

## YOUR ROOM

### INTERNET ACCESS

Wireless internet is available with complimentary access available up to 1GB per day once you have logged into the guest Wifi network. Please contact Reception for the access code.

Additional plans are available to purchase at an extra cost providing a higher data allowance and faster speed.

### MICROWAVE OVEN

A microwave oven is available for your use in the kitchen. The microwave should not be operated while empty. No tin foil or metallic objects should be placed in the microwave.

### COOKING

All our rooms feature kitchenettes. When cooking, please use the exhaust fan located above the stove cook top. Please pull out to operate, and ensure the fan is switched on. Without enough ventilation, the fire alarm may be triggered, and a fire brigade call out fee may apply.

### DISHWASHER

Kindly rinse dishes before putting into the dishwasher. Please use the dishwasher powder provided. Please DO NOT use dishwashing liquid in the dishwasher.

Operating instructions are available from Reception.

### WASHING MACHINE AND DRYER

Your apartments feature a washing machine and dryer in the bathroom. To use, please follow instruction provided on top of the machine. If further assistance is required, please contact Reception. Do not force door to open, it may break and charges may apply.

Washing powder is also provided in the bathroom. Please do not dry your laundry on the balcony.

### KEYS

Please be aware the front doors lock each night. Use your room key for after- hours access

### IRON & IRONING BOARDS

Both are located in the wardrobe of your master bedroom. The hotel uses dry irons. Water spray bottles are stored with the irons.

### MAINTENANCE

Please advise reception if any maintenance issues arise during your stay, we will endeavor to resolve these issues as soon as possible.

### TELEVISION

The televisions are programmed to receive all free to air digital TV channels along with a selection of Foxtel channels including Fox Sports, News and Movie Channels. Please note that Foxtel Box Office is not available.

### FOXTEL

To view Foxtel, please first use your TV remote's source or input button to change to the AV or AVI setting. Your Foxtel remote will then work

### DRINKING WATER

The tap water in Australia is safe for drinking. Bottled water may be purchased via Reception.

### ROOM PHONE

- **Room to Room:** Dial room number, eg, 201.
- **Dialing out:** Dial 0 prior to entering the external number
- **Voicemail:** Dial 8050 and follow instruction
- **International calls:** Dial 0 for an outside line, then dial the International code + Country code + Area code + Phone number

### ELECTRICAL SUPPLY

The electricity supply is 240 volts. International adapters are available for hire from the Reception. There is a holding bond on these items, refundable on check out.

### DO NOT DISTURB

If you do not wish to be disturbed, please advise our Housekeeping department. Housekeeping service apartments according to an agreed cleaning schedule when your reservation was made. For special requests, please contact Housekeeping in the morning by dialing '9\*' Normal Housekeeping service hours are between 9am and 3pm.

### FRONT DESK/ RECEPTION

Front desk is open 24 hours a day, 7 days a week. For any assistance, please see reception located on the ground floor, or feel free to contact us by dialing 9\* from your room.

### AIRCONDITIONING

Control panel is located on the wall of your apartment.

- Press 'on' to turn on aircon. Set temperature and place fan on high.
- Do not set temperature below 22 degrees. This will cause the condenser to freeze up and your aircon will stop working.
- Optimum temperature during summer is 22 degrees and during winter it is 24 degrees

## SERVICES

### HOUSEKEEPING

Our Housekeeping department will be happy to assist with extra blankets, pillows, cots, rollaway beds, face washers (flannels), emergency supplies of toothpaste, toothbrushes and razors. Please dial 9\*.

As Nesuto Parramatta is an apartment hotel, we provide a light service of your the room every other day. If you are staying up to 7 nights, you will receive a Full service. If additional service is required, this can be provided, however, a fee may be applicable

### PARKING

Secure undercover parking is available for a fee of \$15.00 per night. The entry to the carpark is located on Penelope Lucas Lane, please see reception for directions.

Guests may park only in bays marked with a Visitor or Nesuto Reserved sign. Do not park in bays marked Private Parking. Use of our carpark is at your own risk. We accept no liability for lost or stolen items from vehicles or any damage to any vehicles.

