



Dear Guest,

In compliance with the HKSAR government anti-pandemic regulations, we request for your kind cooperation in the following guidelines:

- A maximum of 4 guests are permitted in a guest room at any time (including visitors)
- If a suite is reserved for Wedding purpose, a maximum of 10 guests are permitted (including visitors) between 08:00 to 17:00 and all guests must wear a face mask for the entire period except during food or drink consumption
- All staying occupants must register and complete the Health Declaration Form at the Front Desk and present key card for verification upon returning to the Hotel
- All visitors must complete the Health Declaration Form at the lobby before proceeding to rooms
- All visitors must depart the Hotel by 23:00
- Minimize visitors to your room to safeguard you and your friends' health from the spread of COVID-19
- Be considerate to all other occupants, restrain from making loud noise or playing high volume music in room
- Dangerous goods and flammable items are NOT permitted in guest room e.g. Sparklers (mini fireworks), compressed gas cartridge such as helium, nitrogen gas, etc.
- Any damage or stain found in the guest room will be subjected to cleaning fee or replacement charge
- Guests found to be violating the above mentioned or causing nuisance to other guests will be requested to leave the Hotel without refund
- Please always wear a mask in public areas, perform hand hygiene frequently and maintain appropriate social distancing as required by the HKSAR government and report any irregular symptoms of fever and cough to our Guest Services Manager during your stay for appropriate assistance

Please note that the Hotel has the responsibility to report any violation to relevant authorities and offenders may be subject to prosecution for 6 months imprisonment and a fine of up to HK\$25,000. For details of the regulations, please refer to relevant HKSAR government website.

Thank you for your kind attention and cooperation.



親愛的賓客：

為配合香港特別行政區政府之防疫措施及相關法例，敬請閣下遵守以下規則：

- 每間酒店房間最多只可同時容納4人（包括訪客）
- 酒店套房如用作結婚出門，請於08:00至17:00內進行相關儀式，其時最多只可同時容納10人（包括訪客），除飲食時間外，請全程佩戴口罩
- 所有入住賓客必須於前臺登記及填妥健康申報表格，並於每次外出後返回酒店時出示房咭以茲識別
- 所有訪客前往客房樓層前，必須於大堂先填妥健康申報表格
- 所有訪客必須於23:00前離開酒店
- 為減低2019冠狀病毒傳播之風險，請盡可能減少邀約訪客至酒店房間
- 為其他入住賓客設想，請勿製造嘈音或於酒店房間內播放高聲量音響
- 請勿於酒店房間放置任何危險品或易燃物品，如手提煙花、罐裝壓縮氣體（氧氣、氮氣）等
- 酒店房間設施如發現被破壞或弄污，酒店將徵收清潔或賠償費用
- 如發生以上情況或任何行為對其他住客構成滋擾，酒店將要求入住賓客離開酒店而不予退款
- 於酒店公共地方逗留期間，請全程佩戴口罩，保持雙手清潔及根據香港特別行政區政府之指引保持適當社交距離。身體如感不適，尤其發燒或咳嗽，請立即聯絡賓客服務經理，以作出適當跟進和安排盡快求診

懇請各賓客務必留意相關防疫法例，如有違者，酒店將須向相關執法部門報備。違例者有可能被檢控，最高刑罰為罰款港幣\$25,000及監禁6個月。法例之詳情，請參閱香港特別行政區政府有關條例之網站。

敬希垂注。並祝閣下有一個舒適愉快的住宿體驗。



SERVICE AND INFORMATION | 服務指南

Business Centre Services

商務服務

For secretarial services, internet access, facsimile services, translation services, meeting room rental and other office related services, please contact Front Desk at Ext. 51 for assistance.

如閣下需要秘書服務、互聯網連線、傳真服務、翻譯服務、租用會議室、以及其他相關商務服務，請致電內線“51”與前堂部聯絡。

Catering

宴會服務

For arrangement of all social and business functions, please contact Telephone Services at Ext. 0 for assistance. Outside catering is also available.

