door. Please note that our hot buffet breakfast and chef's degustation menu are available exclusively in Madison Kitchen & Bar.

Pre-order breakfast by 8:00pm the night prior using the breakfast order card in your room.

Please note a room service charge applies. **Dial 9** to place your order.

Full menus are included in this compendium.

Any questions?
Dial 9 from your in-room phone