### HOSPITAL

Westmead Hospital  
Darcy Road, (Corner Hawkesbury Road)  
Westmead, NSW  
Telephone: +61 2 9563 9500

### AMBULANCE

Please call 000 for any medical emergency requiring an Ambulance. Please then call 9\* to notify us that an ambulance is on it's way.

### CHEMIST

Priceline Pharmacy  
460 Church Street, North Parramatta  
Telephone: 02 9630 3691  
Mon - Fri 8:30am to 10pm;  
Sat - Sun 9am to 10pm

### MEDICAL CENTRE

For your medical needs, the Rosehill Family Medical Practice, situated at 1/22-24 Oak Street, Rosehill, is less than 10 minutes' walk. Open Mon to Fri 8am to 6pm, Sat 9am to 1pm and Closed on Sun. Telephone 02 9635 8075.

### SUPERMARKET

Woolworths Rosehill is located less than 10 minutes away from the hotel at 28 - 30 Oak Street, Rosehill. Open 7 Days from 7am to 10pm

### POSTAGE

Post Office - 53 Wigram Street, Harris Park  
Telephone: 9897 9288

### PRINTING, SCANNING, EMAIL

Please see Reception if you require any assistance to print tickets, scan documents and forward scans via email.

## FACILITIES

### GYMNASIUM AND POOL

Open between 6:30am- 9:30pm and located on the ground floor. Proper attire and gym shoes must be worn. Please take a towel with you. The gym and pool facilities are to be used at your own risk and children under the age of 18 years should always be supervised.

No glass or alcohol is permitted in the pool area.

No responsibility is taken by Nesuto Parramatta for the use of these facilities

### BABY AND CHILDREN FACILITIES

Baby cots and highchairs can be arranged through our Reception staff via extension '9\*'.

The nearest public playground, Biplane Park, is located on the corner of Prospect & Arthur Street. It is less than a 5 minute walk from the hotel.

### VENDING MACHINE

Our vending machine located on the first-floor stocks snacks and soft drinks.

### LUGGAGE STORAGE

If you wish to leave your luggage in the hotel before checking in or after checking out, please organise with reception for storage. Our luggage storage room is locked and only accessible to employees. Please note the storage of luggage remains at your own risk and Nesuto Parramatta is not responsible for any damages and loss.

### PETS

We do not allow any pets in our apartments in accordance with Body Corporate laws and Health Regulation.

### WHAT TIME DO I HAVE TO LEAVE BY?

Check out is 10.00am.

If you require a later check out please speak to our Reception staff - additional charges may apply.

### EXTENDING YOUR STAY

If you wish to enquire about extending your stay with us, please contact Reception by calling 9\*

### RUBBISH ROOM

On each floor we have a rubbish room where you may leave any excess rubbish. It is located near the room ending with 09. On the 11th floor, the rubbish room is located near the room ending with 07.

## GENERAL INFORMATION

### FIRE ALARM PROCEDURE

Please take the time familiarise yourself with the evacuation route diagrams located behind your room door. In an event of an emergency, if you are unable to evacuate your room please dial 9\*.

#### In the event of an emergency:

- Please remain calm
- Inform the Hotel Operator
- The hotel's emergency plan will be immediately activated

#### In the event of a fire, and if evacuation of the Hotel is required, please proceed as follows:

1. Feel edges of the door and the doorknob with the back of your hand. If heat is evident and you are unable to make an alternatively SAFE EXIT from your apartment window, force wet towels or anything else wet under the door. Stay in your apartment, remain close to the floor and notify the Hotel Operator of your location.
2. If heat is not evident, open doors slowly, take your room key only and proceed to the nearest exit.
3. If smoke is encountered, crawl to nearest exit.
4. Do not use the elevators
5. Assemble at the front of your building.
6. If you have any physical condition that might impair your ability to either detect an alarm on evacuate via the stairway, please notify reception by dialing 9\*
7. Please await instructions by your Fire Warden. Do not enter the building until the "all clear" is given.

### NO PARTY POLICY

We are a family friendly property which includes long term permanent residents.

We have strict "NO PARTY POLICY". The number of guests in your apartment should not exceed the number of guests declared in your reservation and guest registration card. Unregistered guests will be asked to leave immediately.

