



Holiday Inn®

AN IHG® HOTEL

SINGAPORE
ORCHARD CITY CENTRE

***All you need
to know***

Directory of Services

Hello, Singapore.

Hi there,

We are delighted that you have chosen to stay with us at Holiday Inn® Singapore Orchard City Centre. On behalf of the entire team, I extend to you a very warm welcome and we hope you enjoy your stay with us. The hotel offers a number of services which are detailed here in our Guest Directory.

Should you require any extra assistance, please do not hesitate to contact myself or our friendly team member at reception.

**Best Regards,
Alvin Jaiyaseelan
General Manager**

The cool stuff...

Family-friendly

There's no hiding from tooth brushing. All our hotels are designed with family travel in mind. Relax, reconnect or just take a dip in the pool. And of course, kids stay and eat free.*

Business Is Pleasure

Work on your own terms. Answer email from your room or leave them speechless in a meeting room. Then celebrate your success at the bar downstairs.

Sips & Bites

You really don't have to leave. You don't have to go far to grab a drink or find a meal with our restaurants and bars all on-site. Of course, there's always room service too!

Breakfast Time:

Window on the Park, Level 2, 6.00am to 10.30am

Special For Events

Up for any party. We'll give you the rooms, the space and the support to help make sure your group event or meeting is one everyone remembers.

Rooms & Spaces

Your retreat from adventure. You deserve a clean, comfortable guest room. Climb into a cozy bed, pull up a fluffy comforter and pick between a firm or soft pillow.

Trip Ideas

Discovering is half the fun of traveling. Search our 1,200 locations around the world. While you are at it, get some ideas to help plan your next trip.

IHG® One Rewards

Elevate your travel. IHG® One Rewards gives you more options and places to use your points. It's why more people choose the benefits of our award-winning hotel loyalty program over any other worldwide.

***The Holiday Inn
Hospitality Promise***

Making your stay a complete success is our goal. Just let our Manager on Duty or front desk staff know if any part of your stay isn't satisfactory. We promise to make it right or you won't pay for that part of your stay.

Kids stay and eat free

We love our kids

At Holiday Inn®, up to two (2) children stay free when sharing a room with up to two (2) adults, subject to maximum room occupancy restrictions and subject to availability. Baby crib/cot and extra rollaway beds are complimentary for children of age 12 and under.

Our kids eat for free

Kids Eat Free is only applicable for registered guests only, and is available for children of age 12 and under when ordering breakfast, lunch and dinner at the hotel's dine-in restaurant. Kids must choose from Kids' Menu available at the restaurant, which consists of 1 main course and 1 dessert. They must be accompanied by at least one (1) adult who is registered as a hotel guest at the hotel and must order at least one main course from the full priced menu. The Kids Eat Free offer is limited to up to four (4) children per dining family, per meal OR up to two (2) children per parent, per meal.

The Kids Eat Free offer is not available for room service or with room rates negotiated for groups of 10 or more rooms, travel industry rates, corporate rates or employee rates.



**Enjoy all we
have to offer**

Services & Facilities

Services & Facilities.

Air-Conditioning

The temperature of the room can be controlled and you can set to either Air-con mode ☼ or ☼ Fan-mode by pressing the ⏻ POWER button. To change to your preferred fan speed, please press the FAN ⏻ button. The thermostat display will always indicate the current temperature of the room, so please allow some time before the temperature is adjusted to your preferred temperature.

Airline Information

Airline reservations can be reconfirmed at our Concierge situated at the lobby.

Airport Transfer

Our Concierge will be pleased to assist you in arranging transportation to and from Changi International Airport. Please dial "0" for assistance.

Baby Sitter

Baby-sitting services are available daily from 6pm to 12 midnight. If you have more than 2 children, 2 baby sitters will be required. Kindly dial "0" to contact our Guest Services Centre at least 4 hours in advance should you require baby-sitting service.

Baggage

For baggage assistance, kindly dial "0" and our Concierge will arrange for your baggage to be collected. For guests departing after 12.00pm, arrangements can be made for your baggage to be stored.

Business Centre

Located on Level 1, our Business Centre offers a full range of secretarial services as well as photocopy, fax, email and internet facilities. Our Business Centre is

operational 24 hours. Should you require any further assistance, kindly dial "0" to contact our Guest Services Centre.

Car Hire

Our Concierge will be pleased to assist you in arranging for chauffeur and limousine services. Kindly dial "0" for assistance.

