

## **GUEST DIRECTORY**

### **ADAPTERS**

The voltage in Oman is 240 volts. Should you require an adapter to charge your camera, laptop or iPod, please contact Reception.

### **ACTIVITIES DESK**

For regional tourist information, excursions, detailed information on the Hotel's recreational facilities and the hotel's activities program, please visit our Front Desk located in the main lobby.

### **AIR-CONDITIONING**

Guest rooms have their own temperature control. Please choose the desired temperature.

### **AIRPORT TRANSFERS**

Airport transfers in the comfort of a private car can be arranged, please contact our Front Desk.

### **AMENITIES**

Forgot your razor?, Out of toothpaste? If we can be of assistance, please contact Housekeeping.

### **BATHROBES**

Bathrobes are provided for your comfort during your stay in your room. If you would like to purchase one, they are available at our boutique, located in the main lobby / please contact Housekeeping.

### **BLANKETS**

Should you require a blanket, please contact Housekeeping.

## **BUSINESS SERVICES**

Our Co-working space is open 24 hours per day and located next to the Front Desk.

## **CREDIT CARDS**

We are pleased to accept payment with the following credit cards: American Express, MasterCard and Visa Card.

## **CREDIT LIMITS**

Your attention is drawn to the resort's standard policy of getting credit card authorisation for the anticipated amount of your hotel bill. Also, please bear in mind the following:

- Company accounts are given to accredited account holders only.
- In the event that no credit arrangement exists, you will be required to leave an imprint of your credit card at the front desk and you will be informed once you reach your credit limit.
- Cash deposits are required if you do not have a credit card.

## **CURRENCY EXCHANGE**

Need to change your major international currency into local currency? Our Front Desk team will be able to assist you.

## **DOCTOR**

Hopefully you do not need one at all during your stay, but if you need any medical assistance our resort has a doctor on call 24 hours. Please contact Front Desk for any assistance.

## **DO NOT DISTURB**

If you wish not to be disturbed, please switch on the "Do Not Disturb" sign outside your door and contact the Operator to inform them that you do not wish to accept calls.

## DRY-CLEANING, LAUNDRY & PRESSING

Swiss-Belinn Muscat offers a daily laundry, dry-cleaning & pressing service. Laundry bags and lists are located in the wardrobe of your room.

For assistance and collection, please contact Housekeeping

## E-MAIL

You can have an e-mail sent to you at the resort, on "reservationsimu@swiss-belhotel.com" with your name and room number included in the subject line.

## EMBASSIES & CONSULATES

A list of telephone numbers of embassies and consulates is available from our Front Desk. For assistance please contact the Front Desk.

## EMERGENCIES

Swiss-Belinn Muscat is equipped with comprehensive safety equipment. In the event of an emergency the alarm will be activated. An emergency escape plan is located on the inside of your guest room door. Emergency procedures can be found in the "In case of Emergency" section in this directory. Please familiarise yourself with the emergency exits. In co-operation with the local authorities, the management takes this opportunity to assure you that we are constantly taking every precaution to ensure your safety.

For emergency requirements, please call the Hotel Emergency Centre by pressing EMERGENCY on your telephone.

## EXCURSIONS

There is an exciting selection of land-, sea- and air-based excursions available in the area can be made through the Front Desk.

## FITNESS CENTRE

Our Fitness Centre is located adjacent to the on the 7<sup>th</sup> Floor.

## **FIRE SAFETY**

Please refer to "Emergencies" in this section of the directory.

## **FIRST AID**

Need a bandage or first aid items? Please contact the Front Desk.

## **GOLF**

Al Mouj golf course is just 5 minute away and golfing arrangements can be made by our Front Desk team.

## **HAIR DRYER**

Your room is equipped with a hairdryer, located in the wardrobe drawer.

## **HOUSEKEEPING**

If you have any special request for extra pillows, duvets or any additional amenities to make your stay more comfortable, please contact Housekeeping.

## **ICE-CUBES**

If you would like to have ice-cubes delivered to your room, please contact the Swiss-Café Restaurant.

## **IN-ROOM ENTERTAINMENT**

Full details on the available television and radio channels can be found in the telecommunications section of this directory.

## INTERNET

Wi-Fi internet connection is also available in your room and in public areas at no charge.

## IRON AND IRONING BOARD

An iron and ironing board can be delivered to your room, please contact Housekeeping for assistance.

## KEY CARDS

Please remember to return your key cards to the front desk on check-out. For security reasons key cards have no room number indicated and are programmed to be valid until 12.00 noon on the day of check-out. Should you wish to extend your stay, please ensure your key cards are revalidated at the Front Desk.

## LOST & FOUND

If you have lost any personal item during your stay at the Hotel, please contact Housekeeping for assistance.

## LUGGAGE SERVICES

For luggage handling, including temporary storage, please contact Front Desk.

