

Your Room

MERCURE

HOTEL

CHARLESTOWN

AIR CONDITIONING & HEATING

Your room has individually controlled air conditioning and heating for year-round comfort. Simply point the remote at the fan unit and press Power — use the Cool setting in summer and Heat in winter. If you need a hand, dial 9 from your room phone and we'll sort it out.

CHECK-OUT

Check-out time is 10:00am. If you'd like a little extra time, give us a call and we'll do our best to accommodate you (additional charges may apply).

Settling by credit card? You're welcome to use our express check-out facility — ask reception for details or dial 9 from your room phone.

TEA, COFFEE & MINIBAR

Your room is stocked with complimentary tea and coffee, replenished daily. If you need anything topped up, just dial 9.

Please note that minibar items are charged to your account — we kindly ask that you only touch what you intend to enjoy.

DO NOT DISTURB

Need some uninterrupted rest? Pop the Do Not Disturb sign on your door handle and we'll make sure you're left in peace.

EMERGENCY & EVACUATION

Your safety is our priority. Please take a moment to read the emergency evacuation plan on the back of your room door and note the location of your nearest fire exits. In the event of an emergency, our team will guide you to the evacuation point at the street entry to the hotel.

FIRE SAFETY

All rooms are fitted with smoke alarms directly linked to our central fire panel and the fire brigade — so you can rest easy knowing you're in good hands.

ROOM MAINTENANCE

Found something in your room that's not quite right? Please let us know straight away and we'll have it sorted as quickly as possible.

TELEVISION & FOXTEL

Your room features a flat-screen TV with all free-to-air digital channels pre-programmed and ready to go, plus Foxtel on demand for your enjoyment. Casting from your personal device can be done by following the menu prompts for "casting". Need a hand with the remote? Dial 9 and we'll help.

WI-FI

Complimentary high-speed Wi-Fi is available throughout the hotel. Your network name and password are on your key card envelope — if you have any trouble connecting, dial 9 and we'll get you sorted.

LAUNDRY & DRY CLEANING

Need a freshen up? Our laundry and dry cleaning service is available through reception. Pricing and conditions are listed on the laundry docket in your wardrobe. Give us a call and we'll bring a laundry bag to your room — simply fill it, complete the docket and return it to reception.

GUEST LAUNDRY

Prefer to do it yourself? Our complimentary guest laundry is located on the top floor at the southern end of the hallway. The washing machine and dryer are free to use — washing powder is available from reception for a small fee.

BABY COTS

Travelling with a little one? Baby cots are available on request for \$15 per night. Just let reception know and we'll have everything ready for your arrival.

Any questions?

Dial 9 from your in-room phone. We are here to help make your stay as enjoyable as possible.