



# ROOM DIRECTORY



## SERVICES AND FACILITIES

**Reception:** The reception is open **24/7**. To contact the front desk, please dial Customer Service.

**Luggage Store:** The luggage store is available at the reception. If you need luggage assistance, please contact our concierge 30 minutes prior to your departure.

**Transportation:** A transportation booking service is available.

Please contact our concierge on the lobby level or dial Customer Service for information and arrangements.

**Tourism:** If you wish to explore the city for sightseeing, shopping, activities, and tourist information, please contact the Concierge desk on the lobby level or dial Customer Service.

**Baby-Sitting:** Available upon request. Please contact our Customer Service one day in advance. Applicable charges will be applied.

**Business Center:** Available for printing and scanning on **Level 3**, or contact our Customer Service for assistance.

**Fitness Center:** The fitness center is located on level 5 and accessible with your room key and open 24 hours. In Balance by Novotel, our fitness center is well equipped with training equipment such as cardio machine, weight training, and stretching mats.

**Spa:** Bodia Spa is located on level 5 and open from **10:00 am to 10:00 pm**. We offer aromatic spa treatment with the essence of natural herbs to awaken your senses. The Bodia Spa offers massage, beauty treatment, and sauna.

**Swimming Pool:** The swimming pool is located on level 5 and open from **6:00 am to 8:00 pm** daily. There is no lifeguard on duty. Parents are required to be present at all times when children are in the pool.

## ROOM

**Air Conditioner:** Control the air conditioning system in your room by using a control switch located at the entrance of the room.

**Do Not Disturb:** When you do not want to be disturbed in your room, please place the door hanger "Not Now".

**Electricity and Voltage:** The hotel is running on 220 Volts, 50 Hertz.

Adapters are available upon request; please dial Customer Service.

**Internet Access:** Complimentary high speed internet connection is available in the guest's room by connect into Accor wifi, login with room number and surname.

- Complimentary wireless internet access is also available in the guest's room, lobby, and public areas.

## EVERYDAY SERVICE

Daily housekeeping and upkeep is provided from **8:00 am until 5:00 pm**.

Additional pillows and duvets are available upon request. Please contact Customer Service for assistance.

## LAUNDRY SERVICE AND VALET

Items received before **10:00 am** will be returned in the evening by **8:00 pm**.

Items received after **10:00 am** will be returned the next day by **12:00 pm**.

Express service received before **2:00 pm** will be returned within **5 hours** with a **50%** surcharge and service available from **7:00 am to 2:00 pm**. The laundry bag and list can be found in the wardrobe.

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## IRONING

Iron and ironing board are available in the wardrobe for Executive Rooms from levels **20<sup>th</sup> to 25<sup>th</sup>**. For other room categories, it is available upon request.

## SAFE DEPOSIT BOX

Each room is equipped with a safe deposit box to store valuables. The hotel cannot be held responsible for the loss of valuables kept outside the safe deposit box.

## TELEPHONE

To call room to room, **dial 8** and the room number. For local calls, **dial 9** followed by the phone number.

For international calls, dial **9 + 189 + country code** followed by phone number.

## TELEVISION

A wide variety of channels are available on the TV. Please refer to the TV program list on the TV remote holder.

## VISITOR

According to Cambodian law, only registered guests are permitted to use rooms. All guests and visitors must be registered when they enter the hotel by leaving their ID card or passport at the reception.

## WAKE UP

For a professionalized wake-up call, please dial Customer Service.

## WATER

Tap water is purified but not recommended for drinking. Two complimentary bottles of water are provided in your room every day for your convenience.

## CHECK OUT

The check-out time is at **12:00 pm**. Please kindly contact our reception if you wish to make alternative arrangements.

## RESTAURANTS AND BARS

**Makila Restaurant:** Located on the lobby level, offering unique flavors of Basque French specialize cuisine.

**Breakfast :** 6:30 am to 10:00 am

**Lunch :** 11:30 am to 2:00 pm

**Dinner :** 6:00 pm to 10:00 pm

In-room dining is available **24/7**, and the menu can be found in the room. To order, please dial Room Service.

**Kaixo Bar:** Located on the lobby level, this friendly space serves food and drinks from **6:30 am to 10:00 pm**. Happy hours are from **5:00 pm to 7:00 pm**.

**Rosemary Pool Bar:** Located on level **5** beside the pool, offering a wide selection of drinks, tea, and healthy food. Open from **11:00 am to 6:00 pm**.

**Above Eleven Rooftop Restaurant & Bar:** Located on level **28**, offering a unique Peruvian Japanese cuisine experience in the heart of Phnom Penh. Open every day from **5:00 pm to 12:00 am**.

## EXECUTIVE LOUNGE

Located on **level 20**, the Executive Lounge is accessible only to Executive floor guests, ALL Platinum and above levels members with exclusive benefits such as daily private breakfast, all-day refreshments, and evening cocktails.

**Opening hour:** 6:30 am to 8:00 pm

**Afternoon Tea:** 2:00 pm to 4:00 pm

**Daily breakfast:** 6:30 am to 10:30 am

**Evening Cocktails:** 5:30 pm to 7:30 pm

## MEETINGS AND EVENTS

An inspiring event space with the flexibility and facilities you need to host up to **150 delegates** in a **272 sqm** function hall with four meeting rooms with a capacity of **150 delegates**. To ensure an impressive experience, our facilities are equipped with the latest technology.

## EMERGENCY AND SECURITY

**Emergency Number:** For hotel security or emergency, please dial the Customer Service.

### **Security Services:**

- Safe deposit boxes are available in your room and at reception.
- A fully equipped sprinkler system, fire emergency system, and smoke detector are installed in each room.

## WHILE YOU ARE IN YOUR ROOM

We recommend that you use the safe deposit box available in your room or at the reception for any valuables. For your own security, do not share your code with any body.

## **WHEN LEAVING YOUR ROOM**

- Ensure all electronic equipment is switched off and unplugged.
- Ensure your main door is securely locked and do not entrust your room key to anyone.

## **WHEN MOVING AROUND THE CITY**

- Be alert to suspicious persons and unusual activities.
- Be careful with your personal belongings such as purses, bags, cameras, smartphones, and jewelry.
- Wear close-fitting bags such as backpacks that don't dangle from your body temptingly.

## **IN THE EVENT OF AN EMERGENCY**

- Keep calm and don't panic. Please check the emergency evacuation instructions displayed on the back of your room door.
- In the event of a fire emergency, take the nearest evacuation route as assisted by the hotel team members and fire authorities.

## **HOTEL REGULATIONS**

- This is a non-smoking hotel. A \$200 smoke elimination fee will be charged should guests smoke in their rooms. Smoking is authorized only at outdoor terraces.
- Weapons are not authorized inside the property.
- Pets are not allowed inside the hotel.
- A casual yet elegant dress code is required in all public areas of the hotel.
- Durian fruits are prohibited on the hotel premises due to the strong smell.



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