



Welcome



We're glad you're here. We'll do everything we can to make sure you're glad too.

At DoubleTree by Hilton, we put back some of what travel takes out. That warm, yummy chocolate chip cookie was just a start. You'll also find a whole bunch

of other pleasant surprises and special services that are designed to anticipate your needs and make you feel welcomed and well cared for. We've also set up CareLine so 24 hours a day, 7 days a week, 365 days a year, you are just one button-push away from a friendly voice that's ready to help in any way possible. If for any reason you are not satisfied with your stay, let us know, and we will **MAKE IT RIGHT.**

To show how much we value your visit, we encourage you to sign up for the Hilton Honors™ reward program. Available to any Guest, all you have to do to start earning special gifts and free nights is call the front desk or make a quick stop at DoubleTree.com. We promise, it's easy to sign up and you'll rack up reward points fast.

For now, make yourself comfortable. After all, that's what a hotel room is supposed to be all about, isn't it?

Your Team at **DoubleTree Resort by Hilton Penang**



DOUBLETREE RESORT
by Hilton™
PENANG

Join Hilton Honors™

Join Hilton Honors for free, and enjoy more perks with every stay.

Stay More, Earn More

As a Hilton Honors member, you can earn more Points than any other hotel loyalty programme. Hilton Honors members can earn up to 20 Points per USD1 spent on your stays and continue to earn unlimited points with our Milestone Bonuses. Honors members can earn up to 20 points for Diamond Members, 18 points for Gold Members, 12 points for Silver Members and 10 points for Blue Members per USD1 spent!

Instant Benefits

Hilton Honors members enjoy perks with every stay such as our best price, free standard Wi-Fi, Digital Check-in, Choose Your Room, and Points towards free nights and late check-out is upon availability

More Ways to Earn Points

Earn 10,000 Bonus Points on every 10th night, after you reach 40 nights in a calendar year with our Milestone Bonuses. Earn even more Points when you use a Hilton Honors American Express credit card.

More Ways to Use Points

Use your Points to bid on once in a lifetime experiences, or pool your Points with family and friends to share incredible travel experiences together.

Hilton Honors on the Go

Through the Hilton Honors app, you can choose your room, check in and order your favorites to your room before you arrive.

Join Hilton Honors today!

www.HiltonHonors.com

During Your Stay

CareLine

Forget something? Need something? Want something? Whether it's advice on where to eat, printing out your boarding pass, or getting one more chocolate chip cookie, we're happy to help. Just call CareLine. We want this to be your best stay ever, and we know that the details make all the difference. You are only one button-push away from cheerful assistance.

Warm Welcome, Convenient Goodbye

Your room will be fresh and ready for you when you check in. If you plan to arrive earlier, check with the front desk staff, and they'll do their best to provide you with an available room. Our check-out time is 12:00pm, but if you need more time, give us a call, and we'll make arrangements when possible. Charges may apply.

Concierge

Now that you're settled in your room, we encourage you to get out and check out the town. Looking for a certain kind of cuisine? Want to take a gift home for the kids? Just ask our Concierge. We know all the local ins and outs, nooks and crannies, hot spots and undiscovered gems. The Concierge has a direct line to reservations, directions, and insider info to make your visit extra special.

Something Missing?

Forgot your shaving cream? Airport security took your shampoo? Need to sew a button? No worries. We've got a wide range of personal care items we're happy to share. Call the CareLine or stop by the front desk for anything from shaving cream to sewing kits.

Leave Something Behind?

Our Housekeeping department keeps track of items left behind - call the CareLine, and we'll connect you.

During Your Stay

Hilton CleanStay

In line with the company's recently launched program, Hilton CleanStay, which was created in collaboration with the makers of Lysol and Dettol RB and Mayo Clinic, all Hilton hotels will include new procedures to help guests enjoy an even cleaner and safer stay. Elements of Hilton CleanStay will greet guests from the moment they enter the hotel and will be present throughout every aspect of their experience, ensuring the well-being of guests and Team Members without compromising the hospitality Hilton is known for.

