

# WELCOME TO NESUTO CANBERRA

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



**nesuto**  
CANBERRA

## YOUR ROOM

### INTERNET ACCESS

Wireless internet is accessible from all apartments. Complimentary access for up to 1GB per day is provided once you have logged into the WiFi network. Please contact Reception for any concerns.

### AIR CONDITIONING / HEATING

Each apartment has reverse cycle air conditioning. Please turn off A/C when leaving the room. To set the appropriate temperature:

**Cooling** - The range of 19-21°C is recommended. Set the fan speed to Auto. Please do not set the A/C lower than 18°C in cooling mode to prevent damaging the condensing units. We recommend closing all non-essential rooms (laundry/ bathroom) to gain optimum cooling effect. Fans may be requested from the Reception.

**Heating** - Set the desired temperature. The range of 22-24°C is recommended. Set fan speed to Auto.

### KEYS

Please be aware the front doors are locked each night. You can access the building using your key after-hours.

### TELEVISION CHANNELS

The televisions are programmed to receive all free to air digital TV channels.

### TELEPHONE

Please dial '0' to obtain an outside line then dial your desired number. Note that international calls cannot be dialed. Please see reception for your nearest retailer to purchase an international calling card. Call charges apply. Please contact Reception for current call rates.

### ROOM PHONE

- Room to Room: Dial the '2' then the room number, eg, 2201.
- Dialing out: Dial 0 prior to entering the external number
- Emergency: Dial 0 for an external call, then 000 (Australian Emergency number)

### WAKE UP CALL

Wake up calls can be arranged with reception.

### 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.

### 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 instructions provided on top of the machine. If further assistance is required, please contact Reception. Do not force door to open, it may become damaged and charges may apply. Washing powder is also provided in the bathroom. Please do not dry your laundry on the balcony.

### IRON & IRONING BOARDS

Both stored are in the wardrobe of bathroom. The hotel uses steam irons.

### ELECTRICAL SUPPLY

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

### DRINKING WATER

The tap water in Australia is safe for drinking. Bottled water may be purchased via Reception or nearby convenience stores and supermarkets.

### DO NOT DISTURB

If you do not wish to be disturbed, please advise our Housekeeping or Reception departments. For special requests, please contact Housekeeping in the morning by dialling '9'. Normal Housekeeping service hours are between 9am and 3pm.

### SAFETY DEPOSIT BOXES

A lock up facility is available at Reception but is subject to conditions. Please contact Reception for assistance.

### MAINTENANCE

If you have any issues (the lights may have gone out?) call reception on '9' and we'll do our best to have it fixed right away.

## SERVICES

### HOUSEKEEPING

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

At Nesuto, we are dedicated to providing excellent service while minimising our environmental impact. For guests staying 4 nights or more, we offer full room servicing on the 4th night, including fresh linen and a thorough cleaning. To further support sustainability, light service—rubbish removal, towel replacement, and bed-making—is available on weekdays before 9 am (excluding public holidays). For extra towels, amenities, or rubbish collection, please contact reception. The Nesuto Travel Promise ensures your safety and comfort through the highest standards of cleanliness and care during your stay.

### PARKING

Limited undercover parking is provided at a charge and is strictly 'subject to availability' and is valid for one car per apartment only. Please see reception for directions and to provide registration details. All Hotel Guests may park in bays marked with a green 'Guest Parking Only' sign. Use of our carpark is at your own risk. Nesuto Canberra accepts no responsibility for lost or stolen items from vehicles, or damage to any vehicles.

### RUBBISH & RECYCLING ROOM

On each floor we have a rubbish room where you can dispose of any excess rubbish down the chute and separate bins for recycling.

### HOSPITAL

Canberra Hospital  
Yamba Drive, Garran, ACT, 2605  
Telephone: +61 2 5124 0000

### AFTER HOURS CHEMIST

Chemist on Northbourne  
Open 7 days: 08:00am- 11:00pm  
65 Northbourne Ave, Canberra City, ACT, 2601

### SUPERMARKET

Coles Canberra Civic - Canberra Centre Bunda St & Petrie Street Canberra  
Open 7 days: 08:00am- 10:00pm

### POSTAGE

Australia Post Canberra GPO  
53 Alinga St, Canberra ACT 2601

### 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.

### MEDICAL CENTRE

For your medical needs, the City Family Practice, situated at 161 London Circuit is less than 5 minutes' walk. Phone 02 6248 0900 for appointment times.

