

# WELCOME TO NESUTO PENNANT HILLS

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



## YOUR ROOM

### INTERNET ACCESS

Internet access is unlimited, the Wifi password will be given at check in.

### AIR CONDITIONING

Each apartment has reverse cycle air conditioning. Please turn off A/C when leaving the room. To set the appropriate temperature level, please follow this guide:

**COOLING** – Top switch to the left, bottom switch to the right. On/Off switch push up to turn on. Dial clockwise for warmer and counter clockwise for cooler. Set the desired temperature. We recommend closing the bathroom door to gain optimum cooling effect.

**HEATING** – Set the switches to the opposite of the instructions for COOLING above.

Do not set temperature below 22 degrees. This will cause the condenser to freeze up and your airconditioner will stop working.

Optimum temperature during summer is 22 degrees and during winter it is 24 degrees.

### KEYS

Please keep your keys secure at all times, a charge will apply for each key not returned on checkout. This will be billed to your account or credit card.

### TELEVISION

Our TVs all have free to air television.

### TELEPHONE

Please dial '0' to obtain an outside line then dial your desired number. For international calls, dial '0' then 0011, the country code, area code (without any zeros) then the local number. Call charges apply. Please contact Reception for current call rates.

### FRONT DESK/RECEPTION

Reception hours:

Open 7 days per week      8:00am – 5:30pm

For any assistance, please see reception located on the ground floor or feel free to contact us by dialing '9' from your room. For an emergency after hours please call 8837 8000 for assistance.

### MICROWAVE OVEN

A Convection 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, unless cooking in Convection mode.

### 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.

### IRON & IRONING BOARDS

Both are located in the cupboard in your room.

### KITCHEN

All our apartments have fully equipped kitchens. When Cooking on the hotplates please ensure the range hood is pulled out and turned on. Food on hotplates should not be left unattended.

### DRINKING WATER

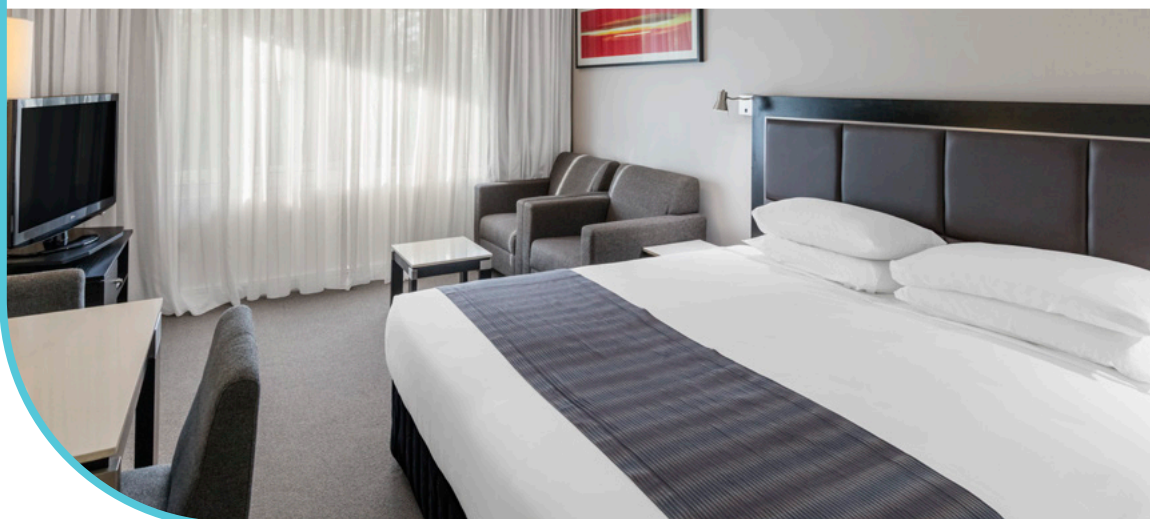
The tap water in Australia is safe for drinking.

### RADIO

There is an AM/FM clock radio next to your bed. The radio has an alarm mode.

### MAINTENANCE

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





## SERVICES

### HOUSEKEEPING

Our rooms are serviced on a weekly basis. If you require housekeeping, there is an additional charge of \$50 per service. If at any time you require fresh linen please bring the linen requiring exchange to Reception.

### LAUNDRY

A coin operated laundry is available on each level of the building. The machines take 2 x \$2 coins or credit card. Please note that reception does not provide coinage. Change and washing powder sachets are available from reception.

### MAIL

If mail arrives for you during your stay, we will put a Mail Notice under your door asking you to collect from Reception.

### MEDICAL REQUIREMENTS

#### AMBULANCE

call 000. Please call 9 during business hours or 8837 8000 out of hours to notify us that an ambulance in on the way.

#### HOSPITAL

Hornsby Hospital, Palmerston Road, Hornsby, call 9477 9123.