Accessibility for All

We want everyone to enjoy every corner of our hotel, from the guest rooms and pool, to the restaurants and meeting places. But if we've missed something or made it in any way difficult for you to get around with a wheelchair, walking stick, or other aid, let us know and we'll do everything we can to make it right and make you more comfortable.

No Calls, Please

We know the world is getting noisier with a range of ringers and alerts. So if you'd like to tune out and turn it all off, let us know and we'll make sure that any call goes directly to voicemail. Simply call the CareLine.

Wake-Up Call

Need to be at a meeting? Catch a plane? Squeeze in a pre-dawn run? Just let us know when you want to wake up, and we'll not only give you a call, but we'll say good morning, too. Simply call the CareLine.

Express Check-Out

We know that when you're ready to leave, you'll want to be on your way quickly. So at DoubleTree, every Guest who pays with a credit card can request for Express Check-out. Once requested, you'll find a final statement slipped under your door in the morning of your check-out day. If everything looks right, then you're ready to go. You may drop your key in the reception located at lobby level. Of course, if you have any questions, call or go to the front desk.

Make It Right Because We Care

If you're not satisfied with your stay, let us know and we'll make it right. That's our commitment to you, our Guest. So let us know before you go!

At Your Service

A-Z Listing Of Our Services

A range of services are available for your convenience, all within easy reach.

Accessible Rooms

For rooms for persons with special needs, call the CareLine for arrangements.

Air Travel

Contact the Concierge desk for arrangements. Call the CareLine for more assistance.

Baby-Sitting

2 days in advance notice required for these special request. Fees is applicable and only accept children aged 3 and above.

Banking

Nearest banks and ATMs located at Batu Feringghi or Maybank Tanjong Bungah. Call the CareLine or inquire at the Concierge desk for the nearest bank and ATM.

Check-Out

Check-out time is 12:00pm. For late check-out services, advise front desk before departure by calling CareLine. Late check-out is subject to availability, and charges may apply.

Do Not Disturb

If you do not wish to be disturbed by incoming calls contact CareLine. Any incoming calls will then be diverted directly to your voicemail. Contact CareLine when you wish to receive calls again. Switch on the “Do Not Disturb” light located by your door. Switch off the light to inform us when you require services to be resumed.

Drinks + Snacks

Ice, soft drinks, snacks? We got ‘em. But we’ve also got healthier treats. Whatever you need for some in-between fuel, it’s available via In-Room Dining. Tray charges will apply.

Electrical Requirement

All power outlets furnish 220 – 240 volt at 50 Hz. An international power point is available at your room desk. USB charging points are available too.

Emergency

If there is an emergency, press **+** or Emergency button on the phone for assistance

At Your Service

Fire Safety

DoubleTree Resort by Hilton Penang has advanced safety security systems. Our fully computerised system includes smoke detectors, a sprinkler system and a 24 hour monitoring panel located at our Security Control Room. Evacuation and emergency procedures are in place with a team that is fully trained in first aid methods and Cardio Pulmonary Resuscitation (CPR).

Fitness Centre

Our fitness center at Level 1 is accessible 24 hours daily. Kids below 12 years of age are not allowed unless accompanied by an adult. Attire is strictly sportswear. Call the CareLine shall you need any assistance.

Florist

Flower arrangements can be made at the Concierge with three days notice. Orders are subject to availability. Call the CareLine for further assistance.

Food Is Comfort

Whether you are into health food, sweets and snacks, or fine gourmet dining, we've got something to tickle your palate and please your stomach. Stay in and use our In-Room Dining service or check out the onsite restaurants.

Foreign Exchange

A money exchange is located nearby at Lotus Tanjung Tokong or Gurney Plaza Shopping Center. Please contact the front desk, or call the CareLine for further assistance.

At Your Service

Hairdryer

A hairdryer is supplied in every room and can be found in the bathroom.


Health Matters

Did you happen to sit next to a sneezing kid? Eat something that didn't agree with you? Spend too much time in the sun? For ailments large and small, discomforts to illnesses, we not only have health care providers on call, but we also have the most up-to-date lists of nearby hospitals, casualty units, and walk-in clinics. Just let us know how you feel and we'll get you the help you need.

