

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

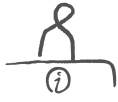
Our bar is open Monday - Saturday from 5 pm - 9 pm

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 or all.com to join and begin enjoying the exclusive benefits. Please note that discounts and Accor Plus benefits do not apply to room service.

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.

Experience the Culture of Albury

Welcome to Albury, a vibrant regional city where history, arts, food, and nature come together. We encourage you to explore the local culture and discover what makes our community unique.

DISCOVER WIRADJURI COUNTRY

Albury is located on the traditional lands of the Wiradjuri People, one of Australia's largest Aboriginal nations. We acknowledge the Traditional Owners of the land and pay our respects to Elders past, present, and emerging.

Guests are encouraged to learn about the rich Aboriginal history and culture through local artworks, cultural sites, and guided experiences available throughout the region.

EXPLORE LOCAL ARTS AND HISTORY

Albury offers a thriving arts and cultural scene, including:

- MAMA – Murray Art Museum Albury – A contemporary gallery featuring Australian and regional exhibitions.
- Albury LibraryMuseum – Discover local history, interactive exhibitions, and community stories.
- Public art installations and sculptures throughout the city centre.

SUPPORT LOCAL BUSINESSES

Experience Albury by supporting local businesses:

- Visit independent cafés and restaurants featuring fresh regional produce.
- Browse boutique shops offering locally made gifts, homewares, and artisan products.
- Purchase local wines, craft beers, and gourmet foods from nearby producers.

TASTE THE REGION

The Albury region is renowned for its quality food and wine. Enjoy:

- Seasonal menus showcasing local ingredients.
- Award-winning wineries from the surrounding wine regions.
- Fresh produce from local growers and farmers' markets.

Ask Reception for recommendations on dining experiences and local producers.

ENJOY COMMUNITY EVENTS

Depending on the time of year, you may enjoy:

- Local farmers' markets
- Music and cultural festivals
- Art exhibitions
- Sporting events
- Food and wine festivals
- Community celebrations along the Murray River

Reception can provide information on events taking place during your stay.

Experience the Culture of Albury

EXPLORE THE OUTDOORS

Take time to experience Albury's beautiful natural surroundings by visiting:

- Murray River
- Noreuil Park
- Monument Hill
- Wonga Wetlands

Walking, cycling, and riverside activities provide a wonderful way to experience the region while respecting its natural environment.

BE A RESPONSIBLE VISITOR

During your stay, we encourage you to:

- Support local businesses whenever possible.
- Respect Aboriginal cultural heritage and significant sites.
- Dispose of waste responsibly and help protect the environment.
- Respect local residents, wildlife, and public spaces.
- Share your positive experiences and help promote Albury as a welcoming destination.

Thank you for supporting the Albury community. By choosing local experiences, you help preserve the region's culture, strengthen local businesses, and contribute to a vibrant and sustainable future for everyone.



Discover Albury's Local Wildlife

Albury is surrounded by beautiful natural landscapes, including the Murray River, wetlands, parks, and bushland that are home to a diverse range of Australian wildlife. We encourage guests to enjoy these unique environments while helping to protect them.

WILDLIFE YOU MAY SEE

Birds Albury is a popular destination for birdwatching. Common species include:
Sulphur-crested Cockatoos

- Galahs
- Crimson Rosellas
- Rainbow Lorikeets
- Kookaburras
- Australian Magpies
- Superb Fairy-wrens
- Black Swans and Ducks along the Murray River

MAMMALS

You may encounter:

- Eastern Grey Kangaroos
- Common Brushtail
- Possums Ringtail
- Possums Echidnas (occasionally in bushland areas)
- Microbats, which play an important role in controlling insects

REPTILES

Several native reptiles live in the region, including:

- Blue-tongue Lizards
- Eastern Water Dragons near waterways
- Skinks and Geckos
- Snakes, including both harmless and venomous species, particularly during the warmer months