#### DOCTOR

Pennant Hills Medical Centre,  
2 Hillcrest Road, Pennant Hills.  
Phone 9484 1359  
After Hours 9489 1649

### CARPARKING

We offer security car parking for guests. Nesuto accepts no responsibility for lost or stolen items from your vehicle, or damage to any vehicle. Charges may apply.

### SUPERMARKET

Supamart IGA Pennant Hills is located approximately 5 minutes away from the hotel at Pennant Hills Marketplace, Hillcrest Road, Pennant Hills

Open 7 Days from 7am to 10pm

### CHEMIST

Astley Pharmacy and Mobility Pennant Hills  
368 Pennant Hills Rd, Pennant Hills  
Phone: 9484 7070  
Open 7 Days a week, 9am to 9pm

## FACILITIES

### GYMNASIUM

Proper attire and gym shoes must be worn. Please take a towel with you. The gym is not supervised, and guests use the equipment at their own risk. Children under 16 are not permitted to use this facility. Operating hours are from 7am to 9pm.

### SWIMMING POOL

**The Swimming Pool hours are 7am to 9pm daily. Please observe the following rules of use:**

- Please ensure the childproof gates are latched after entry.
- The pool does not have a lifeguard. Children under 15 are not permitted in the pool areas unless supervised by an adult.
- No glass is permitted in the pool area.
- The pool area is NO SMOKING
- Visitors are allowed, only when accompanied by a registered house guest.
- For safety, the pool area is locked at night.

### BAGGAGE STORAGE

Should you require us to mind your baggage after checking out please see us at Reception. You can also leave your car in the carpark for the day at no additional cost.

### RUBBISH ROOMS

Rubbish bins are located on each level in the room next to the Laundry. Additional rubbish bin bags are available from Reception.

### PRINTING, SCANNING, EMAIL

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

### PETS

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

### BABY AND CHILDREN FACILITIES

Baby cots and highchairs can be arranged through our Reception

## GENERAL INFORMATION

### 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 during reception hours by dialing '9'

### FIRE ALARM PROCEDURE

Please take the time to familiarise yourself with the information below. 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:

**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.**

**If heat is not evident, open doors slowly, take your room key only and proceed to the nearest exit.**

**If smoke is encountered, crawl to nearest exit.**

**Do not use the elevators**

**Assemble at the front of your building.**

**If you have any physical condition that might impair your ability to either detect an alarm or evacuate via the stairway, please notify reception by dialing 9**

**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.

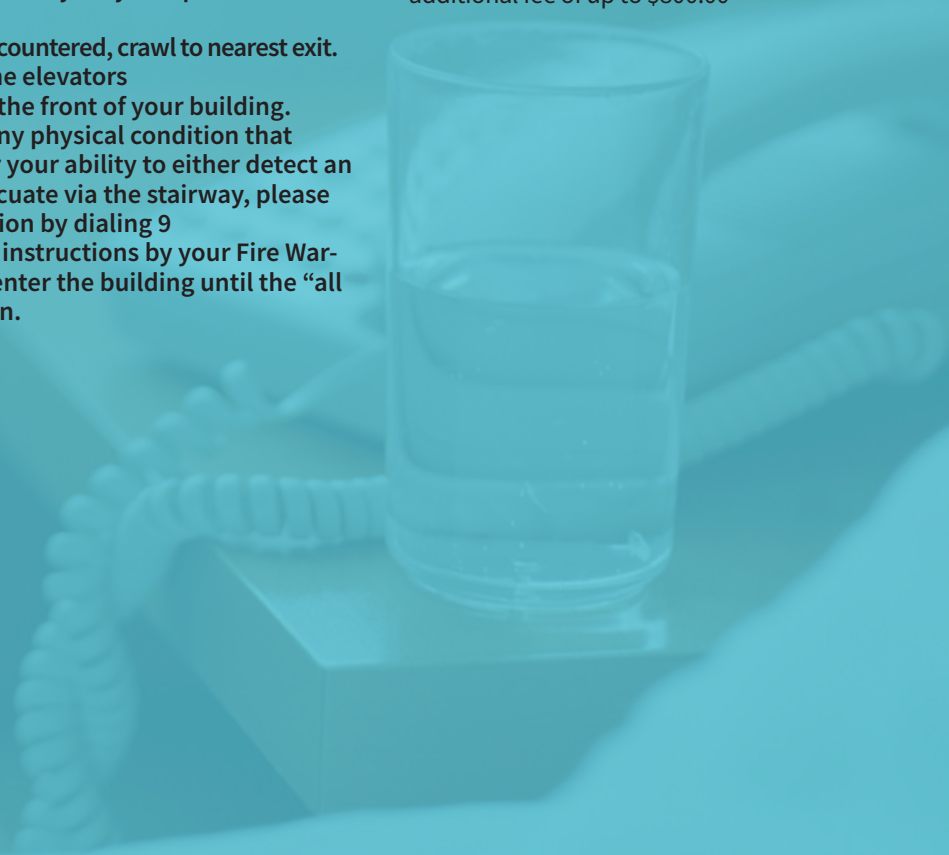
Failure to adhere to the no party policy may lead to a request to vacate your apartment without refund.

