



THE FULLERTON HOTEL  
SINGAPORE

Dear Valued Resident,

A very warm welcome to The Fullerton Hotel Singapore, the Lion City's 71<sup>st</sup> National Monument.

Your comfort, safety and well-being are our top priority. From the moment you arrive, you will experience an elevated level of protection with the enhanced safety and cleanliness measures that we have put in place.

We are delighted to present to you a wide array of dining options at our restaurants which offer rich and varied cuisines, including sumptuous local and international flavours at Town Restaurant, Chinese signatures at Jade and delectable afternoon tea at The Courtyard. For rest and relaxation, the award-winning Fullerton Spa provides the perfect oasis for effective treatments. For an immersion in culture, cuisines, heritage, arts and nature, we invite you to choose from our range of bespoke Fullerton Experiences tailored specially for your enjoyment.

This compendium provides you with information about the various services which you can enjoy during your stay with us. Our Fullerton Express team is also available to provide any assistance that you may require. Please do not hesitate to contact us at any time.

We wish you a wonderful stay and many warm memories at The Fullerton Hotel Singapore!

Yours sincerely,  
The Management  
The Fullerton Hotel Singapore

## DIRECTORY OF SERVICES

### FULLERTON EXPRESS

Fullerton Express has been established to ensure a quick response to telephone requests for the following areas: Duty Manager, Cashier/Front Desk, Housekeeping, Laundry/Valet, Engineering/Room Maintenance.

If you require any assistance during your stay, please dial Fullerton Express using your in-room phone.

### AIRLINES

If you need to reconfirm your flight reservations, or have any travel enquiries, please contact our Concierge who will be happy to assist.

Passengers on Singapore Airlines can check in online ([www.singaporeair.com](http://www.singaporeair.com)) as early as 48 hours and up to two hours before departure. You can also have your boarding pass printed out at the hotel between 2 and 48 hours before your flight. Our Concierge staff will be pleased to assist you.

A Singapore Airlines Service Centre is also conveniently located at ION Orchard shopping mall.

### AIRPORT

Singapore Changi Airport is a picturesque 25-minute drive from the Hotel along the East Coast. Do try to reach the airport two hours before your flight departure to comfortably accommodate check-in and immigration formalities, and still have time to enjoy the airport's vast shopping choices.

Do remember that there are limitations on the amount of liquid, aerosol and gel that passengers can bring in their hand-carry luggage. These guidelines apply to all flights departing from Singapore. For more information on hand luggage restrictions, please contact our Concierge desk or log on to [www.changiairport.com](http://www.changiairport.com).

### BABY COT/HIGH CHAIR/STROLLER

For your little ones, a baby crib, high chair and stroller are available during your stay. Please contact Fullerton Express and we will be pleased to send the item to your room.

### BANQUET & CATERING

Planning a cocktail event, seminar or social event? No event is too much for our Catering Department who will be pleased to tailor the arrangements to fit your needs.

We have many facilities to choose from – an elegantly-designed Ballroom, 8 function rooms including the historic Straits Room or our East Garden for outdoor events. If you would like a tour of these facilities, please contact Fullerton Express and ask for the Catering Department.

### BATHROOM AMENITIES

For those who may have forgotten some of your bathroom amenities, we have provided a complete range of toiletries in the room for your convenience. Our toiletry kit contains most essentials, but please feel free to contact Fullerton Express for any special requests that you may have.

### BUSINESS CENTRE SERVICES

A full suite of business and secretarial services is available at the Front Desk, located at the lobby of the hotel. Please approach our team at the Front Desk should you require assistance for the following services:

- Workstation offering wireless Internet access
- Courier services
- Printing and photocopying
- Scanning
- Teleconferencing
- Translation and interpreter services
- Video conferencing
- Word processing

### CASHLESS PAYMENT

The following cashless payment methods are accepted hotel-wide:

- Alipay
- Apple Pay
- Google Pay
- Samsung Pay
- WeChat Pay

### CHARGING STATION

For the corporate warrior-on-the-go, our Charging Station - located at the lobby of The Fullerton Hotel Singapore - is the ideal place for catching up on work. Complete with complimentary Wi-Fi, the Station's amenities also include Android and Apple USB cables and sockets for guests to charge their electronic devices – all while sipping on a fresh brew from The Courtyard.

