



ROYAL VIEW HOTEL  
帝景酒店

SERVICE DIRECTORY  
帝景酒店服務指南



### Air-conditioning

All guest rooms and suites have individually controlled thermostats, which enable you to regulate your room temperature. Our room attendants are pleased to offer assistance.

#### 空氣調節系統

所有睡房及套房均設有獨立控制的溫度調節器，供閣下調校室內溫度，客房服務員將樂意提供協助。



### Airline Reservations

Arrangements can be made through the Concierge. Please note that it is advisable to reconfirm all flights as soon as possible after the arrival.

#### 預訂航班

可透過禮賓部安排。建議閣下在抵步後盡快確認機位。



### Baby Cot

Baby cot is available from the Housekeeping Department.

#### 嬰兒床

管家部提供嬰兒床服務。



### Baby Sitting

Available by appointment from the Housekeeping Department. Please arrange 24 hours in advance.

#### 幼兒托管

請於24小時前與管家部預約安排。



### Baggage Service

For baggage and related services, please contact the Concierge.

#### 行李服務

行李及有關服務，請與禮賓部聯絡。



### Cashier

The Cashier is located at the hotel lobby. For billing arrangements and currency exchange, please contact the Front Desk.

#### 收銀處

收銀處位於酒店大堂。安排賬務及外幣兌換等事宜。



### Check-out time

Daily Check-out time is 11am.

### 退房時間

每日退房時間為早上十一時。



### Concierge

For any enquiries, transportation needs, air tickets, tour arrangements, shopping tips, sightseeing suggestions, restaurant recommendations, local events or other information, please contact the Concierge.

### 禮賓部

如有任何查詢，包括交通安排、訂購機票、旅程安排、購物、觀光、餐廳或本地盛事的資料，請與酒店大堂之禮賓部聯絡。



### Clinics, Dentist and Doctors

Private clinics are located in Tsuen Wan and Sham Tseng. Should you have any medical or dental assistance, please contact our concierge.

### 診所、牙醫及醫生

最近之私家診所位於荃灣或深井，禮賓部可提供本地執業牙醫及醫生的有關資料。



### Do not disturb

If you wish to screen incoming telephone calls, please contact the Operator for assistance.

### 請勿騷擾

如欲選擇接聽打入客房之電話，請與接線生聯絡。



### Delivery Services

Please contact the Concierge for packing and delivering of items either locally or overseas. Courier service is also available at the Concierge.

### 運送服務

如需包裝物品，並將其運送至本地或海外任何地點，請與禮賓部聯絡。禮賓部亦提供文件速遞服務。



### Emergency

In case of emergency, please contact the Guest Service Manager.

### 緊急事故

如遇緊急事故，請聯絡賓客服務經理。

Please press the "Symbol" button on your in-room telephone if necessary.

如需協助，請按電話上之「符號」鍵。



## Evacuation Route Plan

Located at the back of every guestroom door, the hotel floor plan shows emergency exits and procedures to be followed.

### 逃生路線圖

酒店的火警逃生圖張貼於每間客房的門後，列明各緊急逃生出口及程序。



## Fire

In case of fire, please contact the Guest Services Manager. Calmly inform us the location of the fire. Do not use the elevators. To evacuate, please use the fire exit indicated on the Evacuation Route Plan and follow the signs which will lead you to safely.

### 火警

如遇火警，請立即與賓客服務經理聯絡，並冷靜地告知發生火警的地點。切勿使用電梯。在逃生時，請按逃生路線圖之指示，使用火警逃生出口，並遵從各安全逃生標誌。



## Game Zone & Kid's Room

Game Zone & Kid's Room are located on the Level 5 and open daily from 9:00am to 9:00pm.

### 遊戲機地及兒童天地

遊戲機地及兒童天地位於五樓。開放時間由每日早上九時至晚上九時。



## Health Club and Swimming Pool

The Health Club and Swimming Pool are located on Level 2. Appropriate attire is required: athletic shoes and shirts in the exercise room.

The Health Club opens daily from 8:00am to 10:00pm.

The Swimming Pool opens daily from 8:00am - 9:00pm.

### 健身室及游泳池

健身室及游泳池位於二樓。於健身室內，請穿合適運動衣和運動鞋。

健身室開放時間由每日早上八時至晚上十時。

游泳池開放時間由每日早上八時至晚上九時。



### Ice Cube

Available upon request. Please contact the Housekeeping Department for assistance.

#### 冰塊

如有需要，請與管家部聯絡。



### IDD Overseas Calls

International direct dialing (IDD) is available from the telephone in your room. All charges will be registered to your room account. For any enquiries, please contact the Operator.

#### 直通國際電話

閣下可從房間內的電話接駁直通國際電話。所有費用將記在房間的賬項上。如有查詢，請與接線生聯絡。



### Internet Access

WiFi and wired broadband Internet access are available in your room. For further assistance, please contact our Guest Services Manager.

#### 互聯網服務

每間客房均設有無線及有線寬頻上網服務，如需協助，請與賓客服務經理聯絡。



### Laundry, Dry Cleaning & Pressing / Ironing

We offer laundry, dry cleaning and pressing / ironing service. For details, please contact the Housekeeping Department.

#### 洗衣、乾洗及熨衣服務

酒店提供洗衣、乾洗及熨衣服務，詳情請與管家部聯絡。



### Limousine Service

Please contact the Concierge.