AQUATIC WILDLIFE

The Murray River supports a variety of native wildlife, including:

- Murray Cod
- Golden Perch
- Freshwater Turtles
- Platypus (occasionally spotted in quieter sections of the river)

Discover Albury's Local Wildlife

ENJOY WILDLIFE SAFELY

To help protect local wildlife and ensure your safety, please:

- Observe wildlife from a safe distance.
- Never feed native animals, as human food can harm them.
- Dispose of rubbish responsibly to protect local habitats.
- Keep to marked walking tracks when exploring parks and reserves.
- Supervise children around wildlife and waterways.
- Be particularly aware of snakes during spring and summer. If you see a snake, remain calm, keep your distance, and allow it to move away naturally.

WHERE TO EXPERIENCE NATURE

Some of the best places to enjoy Albury's natural environment include:

- **Wonga Wetlands:** A peaceful wetland reserve with walking trails and excellent birdwatching opportunities
- **Noreuil Park:** A picturesque riverside park ideal for picnics, walking, and spotting local birdlife.
- **Murray River:** Enjoy scenic walking and cycling paths while discovering the area's rich aquatic ecosystem.
- **Monument Hill:** Offers panoramic views of Albury and opportunities to observe native birds and wildlife.

Thank you for helping protect Albury's natural environment. By respecting local wildlife and their habitats, you are contributing to the conservation of this beautiful region for future generations to enjoy.

Guest Noise Courtesy Notice

Help Us Keep Our Hotel Comfortable for Everyone

To ensure all guests enjoy a peaceful and relaxing stay, we kindly ask you to observe the following:

- Please keep voices, televisions, music, and other electronic devices at a considerate volume at all times.
- Quiet hours are 10:00 PM to 7:00 AM. During these hours, please avoid loud conversations, running, shouting, or playing music.
- When returning to your room late at night, please close doors gently and be mindful of noise in hallways and stairwells.
- If you are meeting with friends or family, please keep gatherings respectful of neighbouring guests. Large parties are not permitted in guest rooms.
- Children should be supervised to help minimise excessive noise in corridors and common areas.
- Please avoid moving furniture, slamming doors, or creating unnecessary noise that may disturb other guests.
- If you experience noise from another room, please contact Reception immediately rather than approaching other guests yourself.

Our team is available 24 hours a day to assist with any concerns. Guests who repeatedly disturb others may be asked to reduce the noise, and continued disturbances may result in removal from the property without a refund.

Thank you for your understanding and cooperation. We appreciate your help in creating a comfortable and enjoyable environment for all our guests.

Waste & Recycling Information

Help Us Keep Our Hotel Clean and Sustainable

Thank you for helping us reduce our environmental impact. During your stay, we kindly ask that you follow these simple waste disposal guidelines:

GENERAL WASTE

- Please place all general waste in the rubbish bin provided in your room.
- Ensure food waste is securely wrapped or bagged where possible to minimise odours.

RECYCLING

Please use the designated recycling bin for recyclable items such as:

- Paper and cardboard
- Plastic bottles and containers
- Glass bottles and jars
- Aluminium and steel cans
- Please empty containers before placing them in the recycling bin.

FOOD WASTE

- Do not leave food or drink in hallways or outside guest rooms.
- Hazardous Items Batteries, light bulbs, electronic devices, and other hazardous items should not be placed in room bins.
- Please contact Reception for safe disposal assistance.
- Bulky Waste If you have large items or excessive rubbish, please contact Reception for collection rather than leaving items outside your room.

HELP US REDUCE WASTE

- Reuse towels and linen where possible to reduce water and energy consumption.
- Turn off lights, air conditioning, and electrical appliances when leaving your room.
- Refill your reusable water bottle, Reception can help you fill this

If you have any questions or require additional waste or recycling facilities, please contact Reception. Thank you for helping us maintain a clean, safe, and environmentally responsible hotel.