### CHECK-OUT TIME

Check-out time is 12.00 p.m. Please contact our Front Desk should you require an extension. Please be advised that late check-out is subject to room availability.

### CURRENCY

Our team at the Front Desk will be happy to assist if you would like to change currency. Dial Fullerton Express using your in-room phone.

### DOCTOR

Please contact Fullerton Express should you require medical assistance.

### ELECTRICITY

The voltage in Singapore is 220/230V. All our bathrooms are also equipped with a 110V plug (low voltage). Please contact Fullerton Express should you require an adaptor. In the interest of your safety, the use of private heating or cooking appliances is not permitted in accordance with local regulations.

### EMBASSIES & CONSULATES

Please refer to the “Embassies” section for more details. Please contact our Concierge for further assistance.

### EMERGENCY EXITS & FIRE SAFETY

The Hotel is equipped with comprehensive fire safety equipment. In the event of an emergency, the alarm will sound and an emergency announcement will broadcast in all rooms and public areas. An evacuation plan is conveniently located on the back of your room door. Please familiarise yourself with the various emergency exits.

## FITNESS CENTRE

The gym is open from 7.00 a.m. to 10.00 p.m. daily. All gym equipment is sanitised with hospital-grade disinfectants hourly and after each use.

## GREEN INITIATIVES

### Reduce, Reuse & Recycle

The Fullerton Hotel Singapore is committed to sustainable business practices. We would like to encourage you to do your part for the environment. Kindly use the recycling bin in the room to separate your disposables and recyclable items.

### Recyclable Items

Newspaper, Magazine, Beverage Carton, Plastic Bottle, Aluminium Can

### Non-recyclable Items

Used Tissue Paper and Paper Towel, Drinking Straw, Plastic Bag, Wooden Chopsticks, Medical Waste, Disposable Nappies

## HAIR DRYER

A hair dryer can be found mounted on the wall in the bathroom.

## HOUSEKEEPING

Please contact Fullerton Express for any housekeeping requests.

## INFINITY POOL

Soak in the sun and enjoy a leisure swim in our 25-metre outdoor infinity pool, located on Level 2. The swimming pool is open from 7.00 a.m. to 10.00 p.m. daily.

Please be advised that there is no lifeguard on duty. It is mandatory for children below the age of 12 years old to don life jackets when entering the swimming area, and they must be accompanied by an adult at all times. All guests' use of the pool is at their own risk. The Hotel and its employees shall not be liable for any discomfort, illness, injury, loss or damage arising out of the use of the pool.

## INTERNET SERVICE

We know how essential it is for you to be connected – especially when you are travelling. So we have wired every room for complimentary Internet access. Just turn on your computer, log in and you're connected to the rest of the world. What's more, you can surf wirelessly anywhere in the hotel, including the poolside. What better way to catch up with your emails than with a perfectly brewed coffee or late afternoon cocktail in hand. Please contact Fullerton Express for assistance.

## IRON & IRONING BOARD

For your convenience, an ironing board and steam iron are provided in the wardrobe of your room.

## LAUNDRY & DRY CLEANING

If you need your laundry done, please fill in the laundry form in the wardrobe and place your laundry into the bag provided. Please call Fullerton Express, and we will be there to collect it.

## LIMOUSINE SERVICE

Arrangements for you to travel privately and in style can be made via our Concierge. A choice of stylish and luxurious limousines are available for your selection. Need a limousine at your disposal when travelling within the city from one location to another without having to wait? Our Concierge will be pleased to arrange this for you.

Wish to arrive at your destination in ultimate style? Our vintage Rolls-Royce limousines are perfect for that purpose.

