



FREQUENTLY ASKED QUESTIONS 常見問題

1. What beverages will be served in the Executive Club Lounge? 行政會所提供那些飲料?

Soft drinks- Coke, Coke Zero, Sprite, Soda Water, Tonic Water, Ginger Ale. 3 kinds of Red Wines, 3 kinds of White Wines, Whisky, Gin, Rum, Campari, Bailey's, Vodka, Tequila

汽水 - 可樂、零系可樂、雪碧、梳打水、湯力水、薑味汽水。三款紅酒、三款白酒、威士忌、杜松子酒、朗姆酒、金巴利、百利甜酒、伏特加、龍舌蘭酒

2. What are the hours of operation for the Executive Club Lounge / Swimming Pool / Fitness Centre? 行政會所、游泳池及健身中心的營業時間?

Club lounge opening hours: 07:00-22:00hrs

Breakfast time: 7:00-10:30 (Mon to Fri), 7:00-11:00 (Sat, Sun & PH)

Cocktail time: 18:00-20:00

Swimming pool: Re-opening on 1 April 2021

Fitness centre: Open from 5:30am to 11pm; a maximum of 4 guests per 30-60 minute session and prior reservation is required.

行政會所開放時間: 07:00 - 22:00

早餐時間: 7:00 - 10:30 (星期一至五), 7:00 - 11:00 (星期六、日及公眾假期)

黃昏小食時間: 18:00 - 20:00 (暫時)

游泳池: 於4月1日重開

健身中心: 將於每天清晨5時至晚上11時提供使用。每節最多可供4位客人使用, 每節由30分鐘至一小時, 必須提前預訂。

3. What's the maximum age for children to enjoy complimentary Executive Club access and breakfast? How much additional charge for an extra person? (Room, breakfast and evening cocktail) 幾歲的兒童可免費享用行政會所及早餐? 另加一位成人需多少錢? (客房、早餐及黃昏小食)

Children aged 12 or below are entitled for complimentary club access.

Additional charge per person (reservations of three persons, including extra bed and basic club access): HK\$200.00 +10% fixed charge

Executive Club Breakfast: HK\$200.00 nett per additional person

Executive Club Evening Cocktail: HK\$250.00 nett per additional person

12歲或以下的兒童可免費使用行政會所。

每人需另加 (三人預訂, 包括加床及使用行政會所): HK \$200 + 10%

行政會所早餐: 每人另加淨價 HK \$200

行政會所晚間雞尾酒: 每人另加淨價HK \$250

4. Which outlets can I use my dining credits? 我可以在那裡使用餐飲消費額?

Bistro on the Mile, Osteria Ristorante Italiano, Loong Yuen Cantonese Restaurant and Hari's Bar. Dining credits can also be used for In-Room Dining unless otherwise specified.

可在Bistro on the Mile、Osteria意大利餐廳、龍苑中菜廳及夏利吧使用。除非另有說明, 否則餐飲消費額也可用於客房送餐服務。

5. Are Premier Plus rooms outfitted with a bathtub? 優尚豪華客房有浴缸嗎?

No, Premier Plus rooms are equipped with standing shower. If you prefer to have a bathtub

(1) You can book our Deluxe Room.

(2) You can upgrade to the Executive Club Suite

優尚豪華客房只設有淋浴間。若客人喜歡浴缸設施:

(1) 客人可選擇豪華客房。

(2) 客人可升級到行政樓層套房。

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**6. Can you do a special arrangement for a birthday or an anniversary?
酒店可以為生日或週年紀念日進行特別安排嗎？**

Yes, however there is a HK\$100 surcharge for a birthday cake and a HK\$120 surcharge for an anniversary setup.
A 10% service charge applies to the pricing above.

可以的，客人可加HK\$100 享用特製生日蛋糕；可加HK\$120 加設精美房間佈置。以上價錢須另收加一服務費。

**7. Is it possible to use the F&B dining credits outside my stay?
我可以在住宿以外時間，使用餐飲消費額嗎？**

The F&B dining credits is only applicable during the stay.
餐飲消費額只可在住宿期間使用。

**8. My room package includes a meal, can I enjoy it outside my stay?
住宿套餐包含的餐飲，可以在住宿以外時間享用嗎？**

No, unfortunately the dining package has to be consumed on designated date.
不可以，客人只可在指定日期享用住宿套餐的餐飲。

**9. What time would cocktail be served under the current social distancing measures?
在社交距離的措施下，行政會所的黃昏小食會在什麼時候供應？**

From 18:00 to 20:00. If there is a high demand, we may divide into two sessions: from 16:00 to 17:45 and 18:15 to 20:00.
由18:00供應到20:00；若人流太多，服務時間會轉為兩個時段：由16:00到17:45及18:15到20:00。

**10. How to settle payments by third party account?
如何通過第三方賬戶結算付款？**

Third party payments can be settled via bank transfer or you may approach our reception counter for assistance.
第三方付款可以通過銀行轉帳支付，或可向我們接待台尋求幫助。

**11. How much is the incidentals deposit?
房間押金是多少？**

The incidentals deposit is HK\$ 1,000 per night.
房間押金為每晚HK \$1,000。

**12. Can you provide a HDMI and/ or LAN cable?
可以提供HDMI和/或LAN線嗎？**

Yes.
可以。

**13. Do you offer a 24-hour check-in service?
提供24小時入住登記服務嗎？**

Yes.
我們會提供24小時入住登記服務。

FREQUENTLY ASKED QUESTIONS 常見問題

14. Do you have inter-connecting rooms / smoking rooms / playroom facilities?

酒店設有相連客房、吸煙房及遊戲室設施？

We have inter-connecting rooms available. Smoking rooms are available on our Deluxe Room floor. There is no playroom facilities in the hotel.

我們設有相連客房；豪華客房樓層設有吸煙客房；酒店並沒有遊戲室設施。

15. What is the cost and size of your extra bed & baby cot?

另加床或加嬰兒床需要多少錢？

We charge HK\$480 for an extra bed (size: 2M X 1M). Our baby cots are available free of charge. (102cm X 72cm X 85 cm)

加床(大小:2M X 1M)的收費為HK \$480。嬰兒床是免費提供。(102厘米 X 72厘米 X 85厘米)

16. What amenities are included in the "Clean Kit"?

"安心包"內含什麼？

Three surgical face masks, a small bottle of hand sanitizer and four alcohol wipes.

三個外科口罩、一瓶酒精搓手液及四個消毒濕紙巾。

17. Is there a coffee machine in your guestrooms?

房間內設有咖啡機嗎？

The coffee machine is only available in our suites.

咖啡機僅在套房內提供。

18. Which one of your guestrooms are furnished with sofas?

房間設有沙發嗎？

Sofa or chairs varies between different room types.

房間類型會配有不同的沙發或椅子。

19. Any theme difference between lunch buffet and dinner buffet?

自助午餐及自助晚餐有什麼主題分別？

Different theme for the lunch and dinner buffet.

自助午餐及自助晚餐均有不同主題美食。

20. How much for renting the boardroom for Club room / Non-Club room guests?

若行政樓層客房/非行政樓層客房的客人需要租用會議室，租用價錢為多少？

• Complimentary use of Executive Club boardroom for 2 hours per visit . Extra charge for additional hour for Executive club guests: HK\$250 +10% per hour per meeting room.

Non-club room guests: HK\$500 +10% per hour per meeting room with drink inclusive for visitors.

行政樓層客房：行政樓層客人租用行政會議室免首兩小時收費，額外每小時收費為HK \$250 + 10%

非行政樓層客房賓客：每間會議室每小時收費為HK \$500 + 10%，含飲料。