

HOTEL SAFETY

THE HOTEL EMERGENCY NUMBER IS 0

We are concerned with your wellbeing during your stay, so we ask that you familiarise yourself with the following tips:

SECURITY

- Do not leave valuable items in your room. Place all valuables in the safe box in your guestroom or in the safe deposit box at the front desk. The hotel is not responsible for the loss of or damage to valuable items in the guestrooms.
- Close the door securely whenever you are in your room and use all locking devices provided.
- Do not provide a credit card or identity information via the telephone. Hotel staff will never ask for credit card or identity information over the phone.
- Do not leave room keys on tables or at any other place where they can easily be lost or stolen.
- Be observant when entering parking lots and don't leave valuables in your vehicle.
- If you see or hear any suspicious activity, please report your observations to management.

SAFETY

- If you are in an unfamiliar city, ask our Concierge to help familiarise you with the areas you plan to visit.
- Always watch your young children.
- Warning signs on the premises are intended for your safety. We ask that you read and obey them.

EARTHQUAKE

DURING AN EARTHQUAKE

- Most injuries occur as people are entering or leaving buildings.
- If you are inside, cover your head and crouch under a table or in a corner away from windows and exterior walls.
- If you are outside, seek an open area away from power lines, trees and buildings.

AFTER AN EARTHQUAKE

- Do not rush outside.
- Never use an elevator until they have been inspected for safety. Use stairwells only after advised that they are safe.
- Do not use matches or lighters in case there is a leaking of natural gas.
- Telephones should be used only for emergency calls. Hotel staff will provide you with information using the public address system.
- It is typical for aftershocks to occur for several days following the initial quake.
- Aftershocks usually become less severe with time.

SEVERE WEATHER

- If you are outside, immediately seek safe shelter.
- If you are inside, stay away from windows and glass doors

FIRE

- Hotel staff have been trained to act in emergency situations. If you detect any emergency, report it immediately to the reception dialing number 0, specifying as clearly as possible what is happening and where.
- Familiarise yourself with the location of hallway fire exits, alarms and extinguishers.
- Please be informed that your room has an automatic smoke detection connected to the hotel's Fire Switchboard at the Reception.
- You can find an evacuation plan at your room door as well as manual extinguishers, manual alarm buttons and emergency lights in the hallway.
- If a fire begins in your room and you can use the telephone, call Reception as soon as possible dialing number 0. Hotel staff will tell you what to do.
- If you cannot use the phone in the room, leave the room, make sure to close the door behind you, and report the incident to any employee or press a button alarm in the hallway.
- If the fire is not in your room, you only evacuate when staff or External Services advise you to do so.
- If you find the evacuation routes to be with smoke, go back to your room, close the door and report the situation to the reception.
- Put wet towels under the door and make yourself see through the window.
- If you are told to evacuate, stay calm. Do not shout, run, push, or go back to collect forgotten personal effects. Identify the nearest emergency exits and move towards them. Follow the evacuation route without stopping.
- Do not use the elevators. Use only the emergency stairs.