#### LOST & FOUND

Please contact Fullerton Express for assistance. The Hotel will keep lost and found items for a period of three months. Perishable items and half-consumed bottled beverages will be retained for three days only. According to local law, all unclaimed valuable items will be handed over to the Police.

#### MOBILE PHONE CHARGERS

A range of phone chargers of all major brands are available for loan throughout the duration of your stay. Please contact Fullerton Express for assistance.

#### PHARMACY

If you need any over the counter medication, there are pharmacies nearby where you can pick up some medication. Prescription medicines can be obtained through the Hotel doctor on call. Please ask our Duty Manager for details or to arrange to see a doctor. Please contact Fullerton Express for assistance.

#### PILLOWS

A wide range of comfortable pillows is available to suit your needs, featuring contour, latex, micro-gel, feather (soft/firm), buckwheat, tempur, tatami and jade. Please dial Fullerton Express for assistance.

#### RELIGIOUS SERVICES

Singapore is a country where people of different races and religious beliefs work and live in harmony. Religions like Buddhism, Catholicism, Christianity, Hinduism, Islam and Taoism are some of the main ones practised here. If you wish to attend any religious services, please contact our Concierge for the nearest place of worship.

#### SAFE DEPOSIT BOX

Every room has a personal safe for your valuables. Safe deposit boxes are also available at the Front Desk, should you prefer this alternative. Please contact Fullerton Express for assistance.

#### SHOE SHINE

We offer you comfort and convenience right down to the details. If your shoes need a shine, please place them in our unique shoe shine alcove at the bottom of the wardrobe nearest the main door. It is a hidden compartment which our housekeeping staff can access discreetly from the passageway outside. We will take your shoes for a thorough polish, and return it without you even noticing. Kindly inform Fullerton Express to take note of your service requirement.

#### STAY SMOKE-FREE

In the interest of the health and well-being of our guests and employees, smoking is not permitted in our guestrooms, suites and public spaces. A cleaning fee will be charged to any guest who violates the smoking policy. For guests who wish to smoke, please proceed to the East Garden located at the lobby level of the Hotel.

#### TELEVISION

Be entertained by a wide selection of Cable TV channels or enjoy complimentary on-demand blockbuster movies.

## VISITORS

In the interest of Hotel security, all visitors are requested to leave guestrooms by 12 midnight. According to local law, anyone visiting or staying with you in your guestroom must register at the Front Desk.

## WAKE-UP CALL

Please contact Fullerton Express for assistance.

## WHEELCHAIR-FRIENDLY ROOMS

We offer wheelchair friendly rooms which are equipped with handrails and special seated showers for our guests' convenience. Please contact Fullerton Express for additional information.

# CONNECT & COMMUNICATE

The Fullerton Hotel Singapore is fully wired for connectivity whether you are in your room, enjoying Afternoon Tea at The Courtyard or having a lunch meeting in Town Restaurant.

## IN ROOM 'OFFICE' SET-UP

You can now access the Internet, talk on the phone uninterrupted and fax your important business documents simultaneously, as all our rooms and suites are fitted with two phone lines. If you would like to be further wired, simply provide us one working day to arrange for your printer, scanner or webcam to be installed so that you can continue working from the comfort of your room. Please contact Fullerton Express for more information on charges.

## HOW TO GET CONNECTED

Get connected instantly using either the wired broadband or wireless access to enjoy Internet connectivity in your room. Follow these simple steps:

### Wireless Internet Access

- Step 1 - Search for and connect to the wireless SSID network: "Wireless@fullertonhotel"
- Step 2 - Click on your Internet browser. You will be redirected to the hotel welcome page.
- Step 3 - Click on "Connect" to enjoy complimentary Internet connectivity.