## FACILITIES

### POOL, SPA & SAUNA

Open between 05:30 am - 10:00pm and located on the 9th Floor (via stairs from the 8th Floor). Please take a towel with you or stop by Reception for a pool towel. There is also a Table Tennis, and our Team can provide racquets and balls. The Pool facilities are to be used at your own risk and children under the age of 14 years should always be supervised. No responsibility is taken by Nesuto Canberra for the use of these facilities

### GYMNASIUM

The fully equipped Gym is open between 05:30 am- 10:00pm and located on the 2nd Floor. Please take a towel and ensure proper attire is worn. The Gym facilities are to be used at your own risk and children under the age of 14 years should always be supervised. No responsibility is taken by Nesuto Canberra for the use of these facilities.

### TENNIS COURT & LEISURE FACILITIES

Open between 05:30am - 10:00pm and located on the 8th Floor is the Rooftop Terrace with BBQ area, Half-sized tennis court and guest lounge. Our friendly Reception Team can provide racquets and balls.

### BABY AND CHILDREN FACILITIES

Baby cots and highchairs can be arranged through our Reception team via extension '9'.

### LUGGAGE STORAGE

If you wish to leave your luggage in the hotel before checking in or after checking out, please organize 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 Canberra is not responsible for any damages and lost.

### RESTAURANT

Capital Grind Café is our onsite restaurant serving contemporary al la carte breakfast and lunch 6 days a week.  
Monday to Saturday 6:30am to 2:00pm.

Banana Leaf is the on-site licensed restaurant serving delicious traditional Sri Lankan cuisine in a modern contemporary setting.

[www.bananaleafrestaurant.com.au](http://www.bananaleafrestaurant.com.au)

LUNCH	Midday - 2:00pm
Monday to Friday	
DINNER	5:00pm - 9:00pm
Monday to Saturday	



## GENERAL INFORMATION

### PETS

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

### CHECK IN/ CHECK OUT

Check in is 2:00pm. For early arrival please organize prior.

Check out is 10.00am. For late check out please organize with reception. Depending on our occupancy, late check out charges may apply.

### NO PARTY POLICY

We are a family friendly hotel, operating with a strict 'no noise policy' after 10pm as well as a 'no party policy'. Both policies are strictly enforced to ensure a great experience for all our guests. The number of guests in the apartment at any time shall not exceed the number of guests declared on the Guest registration form, unless authorization from the Management has been granted. Unregistered guests will be asked to leave immediately. Failure to fully adhere to this policy may result in Guest expulsion without refund.

### NO SMOKING POLICY

All our apartments are non-smoking and non-vaping. All areas consist of smoke detectors which are very sensitive, and these will be triggered by cigarette smokes as well. If we notice a smell of cigarettes in the room or see that smoke detectors are covered, we will charge a \$200 cleaning and damage fee to your credit card. Tampering, removing or covering of smoke alarms is an offence and will incur an extra cost of up to \$800.