### NO SMOKING POLICY

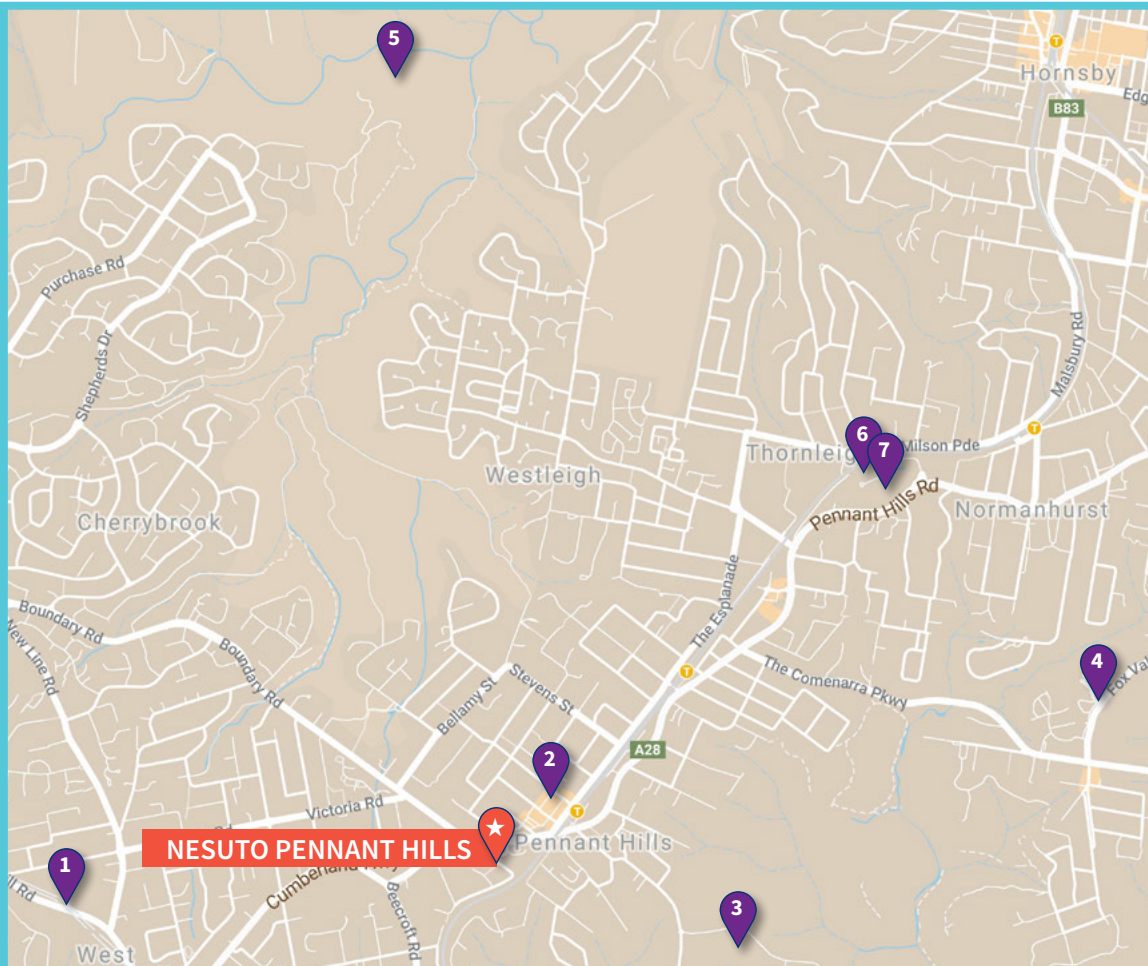
All apartments are strictly non-smoking and non-vaping. Smoke detectors are fitted throughout the building. Should the main fire alarm be activated due to smoking, you will be liable for fees associated with the alarm and fire department attending.

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. Koala Park Sanctuary
2. Pennant Hills Shopping Centre (IGA, Harris Farm)
3. Pennant Hills Park
4. Sydney Adventist Hospital
5. Westfield Hornsby
6. Thornleigh Brickpit Sports Stadium
7. Thornleigh Golf Centre

### AIRPORT

Sydney Airport is approximately 45 minutes (38km) away by car, depending on traffic. Please allow sufficient time to get to the Airport during peak traffic times.

### TAXI SERVICE

Silver Service	133 100
Taxi Combined	133 300

### TRANSPORTATION

Pennant Hills Railway Station is located 800mtrs from the Hotel.

Pennant Hills is on the Northern Line.

Please go to [www.transportnsw.info](http://www.transportnsw.info) for routes and timetables.

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

Driving on the nearby M2 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 a casual toll pass.

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



## CONTACT

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Pennant Hills. NSW. 2120. Australia

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[manager.pennanthills@nesuto.com](mailto:manager.pennanthills@nesuto.com)

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