### Wired Broadband Internet Access

- Step 1 - Simply plug the network cable provided into the network (LAN) port of your laptop. If the cable does not fit into the port of your laptop, please contact Fullerton Express for assistance.
- Step 2 - Click on your Internet browser. You will be redirected to the hotel's welcome page.
- Step 3 - Select the option 'In-House Guest' when prompted for access method, and please check on 'I Accept' after reading all terms and conditions.
- Step 4 - Upon redirection to the following page, kindly input your room number and last name to enjoy complimentary Internet connectivity.

## MESSAGES AND VOICEMAIL

When the message light is flashing on your telephone, you can retrieve the message by touching the "voice mail" button. If you are expecting a call or a visitor and wish to be alerted while in the Hotel, please let the Front Desk or the Operator know where you are likely to be and we will ensure that your guests are able to locate you.

## PHONE CALLS

Stay in touch with family and business contacts here in Singapore. Just dial 9, followed by the local telephone number. Local calls are charged at \$0.50 for every block of three minutes.

### Country Codes

Please contact Fullerton Express for more information about country codes.

### Overseas Calls

Call home from your room by dialling 9>>008>>Country Code>>Area Code>>Telephone Number.

### Operator Assistance (Fullerton Express)

Need help? Our operator will be glad to assist with enquiries on charges for overseas calls. A S\$0.30 surcharge applies for every completed overseas call. For operator-assisted calls made from anywhere within the hotel, collect calls or phone calls using call cards, a handling fee of S\$2.67 each will be charged for each occasion.

## VIRUS PROTECTION

Keep your anti-virus definitions and Windows security patches up to date to ensure protection from newly released viruses or Malware.

For peace of mind while surfing the internet, we also recommend that you have Windows Firewall protection & Windows Defender enabled in your system.

## FOREIGN EMBASSIES

### AUSTRALIAN HIGH COMMISSION

25 Napier Road S(258507)

Tel | 6836 4100

### EMBASSY OF THE REPUBLIC OF AUSTRIA

600 North Bridge Road, Park View Square S(188778)

Tel | 6396 6350

### HIGH COMMISSION OF THE PEOPLE'S REPUBLIC OF BANGLADESH

Jit Poh Building 19 Keppel Road #10-00 & #04-00 S(089058)

Tel | 6255 0075

### EMBASSY OF THE KINGDOM OF BELGIUM

8 Shenton Way, # 14-01 AXA Tower S(068811)

Tel | 6220 7677

### CONSULATE OF BELIZE

101 Cecil Street, #22-01 Tong Eng Building S(069533)

Tel | 6224 4312

EMBASSY OF THE FEDERATIVE REPUBLIC OF BRAZIL  
101 Thomson Road, #29-01/03 United Square S(307591)  
Tel | 6603 9361

BRITISH HIGH COMMISSION  
100 Tanglin Road S(247919)  
Tel | 6424 4200

HIGH COMMISSION OF BRUNEI DARUSSALAM  
325 Tanglin Road S(247955)  
Tel | 6733 9055

ROYAL EMBASSY OF CAMBODIA  
400 Orchard Road #10-03/04 Orchard Towers S(238875)  
Tel | 6341 9785

HIGH COMMISSION OF CANADA  
1 George Street, #11-00 S(049145)  
Tel | 6854 5900

EMBASSY OF THE REPUBLIC OF CHILE  
8 Temasek Boulevard #24-01 Suntec Tower 3 S(038988)  
Tel | 6223 8577

EMBASSY OF THE PEOPLE'S REPUBLIC OF CHINA  
150 Tanglin Road S(247969)  
Tel | 6471 2117

CONSULATE OF THE REPUBLIC OF COLUMBIA  
152 Beach Road #03-04, Gateway East S(189721)  
Tel | 6341 7155

CONSULATE OF COTE D'IVOIRE  
1 Maritime Square, #09-43 Harbour Front Centre S(099253)  
Tel | 6278 8666

CONSULATE OF CYPRUS  
9 Raffles Place #32-00 Republic Plaza, S(048619)  
Tel | 9247 2109

EMBASSY OF THE CZECH REPUBLIC  
Centennial Tower 3 Temasek Avenue #34-13 S(039190)  
Tel | 6549 7121

