

**Headland Hotel F&B Outlets and Facilities**

- |  |               |                                |
|--|---------------|--------------------------------|
| <b>1. Lion Rock Café</b>   | <b>1 / F</b>  | <b>Ext. 6600</b>               |
| Mon – Sun Breakfast  |               | 06:00 – 10:30                  |
| Mon – Sun Lunch  |               | 12:00 – 14:30                  |
| Mon – Sun Dinner   |               | Temporarily closed             |
| <br>   |               |                                |
| <b>2. 24hr Room Service</b>  |               | <b>Ext. 1 / 6600</b>           |
| <br>   |               |                                |
| <b>3. Catalina's</b>   | <b>23 / F</b> | <b>Ext. 6610</b>               |
|  |               | Open for private event only    |
|  |               | 24hours advance booking        |
|  |               | (Minimum guarantee 10 persons) |
| <br>   |               |                                |
| <b>4. Dakota's Bar</b>   | <b>1 / F</b>  | <b>Tel: 2747 4782</b>          |
| Mon – Fri  |               | 12:00 – 23:30                  |
| Sat, Sun & PH  |               | 14:30 – 23:30                  |
| <br>   |               |                                |
| <b>5. Dakota's Club</b>  | <b>1 / F</b>  | <b>Tel: 2747 3131</b>          |
| Reception  |               | 07:30 – 21:00                  |
| Gym Room   |               | 24hrs                          |
| Swimming Pool  |               | Call Dakota's Club for times   |
| Dakota's Coffee  |               | 07:30 – 20:00                  |
| <br>   |               |                                |
| <b>6. Dakota's Coffee</b>  |               |                                |
| Located next to Dakota's Club Reception serving coffee, tea, fresh juices, snacks, freshly made sandwiches, salads, curry cart and beef noodles. |               |                                |
| <br>   |               |                                |
| <b>7. Guest Lounge</b>   | <b>23 / F</b> |                                |
| 24Hr self service Laundromat (please contact Front Desk to purchase tokens). Computers with internet for in-house guest use are also available.  |               |                                |

## **Headland Hotel Service Directory**

### **Assistant Manager**

An Assistant Manager is on call 24 hours a day is available for you at your convenience. The Assistant Manager can be contacted via the operator by dialling "0".

### **Bank**

A branch of HSBC with counter service operating at normal banking hours is located on the first floor of Cathay City in "The Street"; whilst an HSBC ATM's and a Bank of China ATM is available 24 hours.

### **Bedside Console**

Located on your bedside table are the controls for your power, room privacy (Do Not Disturb) and air conditioning. Please note that your room key needs to be placed in the key slot next to the entrance to activate the power in the room.

### **Credit**

The following credit cards are welcome; American Express, Visa, MasterCard and Diners Club. Personal cheques will not be accepted.

### **Damage Policy**

Damage to the property, including but not limited to guest rooms, fixtures, furnishings, artwork, décor, carpet or linens, will result to a fee applied to the registered guest for replacement or necessary specialized cleaning cost. Please inform Assistant Manager right after check in if there are any damages.

### **Doctor**

Should you require medical attention, kindly contact the Assistant Manager via the operator by dialling "0". Please note during office hours, clinics at HK International Airport and Tung Chung are available for consultations. Otherwise, a house doctor is on call 24 hours a day however it is subject to availability at the time of call. Please note all charges for Doctor Services are between the patient and the doctor and no hotel fee applies.

### **Emergency**

In the event of any emergency, please call the telephone operator by dialling "0" for assistance.

**Fridge**

Your mini bar located in the room is not stocked; however, placed for your convenience for storing your own products. We suggest no perishable food and drinks such as ice cream and milk shake etc.

**Guest Lounge**

The Guest Lounge is located on the 23<sup>rd</sup> Floor, exclusively for in-house registered guests only. The lounge is accessed via the elevator to the 22<sup>nd</sup> Floor and subsequent used of the staircase located at the end of the 22<sup>nd</sup> floor hallway. The Guest Lounge is open 24 hours a day and requires your room key card for access. The lounge opens up to an outside balcony with views over Tung Chung; has computers installed by CX GalaCXy accessing the CX Intranet; has complimentary coffee and tea service (self-service); as well as a self-service Laundromat. The washing and drying machines require a store value card of \$28 to activate which are available for purchase from the Front Desk (\$50 refundable deposit is required for each store value card).

**Housekeeping**

Housekeeping is operational 24hrs a day. Please call for additional pillows, supplies, blankets or anything to make your stay more comfortable.

**Humidity Control**

A plastic card is inserted to the key slot next to the entrance to activate the power and air-conditioning in the room. In our collective effort to control the relative humidity of this room, we aim to maintain an in-room temperature of 21°C by running the air-conditioning system continuously. We kindly ask for your assistance to keep the air-conditioning and/or dehumidifier (available on request) running at all times.

**Internet**

Free in-room internet access is available via either a wireless WiFi or cabled broadband service.

- Each internet session valid for the entire period of your stay.
- Multiple devices at a time may be used
- Usage of this service is subject to acceptance of the terms and conditions found on the log in page.

In addition to the Intra CX / PC and Internet facilities located in Cathay City; guest can utilize the computers on the Guest Lounge (23 Floor) provided by CX GalaCXy.

**Laundry**

Same day laundry, dry cleaning and pressing service is offered if articles are handed in and collected before 09:30hrs. Your room will NOT be checked each morning for this service. Should you wish to use this service please complete the appropriate form in your closet and call Ext. 5 for collection of your items before 09:30hrs.

