



## Hotel Information Letter

Welcome to Crown Towers Melbourne! We are delighted to have you with us and hope you have a wonderful stay. Please take a moment to review some important hotel information.

<b>Guest Services</b>	<p>Information on the Crown Complex and Hotel facilities can be found on the in room Tapendium, including our mini-bar price guide.</p> <p>Our Guest services centre is also available for any further assistance, amenity requests or in room dining orders, by dialling '9'</p>
<b>Wi-Fi</b>	<p>Complimentary Wi-Fi is available throughout the hotel for up to 2 devices.</p> <p>Step 1: Connect to 'Crown Wi-Fi' Step 2: Select 'Hotel Guests' Step 3: Accept the Terms and Conditions to connect</p>
<b>Check-Out</b>	<p><b>Check-Out:</b> 11:00 AM</p> <p><b>Express Check-Out:</b> Guests paying by debit/credit card may simply drop their keys in the Express Check-Out box located opposite Paspaley</p>
<b>Housekeeping</b>	<p>To help reduce our environmental footprint, your bed linen will be changed on request only. Kindly place 'You Can Make a Difference' card on the bed if you wish to have your bed linen changed.</p> <ul style="list-style-type: none"><li>○ We kindly request that you enjoy our facilities out of the room whilst cleaning is in progress</li></ul>
<b>Concierge</b>	<p><b>Ground Floor, Crown Towers Melbourne.</b></p> <p>Hours: 10:00AM – 6:00PM</p>
<b>Crown Spa / Hotel Pool &amp; Gym Facilities</b>	<p><b>Level 3, Crown Towers Melbourne</b></p> <p>Spa: 10AM – 8PM *Advance bookings required.</p> <p><b>Hotel Pool:</b> 6:00 AM – 10:00 PM   <b>Hotel Gym:</b> 6:00 AM – 10:00 PM *Adults Only (18+): 8:00 PM – 10:00 PM</p> <p>*Please refer to signage for conditions applying to minors using the facilities</p>
<b>Parking</b>	<p><b>Valet Parking:</b> \$70 per night</p> <p><b>Self-Parking:</b> <b>Multi-level car park</b> via Haig Street - \$29 for 24 hours <b>Basement-level car park</b> via Whiteman street - \$50 for 24 hours</p>
<b>In-Room Dining</b>	<p><b>Available 24/7</b></p> <p>Menu accessible via the in-room Tapendium.</p>
<b>Breakfast Buffet Level 1 - Conservatory</b>	<p><b>Price:</b> Weekdays: \$52.50 per adult   Weekends/Public Holidays: \$55.00 per adult   Children (4–12): half price   Children under 4 years old attend complimentary.</p> <p><b>Hours:</b> 7:00 AM – 10:30 AM *One-hour dining time applies, inclusive of one barista coffee or tea per person.</p> <p><b>Special Offer:</b> Prepay at reception for \$48.00 per adult (non-refundable, must be booked day prior)</p> <p>*Surcharges apply: 10% on Sundays, 15% on Public Holidays</p> <p><b>Booking:</b> Reserve your table daily via the QR Code</p>

