

A family of three—a woman, a child, and a man—are walking away from the camera on a long bridge. They are holding hands and looking towards the horizon. The bridge has a repeating pattern of steel beams and railings. The sky is a soft, warm orange and yellow, suggesting sunset or sunrise. The overall mood is peaceful and romantic.

# GUEST INFORMATION

MERCURE

HOTEL

ALBURY

# *We wish you a pleasant stay in our hotel.*

Welcome to Mercure Hotel Albury, the perfect place to enjoy a weekend getaway, corporate get-together, special event or an indulgent night away.

Our funky, boutique-style hotel offers stylish accommodation, refreshed interior, warm, personalised service and Botanical Restaurant and Bar.

We are just a short walk from the bustling Albury retail precinct, cafes, bars, Botanic Gardens, the recently renovated Albury Monument, Albury Entertainment Centre, the highly regarded MAMA (Murray Art Museum Albury) and, right across the road from the SS&A offering live music events.

On behalf of the Mercure Albury team, we look forward to meeting you and hope you enjoy everything the hotel and Albury-Wodonga has to offer.

If you require assistance, please don't hesitate to contact our reception staff. Dial 9 on your in-room phone and a friendly voice will be on the line.

Warm regards,  
**Mercure Albury Team**



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# Albury

Albury Wodonga is a thriving modern city with a leisurely country style – offering a charming mix of stately heritage buildings, established parks and gardens and tree-lined streets. The Murray River flows between the twin cities, once a busy trade route for paddle steamers and the river is now very much a part of Albury Wodonga’s relaxed lifestyle and leisure activities.

Albury Wodonga is also a great place to discover art galleries, fine cuisine and renowned wineries – with a visit to MAMA – Murray Art Museum Albury, home to an impressive permanent collection of works by Australian landscape painter Sir Russell Drysdale highly recommended. Visit one of the region’s local museums or just take a walk and explore the rich history reflected in the architecture of the city’s buildings, most notably the restored Albury Railway Station – one of the most significant country stations in Australia.



# Dining



## **BOTANICAL RESTAURANT**

Fresh, fun and seriously good food. We understand what it is like to be on the road and that you may have limited time to sample the local produce. That is why we at Botanical Restaurant and Bar are bringing the local to you. We ensure you depart our home full of good food.

## **OPENING HOURS**

Breakfast Monday to Friday 6.30 am - 9.30 am, Saturday & Sunday 7 am - 10 am

Dinner Monday to Saturday 5:30 pm - 8:30 pm, Sundays and Public Holidays CLOSED

## **BAR**

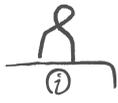
Our bar is open Monday - Saturday from 5 pm - 9 pm

## **ROOM SERVICE**

Breakfast is available Monday to Friday 6:30 am - 9:30 am, Saturday & Sunday 7 am - 9 am. Please pre-order by 10:00pm the night before via reception.

Dinner is available Monday to Saturday 5.30 pm - 8.30 pm.

All room services charges will be forwarded to your room account and incur a \$5 tray charge.



# Guest Information

If you need to get in contact with us from your room, please **dial 9** to call us at reception.

## INTERNET ACCESS

Free wi-fi is available for hotel guests.

Login: mercure guest

Password: Mercurealbury

## RECEPTION

Reception hours are Monday to Saturday, 7 am to 10 pm  
Sundays and public holidays, 7 am to 9 pm.

## ARRIVAL & DEPARTURE

### CHECK-IN

Check-in is from 2 pm. If you are arriving earlier, please let our friendly team know, and we can try to organise it for you.

### CHECK OUT

Check-out time is 10 am every day.

Need more time to sleep? Ask our friendly team, and we can try to organise it for you. Please note that any time after 12 pm incurs a fee of \$20 per hour.

### EXPRESS CHECK OUT

Please drop your key & mini-bar slip in the key return box at the reception, sliding by the door entrance. We will charge the card on file and forward your tax invoice by email.

We can offer 24-hour check-in with the use of our night safe. Please let us know of your late arrival, and we will send the instructions via text, email or over the phone. Please let us know your preference, and we can accommodate you.