有關各類社交及商務活動的安排，請致電內線“0”與接線生聯絡。此外，亦可代客安排到會服務。

Check-out Time

退房時間

Daily before 12:00.

For stay extension, please contact Front Desk at Ext. 51 for assistance.

每日12:00前。如閣下需要續住，請致電內線“51”與前堂部聯絡。

Concierge

禮賓部

For baggage service, transportation, air ticket reconfirmation, sightseeing tour arrangement, delivery service, postage & stamp, and recommendation on local attractions, please contact Concierge at Ext. 52 for assistance.

有關行李寄存、交通安排、確認機票、觀光活動、送遞服務、郵寄服務及郵票、以及本地旅遊熱點推介，請致電內線“52”與禮賓部聯絡。

Currency Exchange

外幣兌換

Major currency exchange services are available at the Front Desk.

前堂部提供各種主要貨幣的兌換服務。

Emergency and First Aid

緊急事故及急救服務

In case of emergency, please press “Emergency” button on the telephone set in the room.

如閣下遇上緊急事故或需要急救服務，請按客房電話的“緊急事故”按鈕。

Fitness Centre

健身中心

The Fitness Centre is located on Lobby Floor L/F, West Wing. Opening 06:30 - 22:00 daily.

酒店的健身中心位於西翼大堂。每天06:30至22:00時開放。

Front Desk

前堂部

For billing arrangements and general enquiries, please contact Front Desk at Ext. 51 for assistance.

如閣下需要安排酒店賬務或查詢各項資訊，請致電內線“51”與前堂部聯絡。

Iron and Ironing Board

熨斗及熨衣板

Please contact Housekeeping at Ext. 53 for assistance.

請致電內線“53”與房務部聯絡。



Laundry & Dry Cleaning

洗衣及乾洗服務

Same day laundry, dry cleaning and pressing services are available. Please contact Housekeeping at Ext. 53 for assistance.

如閣下需要即日特快洗衣、乾洗及熨衣服務，請致電內線“53”與房務部聯絡。

Local courier

本地快遞

For postage, stamp, and mailing services, please contact Concierge at Ext. 52 for assistance.

如閣下需要郵寄、郵票及郵遞服務，請致電內線“52”與禮賓部聯絡。

Lost & Found

失物

For lost and found items, please contact Housekeeping at Ext. 53 for assistance.

有關失物查詢或認領，請致電內線“53”與房務部聯絡。

Medical Services

醫療服務

If medical attention is required, please contact Guest Services Manager at Ext. 55 for assistance.

如閣下需要醫療服務及協助，請致電內線“55”與賓客服務經理聯絡。

Message

留言

If your message light is illuminated, please contact Telephone Services at Ext. 0 for retrieving message details.

如閣下的客房電話的留言提示燈亮起，請致電內線“0”與接線生查詢有關留言。

Power Supply

電源

The electrical power supply in Hong Kong is 220 - 240 volts for electrical appliances with square 3-pin socket (Type G).

香港的電壓為220 - 240伏特並須使用三腳扁型（G型）插頭。

Reservations

客房預訂

Please contact Reservations Department for future room bookings.

如閣下需要為下次旅程預訂客房，請與訂房部聯絡。

Tel. 電話：+852 3893 2828 Fax No. 傳真：+852 3893 2829

Security

保安

The Hotel is patrolled regularly by security personnel. For your own safety, please make full use of door viewer, or contact Guest Services Manager at Ext. 55 for any emergencies.

酒店保安人員將定時巡邏。為閣下安全起見，請盡量使用客房門上的防盜眼。如遇緊急情況，請致電內線“55”與賓客服務經理聯絡。

Typhoon

颱風

In the event of a typhoon approaching Hong Kong, detailed typhoon information will be posted in the lobby. Please contact Concierge at Ext. 52 should additional information be required.

