WELCOME TO
NESUTO MOUNTS BAY

Here's all you need to know…

nesuto
MOUNTS BAY

YOUR ROOM

INTERNET ACCESS
Code is given on check in or by calling reception. There is an Internet Kiosk located at Reception for guest use.

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 - Press the function button so that the display indicates ❄. Set the desired temperature. The range of 22-24°C is recommended. Set the fan speed to Auto. Please do not set the A/C lower than 22°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 - Press the function button so that the display indicates ☉. Set the desired temperature. The range of 25-28°C is recommended. Set fan speed to Auto.

KEYS
For your convenience and safety, please deposit your keys at Reception when leaving your apartment. A charge will apply for each key not returned on checkout. This will be billed to your account or credit card.

TELEVISION
For your entertainment, several television channels are available via your television set.

TELEPHONE
Please dial ‘0’ to obtain an outside line then dial your desired number.

HOW DO I CALL RECEPTION?
Dial ‘9’. We’re available 24 hrs, 7 days a week.

WAKE UP CALL
Contact Reception to book a wake up call.

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. Damage charges 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. Charges may apply for dirty dishes.

WASHING MACHINE AND DRYER
Extra washing powder can be obtained at Reception. Please do not dry laundry on the balcony as this contravenes Perth City Council by-laws. Fine may apply. Please use dryer in your apartment.
CAUTION: Please do not dry any towels or clothing containing oils or any flammable product like heat creams in the dryer as this is a fire hazard!

IRON & IRONING BOARDS
Both are located in the laundry. The hotel uses dry irons. Water spray bottles are stored with the irons.

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.

DRINKING WATER
The tap water in Australia is safe for drinking. Perth water does have a slightly chlorinated taste.

DO NOT DISTURB
If you do not wish to be disturbed, please advise our Housekeeping department or place sign on your door. Please note that if a 'Do Not Disturb' sign is placed on your door, your room will not be serviced. Normal Housekeeping service hours are between 9am and 3pm.

SAFETY DEPOSIT BOXES
Safety deposit boxes are available in some apartments (located in your wardrobe). 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 them fixed right away.

SERVICES

HOUSEKEEPING

Our Housekeeping department will be happy to assist with extra blankets,pillows, cots, face washers (flannels), emergency supplies of toothpaste, toothbrushes and razors. Please dial '9'. Long stay guests will receive, on check in, notification of the days your service will occur. If additional service is required, this can be provided, however, a fee may be 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 at 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

Open air parking bays in the centre of the village are strictly for owners and their guests. Fines will apply by City of Perth. One undercover car parking bay per apartment is provided to registered hotel guests. Please park in your designated bay to avoid getting towed. Do not park in bays marked "private". We accept no liability for use of this facility.

BIKES

Hire bikes are available through Mounts Bay Reception at an hourly fee. Helmets are supplied and are compulsory in Western Australia. Excellent and easy to ride cycle paths surround the Swan River and city.

DRYCLEANING

A same-day dry cleaning service is available Monday to Friday except Public Holidays. Place the items in the laundry bag provided in your wardrobe together with a completed slip and leave at the Reception desk no later than 8.50am. This will be billed to your account or credit card.

DOCTOR

For your medical needs, the Mill Street Medical Practice, situated at Ground Floor, 200 St Georges Terrace, is less than 10 minutes' walk. Ring 9322 4788 for appointment times. Alternatively, healthdirect Australia can be contacted on 1800 022 222 for free expert advice about any health issue.

FACILITIES

GYMNASIUM

Please see Reception for keys to the gym. 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 6.30am to 9pm.

SWIMMING POOL

Opening hours are 7am to 7pm daily. Please observe the following rules of use:

- The pool does not have a life guard. Children under 15 are not permitted in the pool areas unless supervised by an adult.
- No glass or alcohol is permitted in the pool area.
- Visitors are only allowed when accompanied by a registered house guest.
- For safety, the pool is locked at night.

TENNIS COURT

Free for hotel guests. Tennis equipment is available at Reception. Correct footwear must be worn and children under 18 must be supervised by an adult. Contact Reception for equipment hire and to book courts. Court not available for use when wet.

BABY AND CHILDREN FACILITIES

Baby cots and high chairs can be arranged through our Reception staff via extension '9'. Baby change facilities are available in the Lobby toilets. The nearest public playground is located at John Oldham Park on Mounts Bay Road, across the road from Mount Hospital. It is approximately 5 minutes' walk from the hotel. Alternatively, Elizabeth Quay is a 10-minute walk along Mounts Bay Road towards the City.

BIN ROOMS

Bin Rooms for each building are located on the ground level car park of that building, except for Waldorf where it is in the basement. For more information please contact reception.

GENERAL INFORMATION

CAN I SETTLE MY BILL BY CREDIT CARD?
Yes, you can. We accept all major credit cards, surcharge may apply. There is no surcharge with cash or EFTPOS.

WHAT TIME CAN I CHECK IN?
2pm is check in. Early check in is subject to availability. Please contact Reception on the day of arrival to confirm. If you need to drop your luggage off earlier though that's easy to arrange, just speak to our friendly team.

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 and is subject to availability.

EXTENDING YOUR STAY
If you wish to enquire about extending your stay with us, please call the Reservations office between 8am and 5pm (Mon - Fri) or the Reception by dialling '9'.

EMERGENCY INFORMATION
In case of emergency, please call Reception via extension'9' or emergency services on '000'. Dial '0' first to obtain an outside line. Please take the time to familiarise yourself with the location of your room and the fire exit stairways on your floor.