### FIRE ALARM PROCEDURE

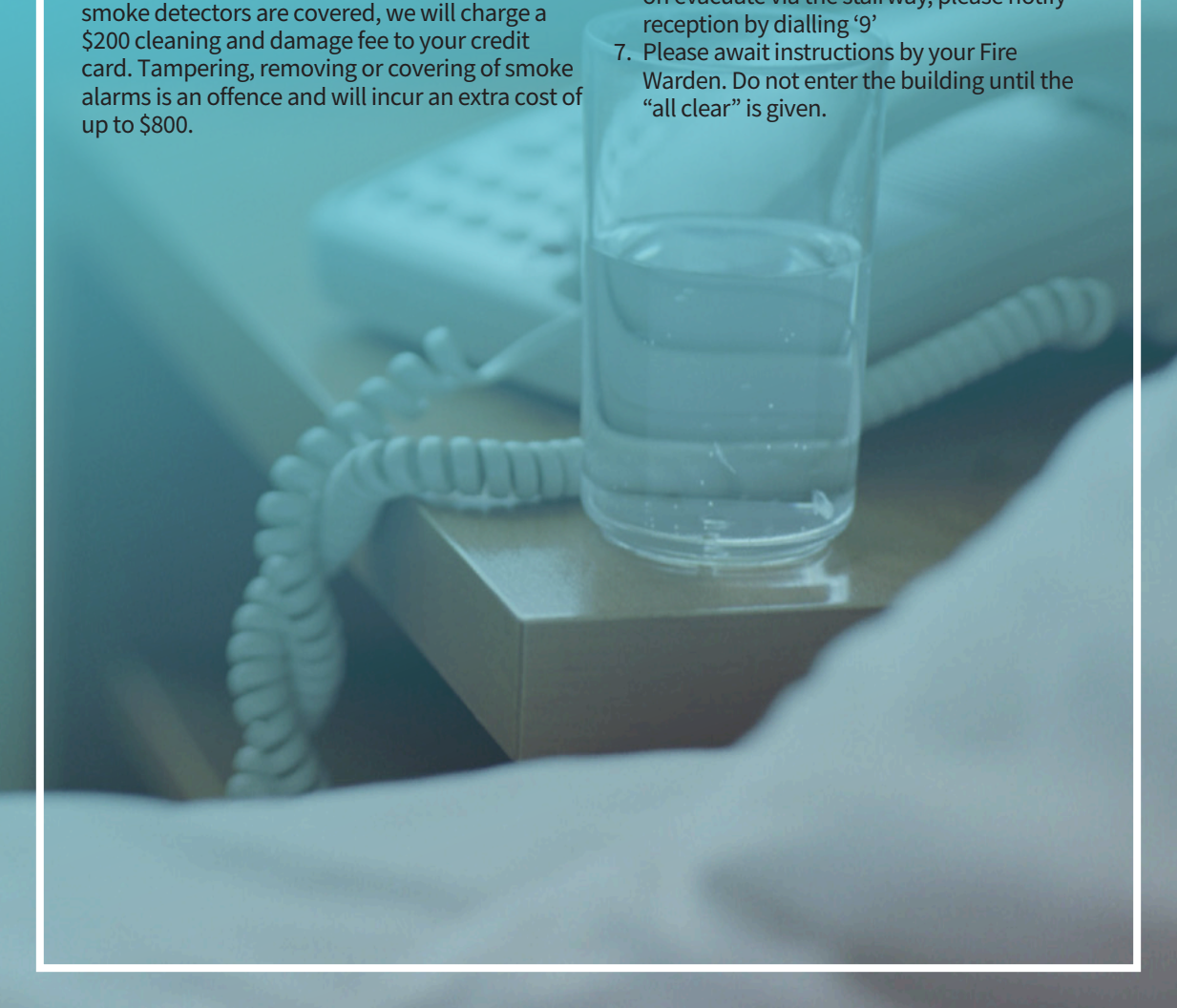
Please take the time familiarize yourself with the evacuation route diagrams located behind your room door. In an event of an emergency, if you are unable to evacuate your room please dial '9'.