Housekeeping

Our Housekeeping staff are dedicated to making sure you are feeling well supplied, totally comfortable, and completely cared for. You can expect a visit sometime during the day to tidy things up and replenish your toiletries. Of course, if you'd rather be left alone, turn on the "Do Not Disturb" located at your door. Please note that we must enter your room once every 24 hours for safety and security purposes.

In-Room Dining

24 hour In-Room Dining is available. Refer to the menu on the in-room television. To order, press  In-Room Dining. Tray charges apply.

Internet

Internet is complimentary for our valued Hilton Honors members and for non Hilton Honors members in our public areas. Charges apply for guest room access – join Hilton Honors today, it is free!

Kiblat

A Kiblat sign is available in all rooms and suites for your reference. Prayer mats are available upon request.

At Your Service

Laundry + Dry Cleaning

Overly hot places, spilt drinks, unexpected puddles... Travel can take its toll on your clothes. Let us freshen things up for you. If your clothes are crumpled, stained, or simply worn for too many hours, put them into the laundry/dry cleaning bag you'll find in your wardrobe. Use the "Fresh Start" laundry guest card in your wardrobe to tell us your preferences, and then call CareLine to arrange a pick-up of your laundry before 9:00am. All laundry collected before this time will be returned by 7:00pm each evening.

Luggage Collection

Call the CareLine for assistance.

Mail, Stamps & City Maps

Visit the Concierge desk for assistance or call the CareLine.

Maintenance Service

Should you experience any issues in your room, call the CareLine for assistance.

Medical Assistance

24 hour medical assistance is available by calling CareLine or in an emergency by pressing **+**.

Messages

The light on your telephone indicates that there is a message for you. If you would like to retrieve the message, press the messages button, and follow the voice prompts. You may also call the CareLine for assistance.

Minibar

Minibar upon request, call the CareLine for menu and assistance.

At Your Service

Parking

Parking is chargeable at RM3 per day for registered guests. Valet parking is also available at RM30 per day basis. Call the CareLine for further details.

Payment

We accept all major credit cards and cash, but are unable to accept Travellers cheques or personal cheques.

Place of Worship

Male and Female surau rooms are located at Lower Ground (LG) for our Muslim Guests. For a list of places of worship located nearby, visit our Concierge for assistance and guidance.

Restaurants and Bars

Details of restaurants and bars are available in the dining section of this directory. For reservations, call the CareLine for assistance.

Room Keys

An electronic key card system ensures your safety. Each room has a uniquely programmed keycard which is re-programmed with every new Check-In. If your key has been misplaced, inform the front desk so that a new key can be programmed for you after verification. Kindly return the key card to front desk upon check-out.

Safes

Safes are provided in all guest rooms. Extra secure storage space is available on a complimentary basis at the front desk upon request. DoubleTree Resort by Hilton Penang is not liable for any loss of cash or damage to, and/or loss of valuables or personal belongings.

At Your Service

Sleeping Extras

Roll away beds, extra pillows, blankets, and cots are available upon request. A charge applies for rollaway beds. Call the CareLine for assistance.

Smoke Detectors

Smoke detectors are installed in every guest room and hallway for your safety.

Stash Your Bags

We are happy to give you a hand with your luggage pick-up and/or day storage. Call the CareLine for help.

Stay Connected

These days, work happens anywhere and everywhere. So we've made sure you can stay connected with Wi-Fi throughout the entire hotel public areas. For help with getting online, call the CareLine.

Taxis

If you require a taxi, call the CareLine so that they can place an order on your behalf (subject to availability).

Television

Your television programme guide can be found on channel 1 of the television.

Valet Parking

Available through our Concierge at the ground floor lobby. A charge of RM30 per day applies.

Vehicle Hire

Chauffeur driven cars and limousines are available for hire. Contact Concierge or call the CareLine for assistance.

Wake-Up Call

Pre-booked Wake-Up calls can be arranged. Press the Wake-Up button for assistance.