## PARKING

We offer ample car parking onsite at no charge.

## AFTER HOURS ACCESS

Your room key opens the front sliding door as well as your room. This is the only entrance after hours. For your safety, we have a Site Manager residing onsite and available for after-hours service. Dial 02 6021 6100 to hear a friendly voice on the line.

## SWIMMING POOL

Pool hours are from 8 am to 7 pm daily. Towels are available at reception.

## GYM

We are partnered with Ignite Health Club offering you complimentary 24 access to the largest fitness space in Albury. Located at 557 Young St, Albury NSW 2640, it is a short walk (under 10mins) from the hotel. Get your pass from reception.

### **MINI BAR**

For your convenience all rooms have a mini bar. Your mini bar will be refreshed daily. Please complete the charge form for all items taken from the mini bar and hand to reception on check out.

### **COMPLIMENTARY COFFEE AND TEA**

Coffee and tea are available in your room at no charge.

### **TOILETRIES**

Luxurious Elemental Herbology toiletries are located in the vanity area of your bathroom. Complimentary toothbrushes and hair combs are available on request.

### **CONVENIENCE ITEMS**

Glassware, plates, cutlery, toaster and microwave are available on request.

### **HOUSEKEEPING**

Rooms are serviced daily only between the hours of 9 am-12 pm. If you prefer not to have your room serviced during your stay, please advise reception. Please hang your 'Do not disturb' sign if you are not requiring a service.

### **ADDITIONAL BEDDING**

Blankets and additional pillows are located in the wardrobe.

### **GUESTS IN ROOM**

Roll-away beds are available at an additional charge of \$50 and are subject to availability, Roll-away beds can only be used in certain room types.

### **IN-ROOM APPLIANCES**

For your convenience, an electric kettle, hairdryer, iron and mini fridge are provided in your room. All rooms include a Flat screen tv with built-in casting.

### **DAMAGES**

Damages will be assessed and charged to the credit card we have on file. All guests are liable for any damage caused during their stay

### **LOST PROPERTY**

We will endeavour to return the lost property to you if it is found, please contact the hotel and organise a prepaid parcel to be sent to your corresponding address.

### **SMOKING**

All our rooms are strictly smoke-free zones. A fine of \$400 will apply for any smoking in rooms. If you wish to smoke, please use the designated smoking area in the front car park.

### **MAINTENANCE**

Please contact reception if there is anything in your room that is not operational, and we will endeavour to rectify the situation immediately.

### **LAUNDRY**

A fully equipped guest laundry is located adjacent to the main building and is available at no charge.

## **LUGGAGE**

Luggage storage is available. Please contact reception.

## **TAXI**

A Taxi can be booked with our reception team.

## **PETS**

Certified assistance animals are welcome at the hotel. However, no pets are permitted on site.

## **EMERGENCY EVACUATION PLAN**

Assembly points are located on the Emergency Evacuation Plan found on the rear of your entrance door.

## **FIRST AID**

A first aid kit is located at reception. Please let us know if we can be of assistance.

## **ACCOR PLUS & ACCOR LIVE LIMITLESS**

Accor Plus and Accor Live Limitless statuses at our hotel. You can visit [accorplus.com](http://accorplus.com) or [all.com](http://all.com) to join and begin enjoying the exclusive benefits. Please note that discounts and Accor Plus benefits do not apply to room service.

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## **INNKEEPERS ACT NOTICE – LOSS OR DAMAGE TO GUEST PROPERTY**

(Act No 24.1968. Section 7)

Under the Innkeepers Act 1968, an innkeeper may in certain circumstances be liable to make good any loss of or damage to a guests' property even though it was not due to any fault of the innkeeper or any servant in his employ.

The liability however:

- Extends only to the property of the guests who have engaged sleeping accommodation at the inn.
- Is limited to \$100 to any one guest except in the case of property which has been deposited, or offered for deposit, for safe custody.
- Does not cover motor vehicles or other vehicles of any kind or any property left in them, or horses or other live animals.

This notice does not constitute an admission either that the Act applies to these premises or that liability thereunder attaches in any particular case.