當颱風吹襲香港時，酒店大堂內將展示有關颱風的詳細資料供賓客參考。如閣下需要額外資訊，請致電內線“52”與禮賓部聯絡。

Visitors

訪客

For guest's personal safety, all visitors must leave the hotel property by 23:00.

為確保賓客之個人安全，所有訪客必需於23:00前離開酒店範圍。

Wheelchair

輪椅

Please contact Concierge at Ext. 52 for assistance.

如閣下需要借用輪椅，請致電內線“52”與禮賓部聯絡。



TELEPHONE & COMPUTER | 電話及電腦

Voice Mail

留言信箱

Should you receive a voice message, a blinking light will be present. Please press the "Voice Message" button on the telephone and follow the instruction to retrieve the message.

閣下客房的電話設有留言功能。如電話上的留言提示燈亮起，請按“留言信箱”按鈕並跟隨指示聽取留言。

Internet

互聯網

To use the internet in the room, please connect to guest network - "HotelAlexandra-RM", and click "Login" for activation.

Complimentary Wi-Fi is also available in public areas.

閣下可在客房內連接至賓客網絡-"HotelAlexandra-RM"，並按“登入”鍵啟動互聯網服務。此外，酒店公共區域亦設有免費無線網絡。

Room to Room Calls

客房通話

Please press either "East Wing" or "West Wing" on telephone set followed by 4 digits room number.

閣下可於客房電話上先選擇“東翼”或“西翼”，然後輸入4位數的房間號碼。

Telephone Services and Charges

電話服務及收費

1 For Local Call, press "9" + Number.

本地外線通話，請按“9”+ 電話號碼。

2 Local call charge HK\$5 per connection.

本地外線通話費用為每次HK\$5。

3 For International Call, press "9" + "001" + Destination Code + Area Code + Number.

國際長途通話，請按“9”+“001”+ 接駁號碼+ 地區號碼+ 電話號碼。

4 For Home Direct Call, press "9" + Home Direct Telephone Number.

Home Direct 專線通話，請按“9”+ 專線電話號碼。

5 A surcharge of HK\$50 for International Call or HK\$30 for Home Direct Call will be billed to your room account upon connection, plus duration charge which is subject to the call destination.

成功接通後，通話費用將按不同地域收費。此外，國際長途通話將收取HK\$50服務費，Home Direct 專線通話將收取HK\$30服務費，全部費用將自動記賬到閣下的客房賬單。

IDD - Overseas Calls

國際長途通話

International direct dialling (IDD) is available from the telephone in the room. All charges will be registered on your room account. Please contact Telephone Services at Ext. 0 for assistance.

客房電話可撥打國際長途電話 (IDD)。有關通話所產生的費用將自動記賬至閣下的客房賬單上。如有查詢，請致電內線“0”與接線生聯絡。



Destinations 地點 国家/都市	Destination Code 接駁號碼 国番号	Area Code 地區號碼 市外局番	Time Difference 時差 時差
Australia 澳洲			0 to +3
Adelaide 亞德萊德 / Darwin 達爾文 / Perth 珀斯	61	8	
Brisbane 布里斯班 / Gold Coast 黃金海岸	61	7	
Canberra 坎培拉 / Sydney 悉尼	61	2	
Hobart 荷伯特 / Melbourne 墨爾本	61	3	
Canada 加拿大			-11 to -16
Calgary 卡爾加里	1	403 / 587 / 825	
Edmonton 埃德蒙頓	1	780 / 587 / 825	
London 倫敦	1	519 / 226 / 548	
Montreal 滿地可	1	514 / 438	
Ottawa 渥太華	1	613 / 343	
Quebec City 魁北克	1	581 / 418	
Toronto 多倫多	1	416 / 647 / 437	
Vancouver 溫哥華	1	236 / 604 / 778	
China 中國			0
Beijing 北京	86	10	
Shanghai 上海	86	21	
Guangzhou 廣州	86	20	
Shenzhen 深圳	86	755	
France 法國			-7
Paris 巴黎	33	1	
Germany 德國			-7
Berlin 柏林	49	30	
Frankfurt 法蘭克福	49	69	
Hamburg 漢堡	49	40	
India 印度			-2.5
Bombay 孟買	91	22	
New Delhi 新德里	91	11	
Indonesia 印尼			-1 to +1
Jakarta 雅加達	62	21	
Italy 意大利			-7
Milan 米蘭	39	2	
Rome 羅馬	39	6	