Keep noise to a minimum at all times and respect your neighbors.

No running in hallways and maintain inside voices when walking throughout the building.

Failure to adhere to the no party policy may lead to a request to vacate your apartment without refund.

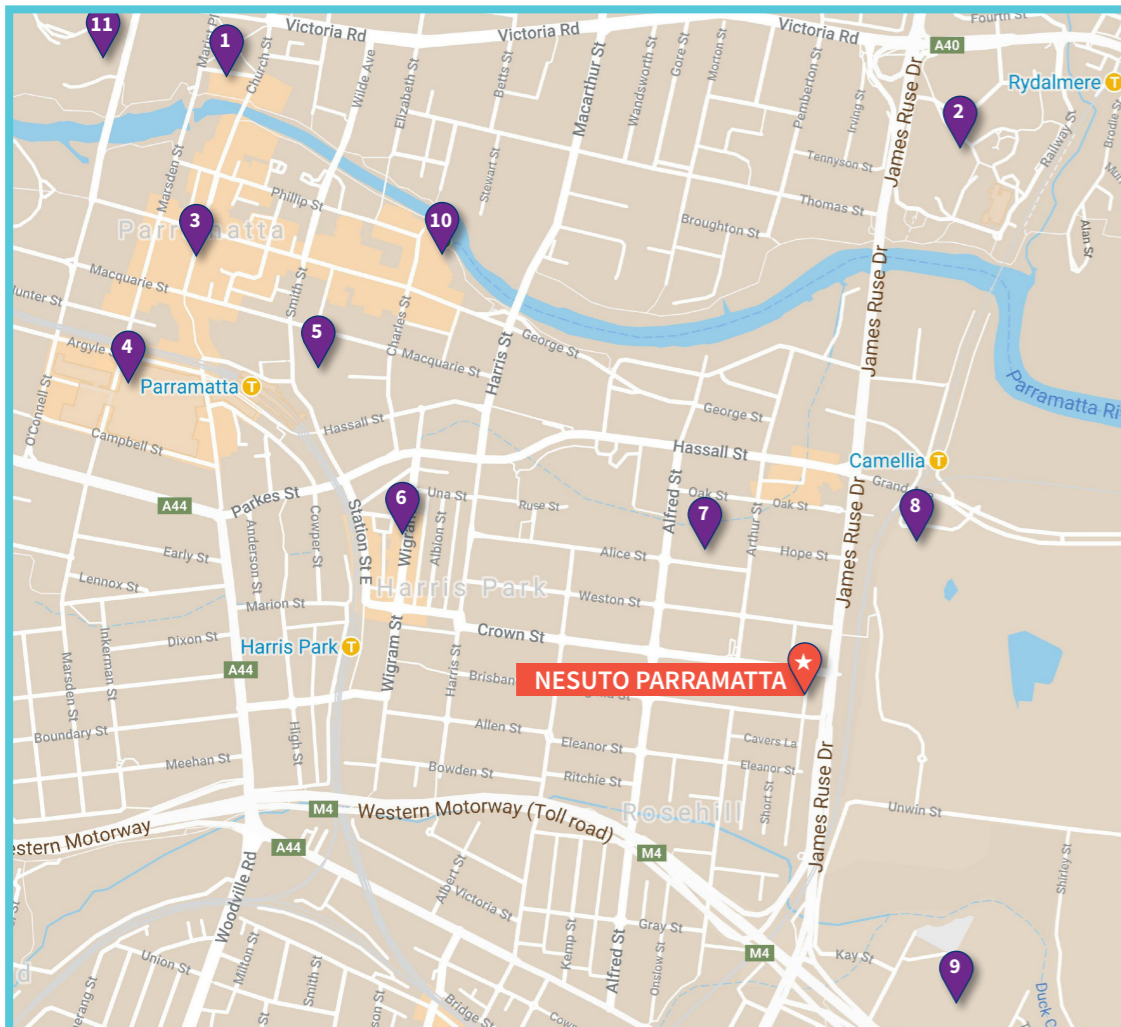
### NO SMOKING POLICY

All apartments are strictly non-smoking. Smoke detectors are fitted throughout the building. Should the main fire alarm be activated due to smoking, you will be liable for fees associated with the alarm and fire department attending.