At Your Service

Guest Room Air-Conditioning Control Guide

Our rooms are equipped with motion sensors that control the air conditioning. Upon entering the room, the sensors automatically detect motion, and the temperature goes directly to the standard setting of 23°C/73.4°F.

When entering the room, ensure the door and balcony is closed because the air-conditioning is activated only when the door sensor is closed.

When leaving the room, the temperature automatically resets to 23°C/73.4°F.

For your comfort, refer to the information below for manual adjustments.

On/Off Button

To turn on/off the air conditioning, tap the on/off switch. Refer to the Guestroom Air-Conditioning Control Guide, above, for details on the automatic settings.

Fan Speed Button

To select between the 4 speeds; auto, high, medium, or low, touch the fan button to move through the sequence.

The fan speed is then confirmed immediately and is displayed on icon on the screen.

Unoccupied Mode

The temperature automatically sets at 23°C/73.4°F in an unoccupied room.

Temperature Unit °F/°C

Touch the °F/°C button to adjust the temperature between Celsius and Fahrenheit. To adjust the temperature set point, press the up or down arrow.

So Much More Than a Place to Rest Your Head

Valuables

We work hard to ensure every guest room is as safe as can be, but we do encourage all Guests to use extra precautions with especially valuable or personal items like jewellery or passports. We've provided an in-room safe with easy-to-use instructions. You are also welcome to keep items in our hotel safe deposit boxes. Just stop in at the front desk.

Fitness Centre

We've removed every excuse you have to not work out while on the road. Working during the day? Our Fitness by Precor® centre is open 24 hours a day, 7 days a week. Want freeweights? We've got them, as well as weight machines, floor mats, and fitness balls. Bad weather? Try our ellipticals, stationary bikes, and treadmills, complete with individual televisions and headsets. So head on to Lobby Level - you know how great you'll feel once it's all over.

Pool

Whether for fun or exercise, there's nothing quite as refreshing as a dip in a pool. Located on Lower Ground Floor, you can have your water-time fun anytime between 7:00am and 8:00pm, all year round. There's no need to bring towels – there are plenty provided at the pool. Our pool doesn't have lifeguards, so please be careful.

All children under the age of 16 must be accompanied by a responsible adult.
No diving, running or horseplay is allow for all of our guests safety

So Much More Than a Place to Rest Your Head

Over 5,000 Ways To Say Thank You

We know you have many choices when it comes to hotels. To show you just how much we appreciate your business, we've created Hilton Honors™. With Honors, your points can be transformed into memories you can't help but share at more than 5,000 hotels worldwide. Rewards include free hotel nights, premium merchandise, and unforgettable experiences in more than 100 countries worldwide. Points can also be redeemed with more than 60 airline partners. Join for free today at the front desk at any of our distinct hotel brands or at [Honors.com](https://www.hilton.com/honors).

Concierge

Our Concierge is available to assist Guests with various requests and inquiries such as transportation arrangement, flight confirmation, tour arrangement, and other Concierge services.

Hours: 24 hours a day, 7 days a week

Location: Ground Floor

Kids Club

Keep the kids entertained with the Kids Club at DoubleTree Resort by Hilton Penang. Our indoor kids club is located on Lower Ground floor of the main hotel. Children ages 4 – 12 can enjoy countless activities including arts and crafts, storytelling, culture learning, and movies.

- Parents/Guardians are required to be within hotel premise.
- Children above 4 years old only able to access to kids club.
- Open daily from 10:00am - 7:00pm.
- Complimentary for in-house Guests only.
- Activities: Traditional games, PlayStation, creative crafts, coloring, kid's movies, and many more. Some activities might be chargeable.
- Terms and conditions apply.

Telephone Information + Rates

Telephone Information

Room-to-Room

Dial 8 followed by the room number

Call the CareLine for the following services:

Duty Manager
Concierge
Conference and Banqueting
Doctor
Emergency
Fitness Centre
Florist
Front Desk
Housekeeping
Hotel Operator
Laundry and Valet Service
Maintenance
Restaurants
Reservations

Message/ Voicemail

The light on your telephone indicates that there is a message for you. If you would like to retrieve the message, press the Message button, and follow the voice prompts. Alternatively, call the CareLine for assistance.