Check Out Time

Check out time is 12.00pm. If your departure is delayed or if you wish to extend your stay, kindly dial "0" to contact our Guest Services Centre and they will be able to assist you.

Concierge

Located at the hotel lobby, assistance can be rendered for general information, re-confirmation of airline tickets, airport transfers, booking of sightseeing tours, taxi, car

rental and courier services.

Data Ports

For your convenience, the data ports; audio, video and computer connection points to the TV are located on the panel mounted on the wall next to your work desk. Should you encounter any difficulties in connecting your electronic devices, kindly dial "0" to contact our Guest Services Centre.

Do Not Disturb (DND)

The DND switch is located near the entrance door. To activate it, press the switch with the bell sign. The DND light will be shown at the entrance of the door.

Doctor

If a doctor or medical assistance is needed, kindly dial "0" to contact our Guest Services Centre.



Services & Facilities.

Dry Cleaning/Laundry

Dry cleaning and laundry services are available daily from 7.00am to 6.00pm. Items received before 10.00am will be returned on the same day. Express dry cleaning and laundry services are also available at an extra charge.

Executive Lounge

Situated at Basement 1, the Executive Lounge provides an array of business facilities within a spacious lounge and is ideal for informal business meetings. Available at an additional charge, kindly dial "0" to contact our Guest Services Centre for more information.

Extra Bed

Available upon request at an additional charge.

Duty Manager

A Duty Manager is available 24 hours daily should you require assistance.

Electricity

Power points of 220 volts are provided in all guest rooms. Please do not use the electric razor socket in the bathroom for any other electrical appliances.

Electronic Room Safe

The electronic room safe is located in your wardrobe. To use, please refer to the instructions indicated on the door of the safe.

Emergency Exits

Four emergency staircases leading to the ground floor are located on each floor. A sign on the inside of your door indicates your room location as well as the nearest emergency exit.

Fire Alarm

In the event of a fire, please proceed to the nearest emergency exit. Do not use the elevators.

Foreign Exchange

Foreign currency exchange machine is available at Level 1, next to the elevator leading to carpark.

Gym

Enjoy a panoramic view of our rooftop pool while you work out at the gym on Level 8, opened daily from 6.00am to 11.00pm.

NOTE: Gym is currently closed for maintenance.

Housekeeping

For cleaning of room, extra pillows and tea/coffee replenishment, kindly dial "0" to contact our Guest Services Centre.

Ice

Ice is available from the ice machines located in the service pantries opposite rooms 352, 552, 752. Alternatively, kindly dial "0" to contact our Guest Services Centre for the ice to be sent to your room.

International Direct Dialing

Please refer to the 'Phone Directory' section of this directory.

Lights/Master Switches

Please refer to the panels located at your bedside to adjust the overhead reading lights and bedside dimmable lamps. Master switches are located near the entrance door and at your bedside

Lost and Found

Kindly dial "0" to contact our Guest Services Centre.



Services & Facilities.

Messages

You will be notified by a red flashing light on your telephone if there are voice messages left on your phone. To retrieve the voice messages, kindly dial "7". For further assistance, please dial "0" to contact our Guest Services Centre.

Minibar

The snacks and beverages in the minibar have been removed for your ease of storing of personal items. To order snacks and beverages, please dial "0" to contact our Guest Services Centre. Kindly note that the hotel will not be responsible for the personal items stored in the minibar.

Personal Computers

To access the wired internet, kindly connect the Internet cable unit on the desk to your computer. Please dial "0" to contact our Guest Services centre should you require further assistance.

Pets

We regret to inform that no pets are allowed on the premises.

Room to Room Dialing

Please dial '7' followed by the room number.

Sauna

Sauna is available at each of the changing rooms located on Level 8.

Shoeshine Services

Shoeshine kits are available upon request.

Sightseeing and Sports

Singapore has many interesting and unique sights. For information on sightseeing or facilities for activities such as fishing, golf, tennis and water skiing, kindly approach our Concierge on Level 1 or dial "0".

Swimming Pool

Treat yourself to a well-earned break and indulge in the warm rays of the sun by the cool waters of our luxurious rooftop swimming pool and jacuzzi on Level 8. To quench your thirst, icy cool drinks and snacks can be ordered via phone to room service. The pool is opened from 7.00am to 11.00pm. Kindly note that there are no lifeguards on duty at all times.