ROYAL DANISH EMBASSY  
101 Thomson Road, #13-01/02 United Square S(307591)  
Tel | 6355 5010



EMBASSY OF THE ARAB REPUBLIC OF EGYPT  
8 Eu Tong Sen Street #25-82 /83/84/85/86 The Central S(059818)  
Tel | 6225 5991

CONSULATE-GENERAL OF THE FEDERAL DEMOCRATIC REPUBLIC  
OF ETHIOPIA  
150 Gul Circle 150 Gul Circle  
Tel | 6572 4011

EMBASSY OF THE REPUBLIC OF FINLAND  
101 Thomson Road, #21-03 United Square S(307591)  
Tel | 6254 4042

FRENCH EMBASSY  
101 - 103 Cluny Park Road S(259595)  
Tel | 6880 7800

EMBASSY OF THE FEDERAL REPUBLIC OF GERMANY  
50 Raffles Place, #12-00 Singapore Land Tower S(048623)  
Tel | 6533 6002

EMBASSY OF GREECE  
47 Scotts Road #06-03/04, Goldbell Tower Singapore 228233  
Tel | 6732 3011

EMBASSY OF HUNGARY  
250 North Bridge Road, #29-01/01A Raffles City Tower S(179101)  
Tel | 6883 0882

HIGH COMMISSION OF INDIA  
31 Grange Road, India House S(239702)  
Tel | 6737 6777

EMBASSY OF THE REPUBLIC OF INDONESIA  
7 Chatsworth Road S(249761)  
Tel | 6737 7422

EMBASSY OF IRELAND  
541 Orchard Road, #08-00 Liat Towers S(238881)  
Tel | 6238 7616

EMBASSY OF ISRAEL  
24 Steven Close S(257964)  
Tel | 6834 9200

EMBASSY OF ITALY  
101 Thomson Road, #27-02/03 United Square S(307591)  
Tel | 6250 6022

EMBASSY OF JAPAN

16 Nassim Road S(258390)

Tel | 6235 8855

EMBASSY OF THE DEMOCRATIC PEOPLE'S REPUBLIC OF KOREA

7500 Beach Road, #09-320 The Plaza S(199591)

Tel | 6440 3498

EMBASSY OF THE REPUBLIC OF KOREA

High Street Centre, 1 North Bridge Road #15-01 S(179094)

Tel | 6265 9766

EMBASSY OF THE LAO PEOPLE'S DEMOCRATIC REPUBLIC

51 Goldhill Plaza #13-04/05 Goldhill Plaza S(308900)

Tel | 6250 6044

CONSULATE OF THE REPUBLIC OF LEBANON

3 Temasek Avenue, #32-02 Centennial Tower S(039190)

Tel | 6430 0421

CONSULATE OF THE GRAND DUCHY OF LUXEMBOURG

9 Oxley Rise, #02-00 The Oxley S(238697)

Tel | 6830 0162

CONSULATE OF THE REPUBLIC OF MADAGASCAR

30 Tagore Lane S(787484)

Tel | 6456 7667

HIGH COMMISSION OF MALAYSIA

301 Jervois Road S(249077)

Tel | 6235 0111

CONSULATE-GENERAL OF THE REPUBLIC OF MALTA

10 Anson Road, #15-02 International Plaza S(079903)

Tel | 6324 2060

EMBASSY OF MEXICO

152 Beach Road, #03-01/03 Gateway East S(189721)

Tel | 6298 2678

CONSULATE OF THE KINGDOM OF MOROCCO

300 Beach Road, #02-01 The Concourse S(199555)

Tel | 6392 9881

EMBASSY OF THE REPUBLIC OF THE UNION OF MYANMAR

15 St. Martin's Drive S(257996)

Tel | 6735 0209

EMBASSY OF THE KINGDOM OF THE NETHERLANDS

541 Orchard Road, #13-01 Liat Towers S(238881)

Tel | 6737 1155

NEW ZEALAND HIGH COMMISSION

One George Street #21-04 S(049145)