**Lost and Found**

Articles left behind by hotel guests and found after departure will be kept for collection up to 7 (seven) days. After that time, unclaimed items will be disposed by the hotel as seen fit. Housekeeping will offer assistance in tracing or locating lost property.

**Luggage storage facility**

Luggage storage service is available for in-house guest only and subject to availability. Should any luggage or item remain unclaimed upon expiry of the maximum storage period allowed or 7 days after check-out. Headland Hotels reserves the right and discretion to either continue storing the luggage (luggage storage owner shall be liable for such charges) or to dispose of the luggage or items without any liability to luggage owner.

Guests use the Hotel luggage storage facilities at their own risk. Headland Hotel will not be responsible for loss of or damage to the luggage, the contents therein or personal belongings (including any valuables, even if we have been advised) during storage or during the disposal process however caused. The owner hereby releases Headland Hotel from any liability in respect thereof.

We provide temporary storage for guest's luggage at a maximum duration of 24 hours and limited to one (1) piece per room. If longer storage is required, we charged HK\$100 a day or HK\$1,250 monthly.

**Messages**

If your message light is on, please contact the operator for assistance. In addition, your room is equipped with voice mail and you may retrieve messages by pressing the voice mail button and following the prompts.

**Noisy Maintenance Work**

Please be advised that whenever it is necessary to carry out noisy maintenance work, we will always ensure that this is limited to between 3pm – 4pm. If for any particular reason these hours need to be amended or extended, we will of course advise you accordingly. We are aware that noisy work is an inconvenience at any time of the day and although not 100% satisfactory, this seems the most suitable for majority's sleeping patterns.

**Non-Smoking Policy**

To protect and enhance our indoor air quality and to contribute to the health and well-being of our guests, the Headland Hotel is a smoke-free property. Smoking is prohibited in all the enclosed areas within the property without exception. This includes guest rooms, common areas, meeting rooms, guest lounge, elevators, stairs, restrooms, pool areas, outside entrance and lobby areas.

While Headland Hotel is a 100% in-door smoke free environment, the Terrace Garden on the 1F and the 23F Guest Lounge outdoor terrace are available for smoking guests. A non-refundable HK\$1,500 sanitizing fee will be applied to those violating the hotel's non-smoking policy.

**Safe Deposit Boxes**

Safe deposit boxes are available in your room. Mini El Safes are located in the closets of your room. It should be noted that the Hotel will not assume any liability for the reported loss of any item in your room, including the reported contents of the safety deposit box. It is recommended however, to keep all valuable items locked in this device.

**Security**

The Headland Hotel is patrolled regularly and CCTV covers guest floors for your added safety. It is advisable however, to make use of the peep hole prior to opening the room door and using the door lock and security bar when in your room for added security. It is also advisable to only open your door to people you know or those in hotel uniform with hotel name badges.

**Swimming Pool (2747 3131)**

Headland Hotel has a 25-meter outdoor swimming pool located on the 3<sup>rd</sup> floor of Dakota's Club. Registered Hotel guests are entitled to complimentary access. Guests of registered users are required to pay the entrance fee. The swimming pool is not heated and is closed in the winter. Times of operation change during the summer months – please contact Dakota's Club for opening times.

**Sauna**

Located in the changing rooms on the ground floor of the Dakota Club. Open 07:00 to 22:00 daily.

**Squash**

Two (2) Squash courts are available for hire in Dakota's Club. Rackets can also be borrowed.

**Tennis**

There is one Tennis Court available for hire and use in Dakota's Club; rackets can also be borrowed.

**Telephone Service**

IDD – Please dial 9 + 001 + Country Code + Number

Please note there is a \$25 service charge for each successful call regardless of duration.

Local calls – Please dial 9 + Local number / All local calls are free of charge.

Room to Room – please dial 8 and the room number

**Transportation**

Public buses from CX City that take you to Tung Chung, where you may use the MTR to get to Central, Tsim Sha Tsui and other areas of Hong Kong are S52, S64 and S64C.

Please note however that the last MTR from Hong Kong Station to Tung Chung departs at approximately 12:40am arriving to Tung Chung after 01:00. The last bus from Tung Chung to CX City departs at midnight. It is either a 20min walk or cab fare of around \$35 from Tung Chung MTR station.

Other options to and from CX City are via the selection of Citybus "E" buses to and from

several regions of Hong Kong to CX City and ultimately the airport. Buses do run overnight to CX City from down town, however they are less frequent and have the notation "N" instead of "E".

Complimentary "HAS" buses arranged by CX run every 10–15 minutes on the hour to and from CX City to the airport every day from 05:30hrs to 01:25hrs (weekdays) and 05:30hrs to 01:25hrs (weekends). The bus departs from outside the CX Outbound check in area outside the lobby of Headland Hotel.

### **Visitors**

Visitors of registered guest are permitted to enter the guest room and use the Food and Beverage facilities when accompanied by the registered guest. Should you desire to have a visitor stay overnight in the room, the individual is required to register at the Front Desk in accordance with meeting Government regulations regarding security and safety.

### **Water Filling Station and Reusable Bottle**

Water Filling Station is located near the Lift Lobby on each floor. A sanitized Reusable Bottle x 1 is provided for your convenience. You may contact Front Desk if you are interested to purchase.

### **Weekly Fire Alarm Test**

Please note that weekly testing of our fire alarms will take place each Wednesday at approximately 3:30pm. The bell will ring for approximately 10 – 20 seconds and requires no action on your part. We will always strive to ensure the minimum disruption and inconvenience.

### **Other terms and conditions of stay:**

- No pets allowed
- No DURIAN (even if packed and sealed in airtight containers) allowed