Destinations 地點 国家/都市	Destination Code 接駁號碼 国番号	Area Code 地區號碼 市外局番	Time Difference 時差 時差
Japan 日本			+1
Osaka 大阪	81	6	
Tokyo 東京	81	3	
South Korea 南韓			+1
Incheon 仁川	82	32	
Seoul 首爾	82	2	
Macau 澳門	853		0
Malaysia 馬來西亞			0
Kuala Lumpur 吉隆坡	60	3	
New Zealand 新西蘭			+4
Auckland 奧克蘭	64	9	
Philippines 菲律賓			0
Manila 馬尼拉	63	2	
Singapore 星加坡	65		0
Taiwan 台灣			0
Kaohsiung 高雄	886	7	
Taipei 台北	886	2	
Thailand 泰國			-1
Bangkok 曼谷	66	2	
United Kingdom 英國			-8
London 倫敦	44	20	
U.S.A. 美國			-13 to -16
Chicago 芝加哥	1	312 / 773 / 708 / 630	
Los Angeles 洛杉磯	1	213 / 310 / 323	
New York City 紐約	1	212 / 646 / 917	
San Francisco 三藩市	1	415 / 628	
Washington D.C. 華盛頓	1	202	

* For destination code and area code that is not listed above, please contact Telephone Services at Ext. 0 for assistance
 若以上列表未有包括閣下所需要的接駁號碼及地區號碼，請致電內線“0”與接線生聯絡。



EMERGENCY & SECURITY | 酒店應急及保安程序

Security of Valuables

賓客貴重物品

Please store your valuables in the safe deposit box inside your room during the stay. The hotel assumes no liability.

閣下可於入住期間將貴重物品保管於客房的保險箱內。本酒店不承擔任何相關責任。

Fire Evacuation

Procedures

火警疏散程序

Our hotel is equipped with an efficient fire alarm system. We want to ensure that you are prepared to safely leave the hotel in the event of a fire alarm. For your safety, please familiarize with the following procedure before leaving the room:

酒店設有高效的火警系統。為確保賓客能夠於火警警報啟動時安全地離開酒店範圍，請閣下熟讀以下火警疏散程序：

- 1 In case of an evacuation, you will be informed via an announcement.
如需進行疏散，本酒店將會通過廣播系統通知所有賓客。
- 2 Please take your room key, mobile phone and a small wet towel.
請閣下攜帶客房房卡、手提電話、以及一條已沾濕的小毛巾。
- 3 Please check if your door is hot or smoke is entering before you leave.
離開客房前，請檢查房門是否灼熱或煙霧有否進入房間。
- 4 In the event of evacuation, please leave the hotel through the closest available emergency stairs.
疏散進行期間，請使用最靠近的逃生路線及緊急出口離開酒店。
- 5 Please do not use the elevators.
請勿使用升降機。

Security of

Personal Safety

賓客個人安全

- 1 If you are in the room, please lock your door with all the available closure devices and use the door viewer to identify visitors.
閣下在客房逗留期間，請鎖上房門及扣上防盜鏈，並使用防盜眼識別訪客。
- 2 Before opening the door, please ask for their identification. If you are unsure, please contact Telephone Services at Ext.0 for assistance.
開門前，請先詢問並確認對方的身份。若閣下有任何疑問，請致電內線“0”與接線生聯絡。
- 3 Please make sure that all doors and windows are closed.
請閣下確保所有門窗妥善關閉。