## MAIL

We deliver all incoming mail directly to your room. Parcels and other packages will be kept safely at the Front Desk where you can pick them up.

## MAINTENANCE

Room maintenance is carried out prior to your arrival. However, should a problem arise please contact the Front Desk for assistance.

## MESSAGES

Messages left with the telephone operator will be printed and hand delivered to all guest rooms.

## MINI BAR

Mini bar packages are available with a wide choice of beverages, snacks and other items. Please fill in the door hanger and pass on to a member of our staff.

## PARKING & VALET SERVICES

Car parking for registered guests is complimentary.

However, the Hotel is not liable for any accident, theft or damage, which may occur within the hotel premises. Car keys are kept at the concierge desk for your convenience.

## PETS

We regret that pets are not allowed within the Hotel.

## PILLOWS

We have a wide selection of pillows available, each one designed to enhance your night's rest. Please contact Housekeeping for assistance.

## PRAYERS

Prayer mats and the Holy Quran are available through Front Desk and will be delivered to your room upon your request. For assistance please contact Front Desk.

A prayer room, located on the first floor is available for your use.

## PRIVACY BUTTON

Please switch on the "Do Not Disturb" button located inside, next to the (entrance) door, should you wish not to be disturbed and contact Reception to inform them that you do not wish to accept calls.

## RESERVATIONS FOR SWISS-BELHOTEL INTERNATIONAL HOTELS & RESORTS

If you wish to experience any of our other sister resorts or hotels, please visit our website [www.swiss-belhotel.com](http://www.swiss-belhotel.com).

## ROOM NUMBER

To ensure privacy, Hotel Employees are instructed not to give out room numbers of registered guests. You may be connected directly to another guest's room by giving the name of the guest to the operator.

## ROOM SERVICE

Room service is available, please refer to the Room Services Directory in your room.

## SAFETY BOX

A digital safe is placed in the wardrobe. It is advised to place your valuables inside for safe keeping at all times.

The Hotel is not responsible for any missing valuables kept in the room or the safe.

## SECURITY

For your safety, our security officers patrol the hotel 24 hours. Security cameras have also been installed at strategic public locations throughout the hotel. We further advise you to lock all doors and keep your valuables in the digital safe in your room.

## STATIONERY

If you need more stationery please let us know. For assistance please contact the Front Desk.

## TIPPING

Tipping, as always, is at guest's discretion.

## TOBACCO AND CIGARETTES

Smoking is only allowed in dedicated external areas of the Hotel.

Please contact the Front Desk for advice on where you may smoke.

## TV CHANNELS

For full details on the available television channels please refer to the "Telecommunications" section of the TV. For any assistance, please contact Reception.

## VALUABLES

Please refer to "Safety Box" in this section of the directory.

## VISITORS TO YOUR ROOM

For security and safety reasons, please notify the Front Desk of any overnight visitors you may have or any individuals you would like to be given access to your room.

## VOICE MAIL

A voice mail facility is incorporated into your room telephone.

A flashing red light on your room telephone indicates that a voice mail message has been left for you. To retrieve your message please press the "message button" on your telephone.

For more information, please refer to the "Telecommunications" section in this directory or contact Reception.



## WAKE-UP CALLS

If you need a wake-up call, please contact the Front Desk.

## WATER

We recommend that you only drink bottled water provided in your room and which is replenished on a daily basis.

## WHEELCHAIRS

Wheelchairs are available in the Hotel. Please contact Front Desk for assistance.

## NOTIFICATION

The information and recommendations contained in this compendium have been compiled from sources believed to be reliable and to present the best current opinion on the subject. There is no guaranteed representation as to the absolute correctness or sufficiency of any representation contained herein. It must not be assumed that all acceptable safety measures are contained in this publication, or that other additional measures may not be required under particular or exceptional conditions or circumstances.

## TELECOMMUNICATIONS

All our guest rooms are equipped with a telephone system, which allows you to directly dial local and international calls without delay or assistance from our telephone operators. It also provides you with your personal voice mail system.

After dialling "9", you are immediately connected with an outside line and able to dial the desired number.

The total amount of your telephone charge will be automatically registered at the cashier's desk and charged to your account on a daily basis.

## INCOMING CALLS

If you are expecting a call but you plan not to be available in your room, please contact Reception to advise your location in the Hotel.

## OUTSIDE CALLS

If you wish to make an outside call, dial "9", wait for the dial tone, then dial your number.

## ROOM TO ROOM CALLS

If you wish to make a call from your room to another room, dial "8" + room number.

For further local call information, please contact Reception.

## IN CASE OF AN EMERGENCY

### FOR YOUR SAFETY AND SECURITY

The Hotel is equipped with a fire detection system, and our staff has been fully trained to respond to emergency situations.