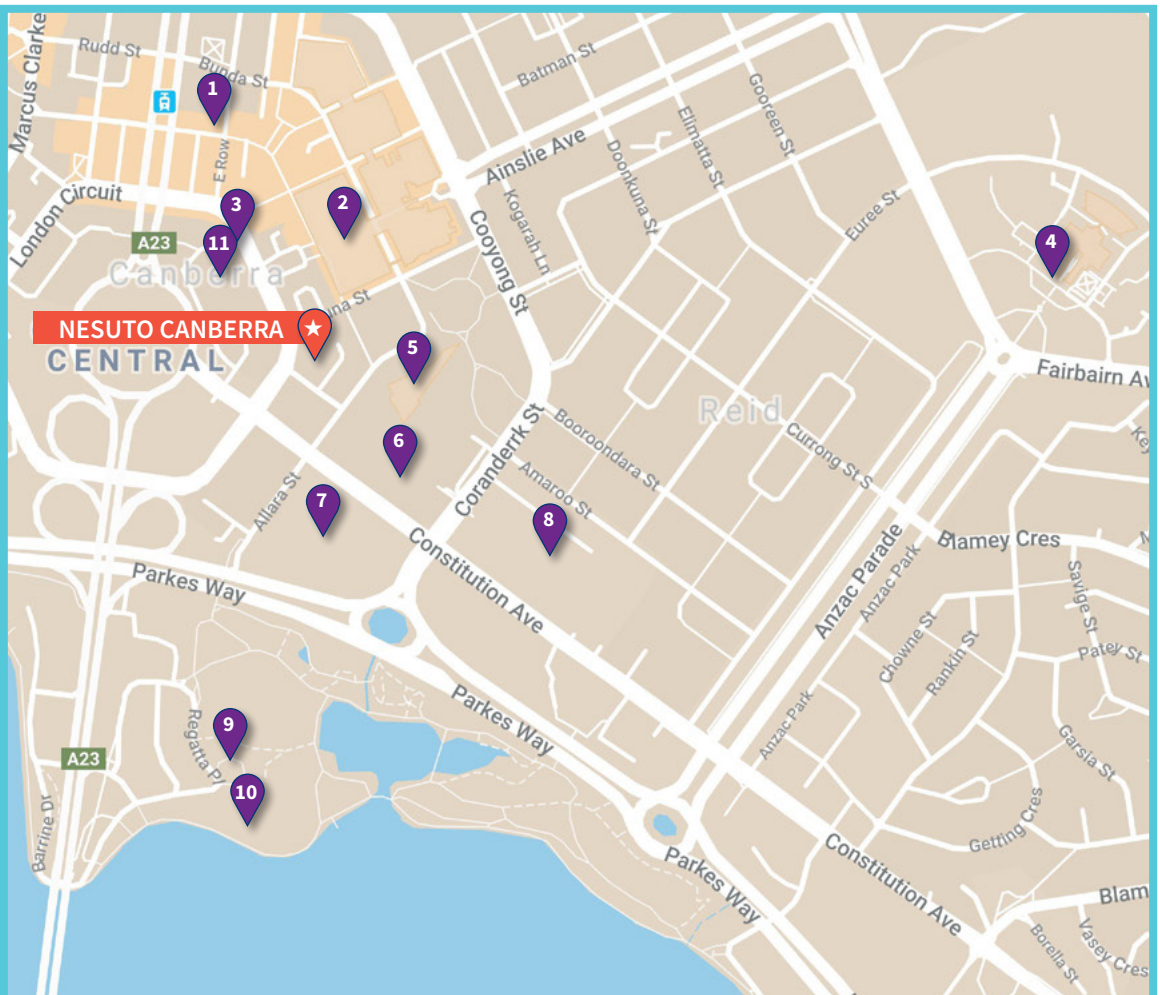
#### **In the unlikely event that there is an emergency:**

- Please retain 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 the 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 or evacuate via the stairway, please notify reception by dialling '9'
7. Please await instructions by your Fire Warden. Do not enter the building until the "all clear" is given.





## WHAT'S NEARBY

1. Canberra Bus Interchange
2. Canberra Centre
3. Civic Square
4. Australian War Memorial
5. Casino Canberra
6. National Convention Centre
7. Canberra Olympic Pool and Health Club
8. Canberra Institute of Technology
9. Commonwealth Park
10. Canberra and Region Visitors Centre
11. Canberra Theatre Centre

### AIRPORT

Canberra International Airport is approximately 15 minutes away from the hotel by car. Please allow for enough time to get to the airport, especially during peak traffic times.

### TAXI SERVICE

Canberra Elite Taxis (02) 6126 1600  
 ACT Cabs (02) 6280 0077  
 Please see reception if you require to book these services.

### TRANSPORTATION

The hotel is located within the Canberra CBD, close to all major bus terminals, and the first pick up point of the Canberra Light Rail.

The nearest bus stops are located on London Circuit directly outside the hotel.

The nearest light rail stop is on Northbourne Avenue approximately 5 minutes' walk from the hotel.

Please go to the Transport Canberra website at [www.transport.act.gov.au](http://www.transport.act.gov.au) or call 13 17 10 or (02) 6207 7611 (outside Canberra) for public transportation times and information.

There is a free cultural loop that leaves from the Canberra Museum and Gallery, which takes you to most of the main attractions in Canberra. For more information on things to do in the Canberra City Centre visit [www.canberracentre.com.au](http://www.canberracentre.com.au)

For more information on things to do in Canberra and the surrounding Region go to the Visit Canberra website at [www.visitcanberra.com.au](http://www.visitcanberra.com.au)

For more information on things to do in Canberra, contact or visit the Canberra & Region Visitors Centre on 1300 554 114 located at Regatta Point, Barrine Drive, Parkes, ACT, 2600

Whatever you decide to do during your stay in our magnificent city, our friendly Reception team can assist with arranging tours and transport.

## CONTACT

Nesuto Canberra

2 Akuna Street

Canberra City, ACT, 2601

Tel: +61 2 6229 1234

Email: [reception.canberra@nesuto.com](mailto:reception.canberra@nesuto.com)

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