Wake-Up Call

Call the CareLine for assistance or use the alarm dock on your bedside table for an Auto Wake-Up Call.

In-Room Dining

24-hour In-Room Dining is available. Refer to the In-Room Dining Menu on the in-room television. To order, press In-Room Dining. Tray charges RM 5 apply per delivery

Telephone Information + Rates

Local Calls

Dial 9 followed by the local number

Long Distance (Within Malaysia)

To call a number outside of Penang dial 9 + Area Code + Number

Area Codes	Peninsular
Kuala Lumpur	03
Selangor	03
Kedah	04
Perlis	04
Perak	05
Penang	04
Negeri Sembilan	06
Johor	07
Kelantan	09
Terengganu	09
Pahang	09
Sabah	
Labuan	087
Kota Kinabalu	088
Sandakan	089
Tawau	089
Sarawak	
Kuching	082
Sri Aman	083
Sibu	084
Kapit	084
Miri	085
Limbang	085
Bintulu	086

Feed the Body, Feed the Soul

Dining

Maybe you've already covered enough ground for today. We make it easy for you to enjoy a delicious meal without even leaving the hotel. And if even leaving your room seems like a bit too much effort, call In-Room Dining, and we'll deliver something wonderful right to your door. Check-out the restaurants below. Our Chef uses the freshest ingredients, combines them with a dash of creativity, throws in some elements of surprise, and "Voila", serves up pure deliciousness.

Makan Kitchen

All-day dining restaurant overlooking the city with live, interactive stations showcasing the diversity of Malaysian delicacies – Malay, Chinese, Indian, and other local specialities. Private dining options available for families and groups.

Hours:

Breakfast: Monday to Friday 6:30am – 10:30am

Saturday, Sunday & Public Holidays 6:30am – 11:00am

Lunch : 12:00pm – 2:30pm

Dinner : 6:30pm – 10:30pm

Location : Lower Ground Floor

Food Store

Open, friendly and relaxed, the Food Store with a café style setting is just the place for you to enjoy a quick cappuccino or a light meal. A wide variety of freshly baked pastries, sandwiches and cake are available for dine in or takeaway throughout the day.

Hours : 10:00am – 12:00am

Location : Ground Floor

Feed the Body, Feed the Soul

Axis Lounge

The Axis Lounge, located in our hotel's lobby on Lower Ground Floor is the perfect place to unwind after a long day. Here, we offer a wide variety of beer, wine, spirits, and non-alcoholic beverages, together with some light snacks.

Hours : 10:00am – 12:00am

Location : Ground Floor

In-Room Dining

24 hour service is available. Take a look at the Menu, and check out some of our local favorites. press In-Room Dining to order. Tray charges apply.

Wake-Up DoubleTree Breakfast™

Breakfast at DoubleTree gives you an excellent reason to rise and shine. You'll find exceptional coffee and local teas to get your engine running, as well as a range of healthy options like yoghurt whole grain breads and cereals – and even some sweet treats – to give you what you need to take you through your busy day. After all, this is the most important meal of the day! Served daily at Makan Kitchen and In Room Dining.

Hours : Monday to Friday 6:30am – 10:30am

Saturday, Sunday & Public Holidays 6:30am – 11:00am

Explore the Area

Penang, dubbed “Pearl of the Orient” in Malaysia, is known for its glorious past. Let us help you discover more about this place – easily explore the best parts of Penang from our strategically located hotel. We are happy to make reservations, call a cab, or send you out with a map, too!

Local Attractions

Teddyville Museum

Distance from the hotel - Onsite (Ground floor)

Teddyville is Malaysia’s first teddy bear themed museum, located in the ground floor of our hotel. Not only it is museum that shows that history of teddy bears, it also displays the rich historical culture of Penang in a fun, educational and interactive way.