Rooms are equipped with smoke detectors and portable fire extinguishers. All areas of the Hotel are equipped with alarm pull stations, which are monitored 24 hours. In the event of an emergency, press the EMERGENCY button on your telephone and report the nature and location of the emergency.

### EMERGENCY PROCEDURES

We have taken every precaution to ensure your comfort and safety during your stay at our Hotel. However, in the unlikely event of an emergency due to fire please be aware of the following guidelines:

### PRECAUTIONS AFTER ARRIVAL AT THE HOTEL

- Walk down the corridor and remember the emergency exits.
- Count the number of doors and remember different details at floor level height between your room and the emergency exit.
- Look out for the nearest fire alarm, fire hose and fire extinguisher.
- Familiarise yourself with your room.
- Study the emergency escape plan on the inside of your guest room door.
- Keep your key card within reach.
- Check the windows.
- Look out of the windows.
- Find the off-switch of the air-conditioner and ceiling fan in your room and learn how to turn off your air-conditioning system and ceiling fan.

## EMERGENCY FIRE EXITS

In case of fire or any other emergency, you will find the emergency escape plan posted on the inside of your guest room door. This shows the location of your room in relation to the escape corridors, fire exits and emergency assembly point. Please familiarise yourself with this plan.

If there is a fire on your floor, you may have difficulty locating the fire exits because of heavy smoke. Please note the following points for your safety:

- Check the location of alarm buttons and fire hoses.
- Check the fire exit positions and count the number of doorways between your room door and the emergency exits.

## IF YOU DISCOVER A FIRE

If the fire is small, extinguish it (ensuring that you don't place your own health and safety at risk at any time) and report your action to the Hotel Emergency Centre by pressing the emergency button on your telephone.

For all other fires:

- Activate the nearest fire alarm button.....OR
- Call the Hotel Emergency Centre by pressing the EMERGENCY button on your telephone and advise your name, guest room number, location or fire or other nature of emergency .....OR
- Contact any member of staff in your immediate area.

Having carried out one of the above:

- Take your key card, passport and money and go to the nearest exit.
- Leave the building immediately via the designated route.
- Do not use elevators and always use emergency staircase.
- Do not return to your room to collect personal belongings.
- Do not run but remain calm and follow instructions given by staff members assisting with the evacuation.
- If you are unable to leave your room, close the door(s) against the fire.

## SHOULD THE EVACUATION ALARM SOUND WHILST YOU ARE IN YOUR ROOM

- Take your key card, passport and money and move cautiously, feel your door handle with the back of your hand. If the door handle is hot, don't open it. If the door handle is not hot, open it carefully (after checking through the viewer), but be ready to close it immediately if necessary.
- If there is no smoke in the corridor, exit immediately. If there is a little smoke, stay as low as possible to the floor and as close as possible to the wall whilst moving to the exit.
- If it is dark or there is heavy smoke, stay as low as possible to the floor and count the number of doors to the exit and feel along the walls whilst moving to the exit.
- Exit with caution. Test the exit door for heat before opening it and watch out for smoke in the stairwell. If the stairwell is clear, exit down, always holding the handrail, to the assembly area.
- Do not use elevators and always use emergency staircase
- Remain calm and follow any guidance instructions you may be given by staff members assisting with the evacuation.
- If the fire exits are blocked, please return to your room, and wait for assistance to come.

## IF YOU MUST REMAIN IN YOUR ROOM

- Turn off the air-conditioning and ceiling fan.
- Call the Resort Emergency Centre by pressing the EMERGENCY button on your telephone and advise your name, guest room number, location or fire or other nature of emergency
- Fill the bathtub with water, as a water reserve only.
- Stuff wet towels and sheets around the door seals and air vents. Use a waste bin to carry water from the bathtub to keep the towels and sheets wet so as to prevent smoke seeping into your room.
- Remove curtains from the windows.
- If smoke enters your room, make a tent over your head with a wet blanket.
- As a last resort, if the air becomes too smoke-laden, it may be necessary to open your window slightly. If the windows do not open, break one with a chair.
- Do not open or break any window if smoke or flames are rising outside from a lower floor.

Remember:

- Remain calm and think
- Most fatalities occur from smoke and poisonous gases, not from burning.
- Always stay as close to the ground as possible
- Never use the elevator

## **FIRE PREVENTION**

In order to reduce the possibility of fire occurring in your room please observe the following precautions:

- Do not use cooking appliances in your room.
- Extinguish cigarettes before leaving your room or retiring for the night and avoid smoking whilst in bed.
- Refrain from shisha smoking in your room at all times.
- Do not dry wet clothes over lampshades.

## **ASSEMBLY POINTS**

These are clearly marked at strategic locations around the resort. We recommend you identify them upon arrival and if you are advised at any time, to meet at an assembly point, please refer to the emergency escape plan posted on the inside of your guest room door.