#### 轎車服務

如需轎車服務，請與禮賓部聯絡。



## Local Calls

For local calls, please press 『9』 button on your in-room telephone. You may contact the Operator for local call service charges. All local calls are subject to a charge and automatically billed to your room account.

## 本地電話

如撥本地電話，請先按電話上之『9』字。有關本地電話收費事項，請與接線生聯絡。所有本地電話均收費，將自動記於閣下之房間賬項上。



## Lost & Found

The Housekeeping Department is pleased to offer you assistance in tracing lost property.

## 失物

如有遺失任何財物，請與管家部聯絡。



## Message

If your message light is illuminated, please press the "Message" button on your in-room telephone to retrieve voicemail message.

## 留言服務

如閣下房間內的留言燈亮起，請按電話上之『留言』鍵聽取口訊。



## Morning Call

Morning call can be arranged through the Operator.

## 晨早電話喚醒服務

接線生可代為安排。



## Power Supply

The electrical power supply in Hong Kong is 220 volts for electrical appliances with 3-pin socket. Should you require a transformer for any appliance, please call the Housekeeping Department for assistance.

## 電源

香港的電壓是220伏特，如有任何電器用品需要使用變壓器，請與管家部聯絡。

Please press the "Symbol" button on your in-room telephone if necessary.

如需協助，請按電話上之「符號」鍵。



## Reservations

Please contact our Reservations Department for future room booking at extension 2890.

### 預訂房間

如需預訂房間，請致電內線2890與訂房部聯絡。



## Restaurant Reservations

### 餐廳訂座

#### Lido Heen 麗都軒

Location: Level 2

地點： 2樓

Reservations: Ext. 2898

預訂座位： 內線 2898

Opening Hours: 8:00am - 3:00pm

營業時間： 早上八時至下午三時

Last Order Time: 2:30pm

最後點菜時間：下午二時三十分



## Safes

Electronic safes are located within the wardrobe of your room for the storage of any valuable belongings.

### 保險箱

電子保險箱設於房間的衣櫃內，以便儲存閣下的貴重物品。



## Shuttle Bus Schedules

For enquiries and information, please contact the Concierge.

### 酒店穿梭巴士行程

詳情請與酒店大堂之禮賓部查詢。

Please press the "Symbol" button on your in-room telephone if necessary.

如需協助，請按電話上之「符號」鍵。



## Secretarial Services

Front Desk provides secretarial services including faxing, photocopying and internet facilities. Royal View Hotel facsimile number is (852) 3716 2999.

### 秘書服務

前堂部提供一般秘書服務，如傳真、複印及互聯網服務。本酒店的圖文傳真號碼為 (852) 3716 2999。



## Security

The hotel is patrolled regularly by security personnel. The Management advises all guests to make full use of the spy hole on the door. If any matter arises, please contact the Operator immediately.

### 保安

本酒店由保安人員定時巡邏。各住客宜盡量使用門上防盜孔。如發生任何事故，請立即與接線生聯絡。



## Sewing & Mending

Please contact the Housekeeping Department for assistance.

### 縫補

如需要協助，請與管家部聯絡。



## Shoe Shine

Please contact the Housekeeping Department for assistance.

### 擦鞋服務

如需要協助，請與管家部聯絡。



## Smoke-free Hotel

In order to provide a comfortable and quality environment for guests, please do not smoke in guest rooms of the hotel. Otherwise a cleaning fee of HK\$1,500 will be levied.

### 無煙酒店

為提供一個更舒適及安全的環境予住客，請勿於酒店客房內吸煙。否則，閣下須繳付 HK\$1,500 清潔費。



## Sporting Facilities

Information can be obtained from Health Club.

### 運動設施

本酒店健身中心可提供有關資料。

Please press the "Symbol" button on your in-room telephone if necessary.  
如需協助，請按電話上之「符號」鍵。





## Storage

Arrangements for baggage storage can be made upon check-out. Should **departure time surpass 11:00am, please contact the Concierge for assistance.**

### 儲物

閣下如於酒店正式退房時間早上十一時後離開，可在退房時安排儲存行李服務。詳情請與禮賓部聯絡。



## TV Channel

The TV channel list is placed in the room. For any assistance, please contact the Housekeeping Department.

### 電視節目頻道

電視節目頻道表已置於房間，如需要協助，請與管家部聯絡。



## Typhoon

In the event of a typhoon approaching Hong Kong, typhoon information will be placed in the lobby. If you require additional information, please contact the Concierge.

### 颱風

當颱風吹襲香港，颱風資料將放置在酒店大堂以供參考。如需進一步資料，請與禮賓部聯絡。



## Visitors

For guest's personal safety, it is requested that all visitors leave the guestroom by 12:00midnight.

### 訪客

為確保住客之個人安全，所有訪客需於午夜十二時前離開客房。

## Website / Email Address

<http://www.royalview.com.hk>

Email: [info@royalview.com.hk](mailto:info@royalview.com.hk)

### 酒店網站 / 電郵地址

網站：[www.royalview.com.hk](http://www.royalview.com.hk)

電郵地址：[info@royalview.com.hk](mailto:info@royalview.com.hk)



## Wheelchair

Please contact the Concierge for assistance.

### 輪椅借用

如需協助，請與禮賓部聯絡。

Please press the "Symbol" button on your in-room telephone if necessary.  
如需協助，請按電話上之「符號」鍵。