Batu Feringghi Night Market

Distance from hotel - 10 minutes’ drive

Situated along Jalan Batu Feringghi, explore the lively ambience during the night in Batu Feringghi Night Market or Pasar Malam. They sell almost everything there; from trinkets, souvenirs, street food to clothes and bags. One can also take a walk by the beach as it is just walking distance from the market.

Entopia by Penang Butterfly Farm

Distance from hotel - 9.4km, 15 minutes’ drive

Previously known as Penang Butterfly Farm, the new and improved Entopia provides new exciting attractions and educational information about butterflies and other insects through two new ‘worlds’, Natureland which consists of a living garden, and Cocoon, an indoor discovery centre.

UNESCO World Heritage Site - Georgetown

Distance from hotel - 11.5km, 20 minutes’ drive

More than two centuries of heritage and history is what makes Georgetown, Penang worthy of the UNESCO World Heritage Site title. Just a quick stroll along the streets and one will be immerse into the rich architecture which reflects the union of the Malay Archipelago, India, China and Europe elements, bearing testimony of a living multi-cultural heritage until this day.

Explore the Area

Top 5 Must Do's

Street Art Hunting

From Embark on a fun-filled journey as you hunt for the different mural arts in the streets of Georgetown. They were beautifully and creatively done by various artists, giving life to the old town. Check out the wrought-iron caricatures as well, which explains historical facts of the early settlements days topped up with a hint of humor.

Museum Hopping

Inspired by the rich history that the island has, museums of various types are sprouting up like mushrooms after the rain. From themed museums such as Upside Down Museum to Food museum, Made in Penang being one of them, we ensure you a time well spent with your family and friends.

EAT, EAT and EAT

Penang is also known as a food paradise with an extraordinary array of local delicacies. There is an endless list of food one can try, from pasembur and char kuey teow, to nasi lemak and nasi kandar. In Penang, the best food rarely means fine dining, but instead, they are mostly found in hawker stalls which are found in almost every corner of the island, not forgetting Makan Kitchen, one of our F&B outlets.

Visit the Penang Peranakan Mansion

The Babas and Nyonyas was the prominent community during the early settlements days, and this mansion is a recreated version of how a typical rich Baba's house will look like back in the days. With more than 1,000 antiques and infused with English and Scottish architectural influences, this museum is the ideal place to revisit and experience the Peranakan lifestyle at its best.

Café Hopping

Café hopping is favored by most youngsters and millennials. Do not be deceived by the shabby and run-down exterior of some cafes, most of them has camera-worthy décor based on their respective themes or concepts, not to mention the vast choice unique beverages and food being served.

Stay Safe and Secure

Floor Access

Please note that our building uses state of the art security and you require your room key card to access not only your guest room floor, but Fitness Centre and Pool. Please remember to take your room key with you.

Step One

We'd like to recommend you take just a few minutes to look around and make a mental map of where fire extinguishers, fire exits, and windows are located. Count how many doors are between your room and the nearest fire exit. Also, take a moment to review the evacuation plan card on your door. While none of us like to consider the possibility of a fire, having this information in the back of your mind can be extremely useful in the heightened circumstances of a real emergency or when faced with a smoke-filled hallway. A couple of minutes invested in precautions means you'll be better equipped to help yourself and your loved ones, should the need arise.

Travel Safe

Unfortunately, emergencies and accidents do happen. While we've taken many steps to ensure our hotel is safe and secure for you, we'd like to point out a variety of ways you can further protect yourself from the unforeseen, and also provide instructions on what to do in case of an emergency. Whatever happens, first and foremost, be assured that our hotel staff is highly trained to handle the unexpected. We have a specialized Emergency Response Team, as well as a range of Security and Engineering staff that are skilled at protecting our Guests and your property, as well as the hotel itself.

Stay Safe and Secure

Gentle Reminders

We don't mean to overstate the obvious, but when we're travelling, sometimes that bit of extra excitement or fatigue clouds our judgment. So here are some gentle reminders of the sort your grandmother might give you. Just because we care.