Should smell or evidence of smoking in your apartment be found, a cleaning fee of \$200.00 will apply.

Tampering, removing or covering of any smoke detector is an offence and will incur an additional fee of up to \$800.00.





## WHAT'S NEARBY

1. Riverside Theatre
2. Western Sydney University
3. University of New England
4. Westfield Shopping Centre
5. Lancer Barracks

### AIRPORT

Sydney Airport is approximately 50 minutes away from the hotel by car.

Please allow for sufficient time to get to the airport, especially during peak traffic times.

### TAXI SERVICE

Silver Taxi 133100  
 Taxi Combined 8332 8888  
 Premier Taxi 131017

Please ensure you use the taxi that was called for you by confirming your name and room number with the driver.

### TRANSPORTATION

The hotel is located within easy access to all public transport and major motorways.

The nearest bus stop is located adjacent the hotel on James Ruse Drive. Regular bus services stop (Bus number M92) here and all go to Parramatta Bus Interchange.

6. Harris Park Dining Precinct
7. Elizabeth Farm
8. Rosehill Gardens Racecourse
9. Sydney Valvoline Raceway
10. Rivercat Ferry Wharf
11. Bankwest Stadium

Rosehill Train Station which is located directly opposite the hotel. Trains departing from Rosehill either go to Clyde or Carlingford. A more regular train service departs from Parramatta Train Station which links through to other train services throughout the Sydney train network.

The Parramatta RiverCat Ferry service departs from Parramatta ferry wharf located at Phillip Street and goes to Circular Quay.

An Opal Card is required to travel on all public transport. They can be purchased from train station, newsagency, convenience store or Woolworths Supermarkets.

Please visit [www.transportnsw.info](http://www.transportnsw.info) or see Reception for more details.

Driving on the M4 Motorway and other major motorways throughout Sydney requires a toll pass or e-tag. Visit [www.myetoll.com.au](http://www.myetoll.com.au) for more details or to purchase.

For more information on things to do, attractions and events in Sydney and surrounds, go to [www.sydney.com](http://www.sydney.com)

## DINING

Exacta Restaurant and Bar is located on the ground floor.

Buffet Breakfast is available daily at \$25 for adults and \$15 for children under the age of 12. Children under the age of 3 is free of charge.

For casual dining in the evening, we offer a delicious a la carte menu featuring a variety of steaks, schnitzel pasta, seafood options and cooked pizzas along with seasonal daily specials. Feel free to sit at the Lounge, pick up your meal or enjoy room service delivery.

### OPEN FOR BREAKFAST DAILY

Monday to Friday: 6:00am-9:30am  
 Saturday and Sunday: 7:00am- 10:00am

### BAR AND RESTAURANT

Monday to Friday: 5:00pm- 9:30pm,  
 Saturday: 5:00pm- 9:30pm (Race Day and Special Events only)

### ROOM SERVICE & TAKE AWAY

Room Service and Take Away is available 7 days a week from 5pm to 6am. Please view our current room service and take away menus located in your room.

There is a \$3.50 delivery charge for all Room Service orders.

Please dial 9\* to place your order.

## CONTACT

Nesuto Parramatta  
 110-114 James Ruse Drive  
 Rosehill NSW 2142

Tel: +61 2 8837 8000

Email: [parramatta@nesuto.com](mailto:parramatta@nesuto.com)

Website: [nesuto.com](http://nesuto.com)



## FUNCTIONS AND EVENTS

We pride ourselves on the provision of quality service to ensure that your function or event is a success.

Whether you need a solution for residential conferences, team building adventures, one day seminar or half-day training courses, Nesuto Parramatta provides a unique and friendly flavour, with a professional service you and all your guests will remember.

You will not only enjoy the space and comfort that is needed, but also the intimacy and privacy required for a successful event.

We have three spacious meeting rooms available for full or half-day hire, all with WiFi access, natural light and collapsible walls to expand into one large space to accommodate up to 120 guests for dining and up to 150 guests for theatre style.

For information on package prices and availability, please dial '9\*\*' and ask to speak to our Event Specialist.



# WELCOME TO NESUTO PARRAMATTA

*Here's all you need to know...*