Transport

Transportation by taxis, buses and the MRT (local subway system) is very convenient and easily accessible. Further assistance and information can be obtained from our Concierge on Level 1 or at Extension "0".

Umbrella

On rainy days, umbrellas are available for your use. Kindly collect them from our Concierge on your way out.

Universal Power Sockets

User-friendly universal power sockets are located on the panel mounted on the wall next to your work desk and by your bedside. If you need assistance, kindly dial "0" to contact our Guest Services Centre.

Visitors

In the interests of personal and hotel security, visitors are requested to leave guests' rooms by 11.00pm. Any visitor who wishes to stay after 11.00pm will have to register at the Front Desk.

Wake Up Calls

An alarm and automated wake up service are both available in your room. Alternatively, you can dial "0" to contact our Guest Services Centre.



Services & Facilities.

Pillow Menu

Extra Firm Pillow

Extra ounces of down will provide you with lasting support, ensuring that you have a great night's rest.

Body Pillow

A full-length pillow filled with hypoallergenic fiberfill will conform to your body positions as you sleep. It is also great for expectant mothers.

Melody Pillow

Buried deep in the hypoallergenic fiberfill, ultra-thin speakers embedded pillow that creates an intimate and soothing sound experience when you plug in to your phone.

Hypoallergenic Pillow

Helps relieve sneezing, morning headaches, sinus congestion, and other symptoms associated with allergies to feathers, fibers and dust.

Water-filled Pillow

Provides responsive support for your neck and shoulders, instantly relieving headaches and neck pains.

Magnetic Therapy Pillow

Reduces swelling and discomfort, relieves insomnia and fatigue, soothes tense muscles and aching joints, and helps improve skin tone by stimulating circulation. Caution: Not recommended for pregnant women or individuals with heart conditions.

To arrange for pillows of your choice, kindly dial "0" to contact our Guest Services Centre.



**Something
for every
appetite**

Eat & Drink

Eat & Drink

Restaurants and Bars

Tandoor

Basement 1

Established in 1985, Tandoor, one of Singapore's most awarded Indian restaurant, takes diners on a journey with authentic North Indian dishes that pay homage to India's rich culinary heritage. Each dish in the gourmet menu is carefully handcrafted by a team of talented chefs using classic recipes and time honoured methods.

Opens daily from 12pm to 2.30pm for lunch and 7pm to 10.30pm for dinner

Note: Tandoor is currently closed for dining but is still available for deliveries and takeaways.

Window on the Park

Level 2

Window on the Park offers one of Singapore's most sought after local and Asian buffet as well as an à la carte menu of International delicacies. It is an ideal dining place for a cosy meal with family, friends and business partners.

Opens daily from 6.00am to 10.30am for breakfast, 12pm to 2.30pm for lunch and 6pm to 10pm for dinner

Lobby Lounge & Bar

Level 1

Lobby Lounge & Bar is the perfect alcove to unwind after a day of sightseeing, shopping or work. Pamper yourself with the delightful high tea or simply enjoy a collection of tasty cocktails complemented with savoury snacks from our menu.

Opens daily from 10.30am to 10.30pm

Room Service

Ext. 0

Our 24-hour in-room dining is available for guests who wish to dine in the privacy of their room.

Need help?

Should you require any assistance, please dial '0' to contact our Guest Services team.



Take a look around

Out & About

Out & About



Airport
Changi Airport, 21km

Public Transportation
Nearest MRT station – Somerset and Dhoby Ghaut
Buses and taxis are readily available, approach our friendly Concierge should you require assistance in getting around.

Nearby Attractions
Orchard Road, Marina Bay Sands, Gardens by the Bay, Universal Studios Singapore, Chinatown, Little India, National Orchid Garden, Singapore Botanic Gardens and Singapore Flyer.

Places of interest

Orchard Road

Home to fashion favourites, iconic shopping malls and a variety of lifestyle choices stretched across 2.2km into a shopping belt, Orchard Road is every shopper's paradise.

From art galleries, designer threads, ethnic wares to relaxing hangouts, Orchard Road has it. Lined by huge Angsana trees lining the pedestrian mall, shoppers can find ample shade from the blazing sun in the day which makes this retail street a nice place for a stroll.

Gardens by the Bay

With its award-winning cooled conservatories and iconic Supertrees, Gardens by the Bay is a national garden and premier botanical attraction for local and international visitors showcasing plants seldom seen in this part of the world.

