

Dear Resident,

WELCOME TO DORSETT SINGAPORE.

On behalf of the entire team, I extend a very warm welcome and we hope to make your stay enjoyable, comfortable and experiential.

You will be pleased to know that we are surrounded by a rich influence of cultural heritage and historical points. Aside to that, being positioned right above the MRT station and in close proximity to other public transportations; travelling to tourist attractions, major shopping hubs and business districts are easily accessible.

At Dorsett Singapore, we welcome you to experience the highest standards of service by our dedicated and friendly staff. Should you require any additional help or information, please feel free to contact any of our Duty Managers or press extension '0'.

Thank you for choosing Dorsett Singapore. We wish you a pleasant stay!

Yours sincerely,
General Manager
Dorsett Singapore

GUEST SERVICES

Adaptor

The adaptor is located at the bedside.

Air-conditioning

All rooms and lofts have individually controlled thermostats, which enable you to regulate your room temperature. Your room attendant will be pleased to offer assistance, if necessary.

Airline Information

Airline information can be obtained by contacting Reception at Ext '0', who will gladly assist with your enquiry.

Airport Transportation

Our Receptionist will be pleased to arrange a chauffeur driven limousine for transfers to and from the Airport. Charges apply.

Arrival and Departure

Check-in time is 3pm and check-out time is 11am.

Courier Service

Contact the Reception for assistance with any courier or express delivery you may have.

Currency Exchange

For your convenience, currency exchange kiosk is available 24 hours a day at the hotel lobby.

Do Not Disturb

If you do not wish to be disturbed, please turn on the 'Do Not Disturb' sign on the main switch.

Drinking water

Our tap water is safe to be consumed.

Durians

Due to the pungent smell of the tropical fruit durian, it is not permitted within the hotel premises. A cleaning fee will be charged to guest who violates the rule.

Early Check-in and Late Check-out

Early check-in and late check-out requests are subject to room availability. Early check-in and late check-out may incur additional charges. For assistance, please contact Reception.

Electricity

The local voltage is 220V A.C. Universal plugs are subject to availability.

Express Check-out

Simply complete the Express Check-out form at the Reception and your account will be processed. Please note that this service is only available if you have presented your credit card upon check-in.

Gymnasium

Gymnasium is located on level three and is open 24 hours daily.

IDD – Overseas Calls

International Direct Dialing (IDD) can be made directly from the telephone in your room. For further details, please refer to the Telephone Guide.

Identification

Please advise your visitors to carry some form of identification. It is mandatory for all local residents to have an ID card.

Internet Access

Complimentary WiFi access is available in all guestrooms and the public areas of the Hotel. For wired internet cable, please contact Reception on item availability.

Laundry, Dry Cleaning and Pressing

Offers same day laundry, dry cleaning and pressing if articles are deposited before 10.30am. Express service is also available. Please fill in the form and place your garments in the laundry bag provided in your wardrobe. For your laundry to be picked up, please hang the Laundry Collection card on the door handle outside your room.

Limousine

For limousine services, please contact Reception.

Local Calls

Press 'g' on the telephone for connection to an external line. All local calls are subject to charges and are automatically billed to your room account. For further details, please refer to the Telephone Guide.

Lost & Found

Housekeeping Department will be pleased to offer you assistance in tracing lost item.

Lost Luggage

In the event of luggage being lost or mislaid en route, please contact Reception for assistance.

Luggage Service

For the assistance of luggage or related services, please contact Reception.

Medical Services

Should you require emergency services or other medical attention, please contact the Duty Manager at +65 8200 9967.

Message

If your message light is illuminated, please press the message button to retrieve your message.

Pillows and Blankets

For additional blankets, pillows or other amenities, please scan and request via the Room Amenities QR code on our QR code cube.

Places of Worship

A list of churches, temples, mosques of all denominations is available at the Reception for your information.

For prayer mats, please contact Reception.

Postage, Stamp and Mail

Our Receptionist can assist you with the postage for all your outgoing letters and parcels.

Public Transportation

Public transport services in Singapore are safe, reliable and efficient. Dorsett Singapore is located directly above the Outram Park MRT interchange station (Exit 4), offering easy accessibility to the city's commercial and tourist highlights.

Restaurants

SENSHI Sushi & Grill is located on hotel lobby level. For more information about Dorsett Recommends on nearby F&B options, please scan and view our Foodie Map via the Hotel Information QR code on our QR code cube.

Safe

Electronic safe is located inside the wardrobe of your room for storage of any valuable belongings.

Security

The Hotel has a range of security features and is regularly patrolled by security staff. All guests are advised to make full use of the spy hole and lock security chain before retiring and use the in-room safe for storage of valuables.

Shopping

Our Receptionist will be pleased to assist you with recommended shopping areas and in locating any special items which you require.

Sightseeing Tours

Information and bookings can be made through the Reception.

Smoking

At Dorsett Singapore, all guest rooms and indoor areas are non-smoking. Smoking is permitted at designated areas outside the hotel.

A cleaning fee will be charged to guest who violates the no smoking policy.

Special Needs

Wheelchair and accessible guest rooms are subject to availability. For assistance, please contact Reception.

Storage

Arrangements can be made upon check-out, should departure time surpass 12pm, the Hotel's official check-out time. For further information, please contact Reception.

Swimming Pool

Swimming pool is located on level three and is open daily from 6am to 8pm. Please be informed that there are no lifeguards on duty. Children must be accompanied and supervised by a parent/adult at all times. For assistance, please contact Reception.

Visitors

For the consideration and safety of other in-house guests, it is requested that all visitors leave the guest room before 12 midnight.

Wake-up Service

Wake up calls can be arranged through the Reception at Ext '0'.