- If it's dark out, use the front entrance of the hotel. You'll not only be safer, but you'll also be greeted by bright lights and friendly faces.
- Go ahead; lock the door behind you when you come back to your room. In fact, use all the locks we've provided. While you're at it, make sure any doors connecting your room to an adjoining room are also locked. Why not? They make such a satisfying sound when they clunk into place.
- Make sure you know who is on the other side of the door before opening it. If someone unexpected knocks and says he or she is a hotel employee, take a moment to call the front desk and check. If he or she really is an employee, we promise they will not be offended. In fact, they'll applaud your good sense.
- The odds are low for travellers to be caught up in unwanted situations but it's always good to be vigilant and keep a close eye on your personal belongings, travel documents, and also your key card. While you're exploring town, do watch out for pickpockets in crowded areas, and stay away from dark, remote alleys. Though not a common occurrence, handbags and valuables at plain sight can be an easy target for grab raids by motorbikes thieves – opt to keep your valuables safe by securing them in the hotel safe deposit boxes or your in-room safes. After all, if it's under lock and key or out of sight, it's a lot less likely to be stolen.
- You're in a new city, you meet some nice person at a restaurant or a show and think, what's the harm of inviting them back to the hotel? May we suggest that if you want to get to know a stranger better, do it in a very public, very well-lit place, not in your hotel room. If they're really as nice as they seem, they won't mind a bit.
- Don't be afraid to speak up. If you see anything at all that seems even a wee bit suspicious, call us. We'd much rather check it out and find out it's nothing, than have a situation escalate or go unnoticed.

Stay Safe and Secure

If the Unthinkable Happens

Fires are fortunately extremely rare occurrences. And we have a wide range of security measures already in place, from alarms to sprinkler systems. But if you see smoke or flames, take immediate action. Here's what you need to do:

- If the fire is in your room, get out right away, close the door behind you, get to the closest fire alarm, and pull the alarm. Don't take the time to collect your personal belongings. You may waste precious minutes, and the sooner you report the fire, the more likely it is your items will be saved.
- If you hear a fire alarm, first see if there is smoke in your room. If there is, roll out of bed, and crawl along the floor to the door. Because smoke and gases will rise, the air at the floor is the most fresh.

For Your Safety and Comfort

- Take note of the fire exit nearest to your room.
- Find out how to shut off your room's air conditioning system.
- Study the Building Evacuation Plan located on your room door to establish the route towards the fire exits.
- Locate the fire extinguisher and alarm system within your area.
- Keep your room key near you when you retire to bed.
- Do not smoke in a non smoking room.
- Do not throw combustible items into the wastepaper baskets.
- Disconnect any personal electrical appliances after use.
- Switch off your television set and lights before leaving your room or before you go to sleep.
- Do not burn items in your room.

Stay Safe and Secure

If You Discover a Fire

- Do not panic; press **+** or Emergency button on the phone.
- Activate the nearest alarm by breaking the glass.
- Use a fire extinguisher only on a small fire, do not attempt to fight a large fire.
- If the fire is large, leave your room, making sure that you close the door behind you.
- Ensure that you have your room key with you.
- When the fire alarm rings, take note of the fire exit nearest to your room.
- Do not panic, and evacuate your room.
- If your room door is hot, do not open it. If it feels normal to the touch, open the door slowly.
- Keep low to the floor, exit, and close the door behind you.
- If there is heavy smoke in the corridor, shut the door, stay in your room, and press **+** or Emergency button on the phone to advise your location.
- If there is little or no smoke, go to the nearest staircase exit, walking low and staying close to the wall. It is good to cover your nose with a wet towel.
- Test the exit door for heat. If the stairway is free of heavy smoke, exit down to the lobby level.

Do Not Use the Elevator

If the exits are unsafe, return to your room.

If you are forced to stay in your room:

- Press **+** or Emergency button on the phone to advise your location.
- Turn off the air-conditioning to prevent smoke being forced into your room.
- Fill the bathtub or the sink with water.
- Use wet towels and sheets to stuff all door cracks and openings to prevent smoke from entering your room.
- Continuously wet these items from time to time.
- Stay calm; help will be on the way.