Tel | 6235 9966

HIGH COMMISSION OF THE FEDERAL REPUBLIC OF NIGERIA

70 Shenton Way #08-01 EON Shenton S(079118)

Tel | 6732 1743

ROYAL NORWEIGN EMBASSY

16 Raffles Quay, #44-01 Hong Leong Building S(048581)

Tel | 6818 2000

HIGH COMMISSION FOR THE ISLAMIC REPUBLIC OF PAKISTAN

1 Scotts Road, #24-02/04 Shaw Centre S(228208)

Tel | 6737 6988

EMBASSY OF THE REPUBLIC OF PANAMA

16 Raffles Quay, #41-06 Hong Leong Building S(048581)

Tel | 6221 8677

EMBASSY OF THE REPUBLIC OF PERU

390 Orchard Road, # 12-03 Palais Renaissance Building S(238871)

Tel | 6738 8595

EMBASSY OF THE REPUBLIC OF THE PHILIPPINES

20 Nassim Road S(258395)

Tel | 6737 3977

EMBASSY OF THE REPUBLIC OF POLAND

435 Orchard Road, # 17-01/02/03 Wisma Atria S(238877)

Tel | 6235 9478

EMBASSY OF PORTUGAL

3 Killiney Road #05-08 Winsland House S(239519)

Tel | 6224 2256

EMBASSY OF ROMANIA

King's Centre 390 Havelock Road #03-04/05 S(169662)

Tel | 6735 5023

EMBASSY OF THE RUSSIAN FEDERATION

51 Nassim Road S(258439)

Tel | 6235 1832

ROYAL EMBASSY OF SAUDI ARABIA

163 Penang Road #03-02/03 Winsland House II S(238463)  
Tel | 6734 5878

CONSULATE-GENERAL OF THE REPUBLIC OF SEYCHELLES

#24-02 Tong Eng Building 101 Cecil Street S(069533)  
Tel | 6224 5257

CONSULATE OF THE REPUBLIC OF SLOVENIA

101 Cecil Street Tong Eng Building S(069533)  
Tel | 6221 8328

HIGH COMMISSION OF THE REPUBLIC OF SOUTH AFRICA

331 North Bridge Road, #15-01/06 Odeon Towers S(188720)  
Tel | 6339 3319

EMBASSY OF THE KINGDOM OF SPAIN

7 Temasek Boulevard, #39-00 Suntec Tower I S(038987)  
Tel | 6725 9220

HIGH COMMISSION OF THE DEMOCRATIC SOCIALIST REPUBLIC  
OF SRI LANKA

51 Newton Road, Goldhill Plaza #13-07/12 S(308900)  
Tel | 6254 4595

EMBASSY OF SWEDEN

1 Temasek Road, #14-03 Millenia Tower S(039192)  
Tel | 6415 9720

EMBASSY OF SWITZERLAND

911 Bukit Timah Road S(589622)  
Tel | 6468 5788

TAIWANESE REPRESENTATIVE OFFICE

460 Alexandra Road, #23-00 PSA Building S(119963)  
Tel | 6500 0100

ROYAL THAI EMBASSY

370 Orchard Road S(238870)  
Tel | 6737 2475

EMBASSY OF THE REPUBLIC OF TURKEY

2 Shenton Way, #10-03 SGX Centre I S(068804)  
Tel | 6422 7322

EMBASSY OF UKRAINE

50 Raffles Place, #16-05 Singapore Land Tower S(048623)  
Tel | 6535 6550

EMBASSY OF THE UNITED STATES OF AMERICA

27 Napier Road S(258508)

Tel | 6476 9100

EMBASSY OF THE UNITED ARAB EMIRATES

600 North Bridge Road, #09-01/05 Parkview Square S(188778)

Tel | 6238 8206

EMBASSY OF THE SOCIALIST REPUBLIC OF VIETNAM

10 Leedon Park S(267887)

Tel | 6467 2207