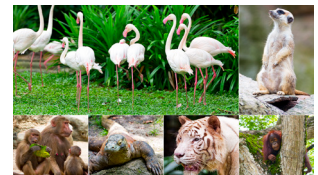
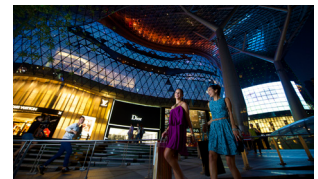
Singapore Zoo

Utilising an open concept, the animals in Singapore Zoo live in realistic habitats with natural surroundings. Singapore Zoo is one of the world's most spectacular

zoos that feature over 3,200 mammals, birds, reptiles and fishes.

Singapore Flyer

One of the world's largest Giant Observation Wheels and also one of Asia's biggest tourist attractions, the Singapore Flyer standing at a height of 165m promises more than just a view, but a panoramic experience that captures Marina Bay's skyline with a glimpse of neighbouring Malaysia and Indonesia.



**Time to put
your feet up**

TV Guide

TV Guide

01 Hotel Information

NEWS

02 CNN International
03 Bloomberg TV
04 CNBC Asia
05 NHK World Japan
06 Channel NewsAsia

ENTERTAINMENT

07 Fox Movie
08 HBO
09 FOX Life
10 MTV Asia

KIDS

11 Nickelodeon Asia
12 Cartoon Network

EDUCATIONAL

13 Discovery Channel
14 National Geographic

SPORTS

15 Fox Sports 2
16 Fox Sports
17 mio Stadium
18 mio Sports
19 TEN Cricket

INTERNATIONAL

20 Star Gold (India)
21 Deutsche Welle
(Germany)
22 CCTV-4 (China)
23 TVRI (Indonesia)
24 KBS World (Korea)
25 France 24 (France)

LOCAL

26 Mediacorp Channel 5
27 Mediacorp Channel 8
28 Mediacorp Channel U
29 Mediacorp Suria
30 Mediacorp Vasantham

Audio Visual Instructions

1. Turn on the TV and press TV/VIDEO button for menu options.
2. a. SVIDEO
b. IPOD
c. DVD
d. PC
3. To use the desired audio visual function, press the scroll up and down button and press **ENTER**.



**Just a phone
call away**

Phone Directory

Phone Directory

Internal calls

For any services regarding reception, concierge, housekeeping, laundry, in-room dining, voicemail or wake-up call, etc., please dial extension '0' to contact our Guest Services Centre.

Room-to-Room calls

To call another room within the hotel, please dial '7' followed by the room number.

Local calls

To call a local number from your room, please dial '9' followed by the local number. There will be a fee of \$0.40 plus 10% Service Charge and 7% Goods and Services Tax for every 3 minutes.

Calls to Malaysia

To call a Malaysia-registered number from your room, please dial '902' followed by the state code and telephone number. Overseas call charges apply. Please dial '0' for the specific charges or should you need assistance in dialing.

International calls

To make IDD calls, please dial '9001' followed by the country code, the state code and then the telephone number. Overseas call charges apply. Please dial '0' for the specific charges or should you need assistance in dialing.

Looking out for you

Health & Safety

Health & Safety

WHAT TO DO WHEN YOU HAVE JUST ARRIVED?

Study the Fire Escape Plan

The Fire Escape Plan is placed on the guest room side of the entrance door. Upon checking into your room, locate the emergency exits. Count the number of doors between the fire exit and your room – this will help you in case it becomes dark and smoky. For your own safety, please keep the door closed at all times.

Find the Alarm Call Points and Extinguishers

Familiarise yourself with the location of the nearest fire alarm call point and know where the extinguishers and fire hose reels are located.

WHAT TO DO WHEN YOU FIND A FIRE?

Sound the Nearest Fire Alarm

Upon detecting fire or smoke, break the glass of the nearest fire alarm or contact the Guest Services Centre at extension '0'.

WHAT TO DO WHEN YOU HEAR THE FIRE ALARM?

If the Alarm Sounds, Remain Calm and Listen to the Announcement

Please remain calm and hear out for the announcement or contact the Guest Services Centre at extension '0'. Do not leave the room until you hear further instructions.

WHAT TO DO WHEN YOU ARE ASKED TO EVACUATE?

Do not Attempt to Pack Belongings

Time is precious. Save your life. TAKE YOUR ROOM KEYCARD WITH YOU. You may need to go back to your room if the exit is blocked. STAY CALM.

