



Dear Guest,

亲爱的宾客：

Welcome to Cophthorne Kings Hotel Singapore!

欢迎入住新加坡国敦统一酒店！

We are pleased to welcome you and we look forward to extending our utmost care during your period with us.

我们诚挚地欢迎您的到来，也希望您在这里度过愉快的时光。

During your stay, complimentary daily breakfast, lunch, and dinner will be provided.

在您的入住期间，我们将为您免费提供每日三餐。

We would like to bring to your attention of the following rules during your stay with us.

敬请注意以下入住规定。

Please read carefully:

请仔细阅读：

- As part of Infectious Diseases Act (COVID-19 – Stay Orders) Regulations 2020 please remain in your hotel room at all times.
根据《2020年传染病法(新冠病毒滞留令)条例》，在入住期间请勿离开您的房间。
- **NO mingling with neighboring room.**
请勿与隔壁客房的客人来往互动。
- No visitors are allowed during your stay at all times.
入住期间禁止任何访客。
- Smoking is strictly prohibited in this hotel. Charges will be imposed should you fail to comply with the regulations (Penalty charges and cleaning fee at **SGD\$500**).
酒店禁止吸烟。如违反规定，您将被处以罚款（含罚款和清洁费500新币）。
- No consumption of alcohol is allowed in this hotel.
酒店内禁止酒精饮料。
- Monitor your health closely and your body temperature daily. Please contact us should you feel unwell and/or experience respiratory symptoms like cough and breathlessness.
请每天监测身体状况和体温。如出现身体不适，如咳嗽、呼吸困难等呼吸道症状，请及时联系我们。
- Damage to hotel property is chargeable and costs involved will be determined by the

extent of damage caused. The hotel will not be liable for any injury or inconveniences that may result during your stay with us.

损坏酒店财产需赔款，赔偿金额视损坏程度而定。由此造成的人身伤害或不便，酒店概不负责。

Kindly refer to the below hand-out which provides useful information on what to expect during your stay. Please do not hesitate to contact us via One Touch button by dialling “0” should you require any further queries. Scan the QR code below to get in touch with us through WhatsApp or add us directly on WhatsApp at 83220071.

请您阅读下列资料，了解入住期间的注意事项。如果您有进一步的问题，请拨打“0”咨询详情。您可以扫描如下二维码添加酒店的 WhatsApp，或直接在 WhatsApp 输入 83220071 添加我们。



We hope you will have a pleasant stay with us. Stay safe and we are always here at your service.

祝您入住愉快，注意安全。我们随时为您服务。

Yours sincerely,

您诚挚的，

The Management Team

酒店管理层

1. MEALS

餐饮

Daily meals- breakfast, lunch and dinner with choice of menus predetermined by the hotel are catered and delivered to you. Choice of Halal or vegetarian food is available for your selection based on your religious requirement, kindly inform our One Touch colleague through house phone or WhatsApp. The team will delivery your preferred meals upon your check-in.

每日三餐的菜单由酒店制定、烹制并送至您的客房。如您有特殊饮食要求，您可通过电话上的 One Touch 或 WhatsApp 联系我们的服务专员，我们可提供清真或素食菜单。我们将尽力为您提供您所偏好的用餐。

We will press the doorbell to inform you once the meals/deliveries have been placed outside of your room.

我们将按门铃通知您食物或外卖已经放在您的客房门外。

- Breakfast (7.30am – 9.30am)

早餐 7:30-9:30

- Lunch (11.30am – 1.30pm)

午餐 11:30- 13:30

- Dinner (6.00pm – 8.00pm)

晚餐 18:00-20:00

For garbage collection, please tie up the garbage bag and leave it outside of the room for collection before 10am daily.

关于垃圾收集，请您于每日 10 点前将系紧的垃圾袋放置于客房门外。

You may order additional food of your preference online, no alcohol is allowed (**grab food/food panda**). **Any alcohol found in the food delivery will be turned away or disposed off.** Do note that charges apply for the additional food (or any other purchases ordered), and guests are required to make the **payment online**. Please expect a delay in sending online food orders during meal hours as we will prioritize sending our meals to the rooms first. Alternatively, you may wish to order food delivery outside of meal hours. **Hotel will not be liable for any food contamination caused by the online delivery.**

您可在网上下单您喜爱的食物，请注意**禁止购买酒水**（通过 **grab food** 或 **food panda**），**一经发现，酒店有权直接处理**。请注意，所有网上下单的食物（或采购的其他商品），客人必须**线上支付**。为了确保正常客房的送餐，您在用餐时间的外卖可能会有延迟。我们建议您在非用餐时间点外卖。**如外卖的食物出现损耗，酒店概不承担责任。**

Wi-Fi

Wi-Fi 无线网络

Wi-Fi is available in the premises

您可通过以下方式连接 Wi-Fi 无线网络

- Select **Millennium Guest** network (Unit Name),
选择网络**Millennium Guest**（房间号）
- Please select as "**Visitor**" in the pop-up browser. (Box 2)
请选择"**Visitor**"窗口（第二栏）
- Access Code: **cks2021**
登录密码: **cks2021**

2. LAUNDRY

洗衣

- Bed linens and fresh towels will not be changed daily during your stay, but fresh ones can be provided upon request. Used towels should be tied up in a **White-Colored** plastic bag and left outside the room, next to your serving table for collection by 10am.
我们不会每日更换床上用品和毛巾，但可以按需提供。请将用过的毛巾装在白色塑料袋内，并于每日上午10点前放置在客房门外（您的配餐台旁）。

3. EMERGENCY

紧急状况

In the event of a fire or any emergencies, please call our Duty Manager at 8322 0071 immediately to inform us of the situation and also your room number. We will activate resources to assist you expeditiously.

遇到火灾或其他紧急状况，请立即拨打 8322 0071 联系我们的值班经理，告知我们相关状况和房间号，我们会快速反应协助。

4. Room Amenities and Facilities

客房用品和设施

- For safety and hygiene purposes, do note that some of the amenities and services of this facility will not be available to you during your stay.
出于安全和卫生考虑，有部分设施和服务我们将暂停提供。
- **Phone Call**
电话
Both Local and international calls are chargeable, please dial "0" for more information
拨打本地和国际电话都需收费，详情请拨打"0"。
- **In-room amenities**

客房用品

Please dial "0" for replenishment and amenities will be sent together with your next meal.

如需补充客房用品，请拨打“0”，我们将在下次送餐时一起送达。

- **Balcony Room**

阳台房

Rooms with Balconies will be kept locked at all times. Kindly contact the Duty Manager for further assistance.

阳台房通往阳台的门将始终关闭。如需协助，请联系值班经理。

- **In-Room Dining**

客房送餐服务

We do also provide our In-Room Dining Menu (TV Channel 2) which are readily available should you require something different. Please dial "0" to place your order.

如果您需额外点餐，我们也提供客房送餐服务（餐单请见电视 2 频道）。如需订餐，请拨打“0”。

- **Passing out item to external party**

对外发送物品

No items can be brought out from your room

请注意，禁止从您客房内送出任何物件。

5. Check out Procedure

退房流程

To refrain from being in contact with newly arrival seafarer, kindly remain in your room and wait for our colleague to escort you down.

为避免接触新入住的海员，请您在客房等待我们员工，由他们护送您离开。