COOKING
The exhaust fan MUST be turned on at all times while cooking. Cooking must never be left unattended. If smoke/steam occurs, open the balcony sliding door only. Do not open the main entry door, as this will set off the building fire alarm. If the alarm is activated, call Reception immediately by dialling '9'. Occupants of the apartment will be charged for any fire brigade callout fees resulting from a false alarm.

CHILDREN ARE NOT TO BE LEFT UNSUPERVISED ON THE BALCONY.

DO NOT DROP OBJECTS, CIGARETTE BUTTS OR LIQUIDS FROM THE BALCONY.

PHOTOCOPYING
Available at Reception. Charges apply.

MAILING INFORMATION
Mounts Bay Village comprises a number of buildings, housing hotel guests and residents. Please refer to the map of the Village for your building name. For your convenience, all mails will be sorted at Reception and delivered to you. Parcels will be held at Reception and a message will be sent to you to collect them. We are no liable for missing mail.

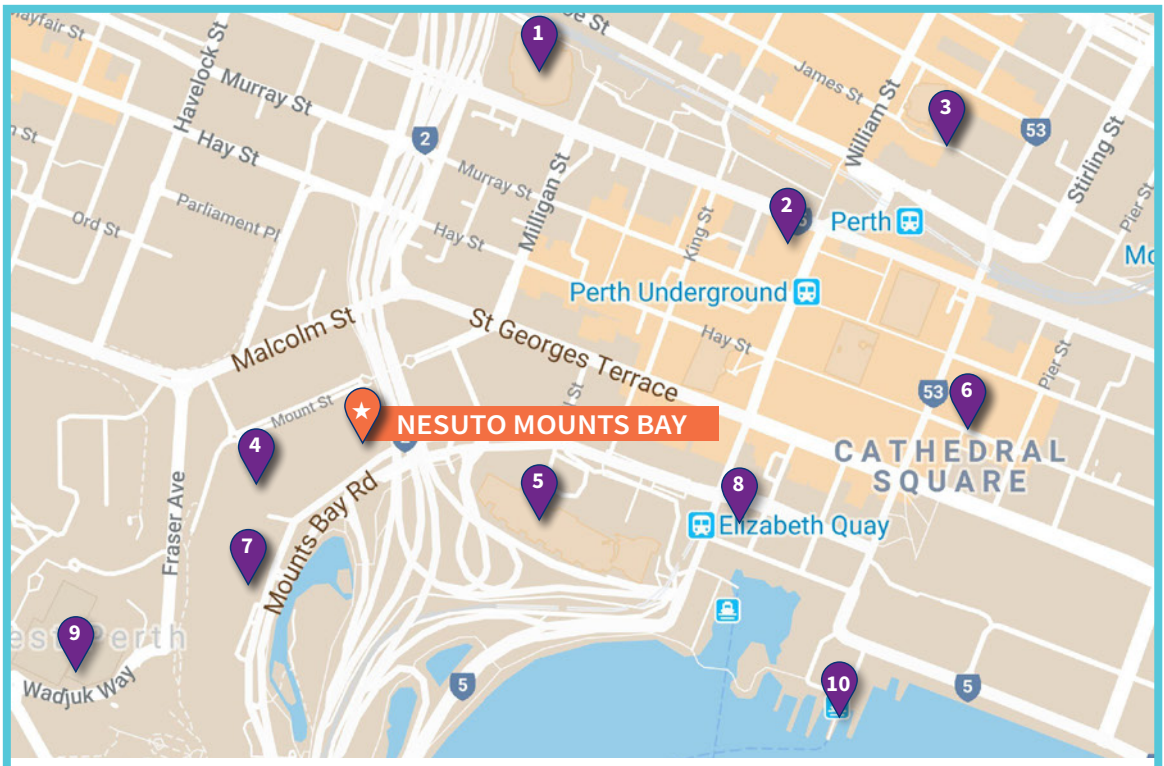
Please refer to the following address example:

Your Name (eg. John Smith)
Your Apartment Building and room number (eg. Caesia Apts 34)
Nesuto Mounts Bay
112 Mounts Bay Road
Perth WA 6000

NO SMOKING
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 will apply.

Tampering, removing or covering of any smoke detector is an offence and will incur an additional fee.



WHAT'S NEARBY

1. RAC Arena
2. Palace Cinemas Raine Square
3. Perth Cultural Centre
4. Jacob's Ladder
5. Perth Convention & Exhibition Centre
6. City of Perth Library
7. The Mount Hospital
8. Elizabeth Quay
9. Kings Park
10. Swan Bell Tower

AIRPORT

Perth Airport is approximately 30 minutes' away from the hotel by car and is divided into 4 terminals. Please allow for sufficient time to get to the airport, especially during peak traffic times.

TAXI SERVICE

Swan Taxis	131 330
Black & White Taxis	131 008

The reception can order a taxi for you if you do not wish to phone one. 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 the Perth CBD Free Transit Zone. You can get on and off any bus within the Zone for free. The nearest bus stops are located on Mounts Bay Road (Bus Stop numbers 17507 to City and 26856 from City).

The nearest train station is the Elizabeth Quay Train Station which is approximately 10 minutes' walk from the hotel. The nearest bus station is the Elizabeth Quay Busport which is approximately 5 minutes' walk from the hotel. Please go to www.transperth.wa.gov.au or call 13 62 13 for public transportation times and information.

Whatever you decide to do during your stay in our magnificent city.

For more information on things to do in Perth city centre, go to the website www.visitperth.com

For more information on things to do in Western Australia, contact the WA Visitors Centre on 9483 1111 or visit the Centre at 55 William Street, Perth

CONTACT

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★★★★ Accredited Serviced Apartment

Quality Tourism Accredited Business

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