Evacuate

Should the fire get out of control, close all doors behind you and leave the building via exit staircase. DO NOT USE THE ELEVATORS.

Health & Safety

WHAT TO DO IF YOU ARE TRAPPED IN YOUR ROOM?

Keep the Fire Out

Wet the towels or sheets and wedge these under the door to prevent smoke from entering the room. Remove the drapes from the windows. Have water ready, i.e. fill your bathtub with water to quickly re-moisten the wet cloths.

Inform Someone of your Presence

Call the Guest Services Centre, knock loudly at the door or signal the people below from the window to attract their attention. KEEP CALM.

Find the “OFF” Switch on your Air-Conditioner

Learn how to switch off the air-conditioning system in your room. This will prevent smoke from entering your room via the air duct.

REMEMBER: PREVENT FIRE

- Do not hang wet clothes on the lamp shades
- Be sure to switch off all electrical appliances upon leaving your room, e.g. electric shaver, traveling iron, hair curler or straightener, etc.

Health & Safety

PRIVACY POLICY

Holiday Inn® Singapore Orchard City Centre is managed by the InterContinental Hotel Group (IHG). The privacy and security of your personal data is of utmost importance to us.

We have updated our Privacy Policy on 8 June 2022 incorporating the General Data Protection Regulation (“GDPR”), in which we are the data controller. Our data protection officer can be contacted at marcoms.hisinorcharard@ihg.com

We collect, use and disclose Guest Data as defined clearly in our privacy policy in order to provide you with a safe, smooth, efficient and customised experience with us. The collection, use and disclosure of Guest Data enable us to provide services and products that are most likely to meet your needs and requirements. Our Privacy Policy outlines our policy and responsibility in relation to the collection, use and disclosure of Guest Data.

Our full privacy policy is available for your reference at <https://singaporeorchard.holidayinn.com/privacy-policy>

SMOKING POLICY

In line with national efforts to promote a smoke-free lifestyle in Singapore, and our commitment to provide our guests with a smoke-free environment, Holiday Inn® Singapore Orchard City Centre is now a smoke-free hotel.

For guests who wish to smoke, please proceed to our Designated Smoking Area (DSA), which is near the taxi stand, located at the entrance of the hotel.

For Your Own Safety:

- Don't answer the door in a hotel room without verifying who it is. If a person claims to be an employee, call the front desk and ask if someone from their staff is supposed to have access to your room and for what purpose.
- Keep your room keycard with you at all times and do not needlessly display it in public. Should you misplace it, notify front desk immediately.
- Close the door securely whenever you are in your room and use all of the locking devices provided.
- Check to see that any connecting room doors are locked.
- Do not invite strangers to your room. Any visitors going to your room should be registered at front desk.
- If you have any guests staying over in your room, please register them at the front desk.
- Do not draw attention to yourself by displaying large amounts of cash or expensive jewellery.
- Place all valuables in the hotel safe deposit box.
- When returning to the hotel late in the evening, be aware of your surroundings, stay in well-lit areas, and use the main entrance.
- Take a few moments and locate the nearest exit that may be used in the event of an emergency.
- If you see any suspicious activity, notify the hotel operator or a team member immediately.

Health & Safety

ISO FOOD SAFETY POLICY STATEMENT

FOOD SAFETY & QUALITY POLICY

The Management and employees of Holiday Inn® Singapore Orchard City Centre is fully committed, and in our best abilities to:

1. Provide high quality and safe food for all our guests and diners.
2. Be innovative and continuously enhance our food safety management system.
3. Abide by the regulatory and statutory regulations.

FOOD SAFETY OBJECTIVES

The purpose of our food safety management system is to ensure we provide safe food products to our guests and diners. Therefore, we have established the following food safety objectives.

Food Safety Objectives:

1. All food products do not contain pathogenic micro-organisms such as Salmonella, E. Coli and Staphylococcus aureus.
2. All food products do not contain coliform of more than 50 MPN/g.
3. All food products are free from visible harmful foreign matter that is more than 2mm in diameter (visible through detection by the human eyes).
4. All dining ware, utensils and cutlery are free from residue of sanitising agents that are harmful to health, to prevent contamination of the residue into food items.
5. Food safety related complaints to not exceed more than 1 case per 1000 guests/diners.

Please contact Guest Services Centre at extension '0' should you need further assistance.



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ORCHARD CITY CENTRE

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