

# GO

WELCOME

歡迎

# GRAND

GRAND HYATT HONG KONG

GRAND | HYATT™



## INFORMATION PRIVACY

### 個人資訊隱私權

Because we consider the privacy and confidentiality of your information to be important, we use your information in accordance with the Global Privacy Policy for Guests (located at [privacy.hyatt.com](http://privacy.hyatt.com)) or by request from the hotel's Front Desk.

我們致力保護您的個人資訊隱私權。我們將根據「全球貴賓隱私政策」(詳情可參閱 [privacy.hyatt.com](http://privacy.hyatt.com))或因應酒店前台部要求來使用您的個人資訊。

**WELCOME TO GRAND HYATT HONG KONG**

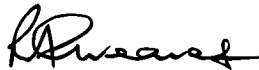
I trust that your visit will be enjoyable and memorable.

It is our goal to provide you with the highest level of hospitality. Whether on business or leisure, Grand Hyatt Hong Kong's wide range of facilities and services will meet all of your needs and make every moment of your stay a superb experience.

You will find important information about our hotel in this Guest Services Directory. Should you have any questions about the hotel or Hong Kong, please contact our Concierge department on extension 1.

On behalf of the Grand Hyatt Hong Kong team, I wish you a pleasant stay.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R Greaves', written in a cursive style.

Richard Greaves  
General Manager and Area Vice President

GO

[ GUEST SERVICES ]

GRAND

## GUEST SERVICES

### **ASSISTANT MANAGER (EXT. 0)**

On duty 24 hours a day, the Assistant Manager will be pleased to assist you with any enquiries.

### **BUSINESS SERVICES (EXT. 1)**

Hotel provides 24 hours business services, including private meeting room, computer work stations, internet access, printing facilities, and courier service. Please contact the Concierge for assistance.

### **CHILDREN FACILITIES (EXT. 1)**

An outdoor playground is available on the 11th floor for hotel guests and the Concierge maintains the hotel's guide "Getting Around for Kids".

### **DOCTOR (EXT. 0)**

A doctor is on call 24 hours a day. For assistance, please contact our Assistant Manager.

### **EMERGENCY (EXT. 8-7200)**

In the case of an emergency, an announcement will be made in different languages through the public announcement system. Please refer to the evacuation plan on the main entrance door of your room.

### **GRAND CLUB (EXT. 8-7282)**

Commanding panoramic views of Victoria Harbour, Grand Club consists of seven floors of executive accommodation. Grand Club guests can hold meetings in dedicated meeting rooms, enjoy complimentary breakfast buffet, all-day tea/coffee and evening cocktails and canapés in the spectacular lounge. For information on rates, please contact the Grand Club.

### **HAIR SALON (EXT. 1)**

Located on the mezzanine floor, BruneBlonde hair salon opens from 9:00 AM - 8:00 PM on Monday thru Saturday, closed on Sunday. Please contact the Concierge to make an appointment.

## GUEST SERVICES

### **INTERNET**

Wireless connectivity is available within the hotel premises.

### **NON-SMOKING**

Event venues, Grand Club Lounge, restaurants and public areas of Grand Hyatt Hong Kong are non-smoking, except The Waterfall Bar on 11th floor where patrons are allowed to smoke.

### **POWER SUPPLY (EXT. 0)**

The local electricity current is 220 volts 50 cycles. For transformers, please contact the Housekeeping.

### **RECREATIONAL FACILITIES (EXT. 1)**

On the 11th floor, the hotel features two tennis courts, two squash courts and a golf driving range. For bookings, kindly contact the Concierge. Also located on the same floor, there is a 50-metre outdoor heated swimming pool, sauna facilities, 24-hour fitness and exercise studios, a 400-metre jogging track and a children's outdoor playground.

### **SAFETY DEPOSIT BOXES (EXT. 2)**

A personal safe is available in each guestroom. You are also encouraged to use the safety deposit boxes at the Front Desk.

### **SPA (EXT. 8-7688)**

Plateau Spa is located on the hotel's 11th floor. A wide range of result oriented massage, body and facial treatments performed by professional therapists is available. Please refer to the spa menu in your room. Open daily from 10:00 AM - 10:00 PM.

### **WORLD OF HYATT (EXT. 2)**

Should you require information on the World of Hyatt programme, please contact Front Office (World of Hyatt points can be used towards room upgrades and complimentary stays).

## RESTAURANTS & BARS

At Grand Hyatt Hong Kong you will find unique restaurants offering a wide variety of international cuisine - Grissini (Italian), One Harbour Road (Cantonese), Kaetsu (Japanese and teppan specialties), Grand Hyatt Steakhouse (Prime steak and seafood), Grand Café (International), Tiffin (Buffets and afternoon tea), The Grill (Char-grilled specialties) and more. With highly trained chefs, attentive service and dramatic surroundings, you are sure to have a truly memorable dining experience.

### **GRISSINI 2ND FLOOR**

Classic Italian restaurant with harbour and city views. Authentic Italian cuisine with an extensive Italian wine selection. The private dining room is ideal for special events and celebrations of up to 28 persons.

*Specialities:      Homemade Pasta, Tiramisu*

*Enquiries:        Ext. 8-7722*

*Dress code applies*

### **ONE HARBOUR ROAD 8TH FLOOR**

A split-level Chinese restaurant with harbour and city views, capturing the splendour and romance of a taipan's residence in the 1930s. Featuring authentic Cantonese cuisine, the restaurant is widely regarded as one of the best Cantonese restaurants in Hong Kong. The private dining room caters for up to 24 persons while the Chef's Table, located within the kitchen, provides a unique dining experience for up to 12 persons.

*Enquiries:        Ext. 8-7722*

*Dress code applies*

## RESTAURANTS & BARS

### **KAETSU TEPPANROOM MEZZANINE FLOOR**

An intimate restaurant featuring traditional Japanese cuisine and a wide selection of sake. A private room is available.

*Enquiries: Ext. 8-7722*

*Dress code applies*

### **GRAND CAFÉ LOBBY FLOOR**

An award-winning stylish all-day dining restaurant features a wide selection of international and local favourites together with popular buffet offerings.

*Specialities: Breakfast buffet, International a la carte*

*Enquiries: Ext. 8-7722*

*Dress code applies*

### **TIFFIN MEZZANINE FLOOR**

Expansive lounge with panoramic views of the garden and city skyline. Ideal for afternoon tea.

*Enquiries: Ext. 8-7722*

*Dress code applies*



## RESTAURANTS & BARS

### **GRAND HYATT STEAKHOUSE LOBBY FLOOR**

A classic steakhouse featuring prime cuts of beef from the US, Canada and Japan, a seafood and oyster bar, an elaborate salad bar and a stylish cigar tasting room and an intimate bar. Private dining rooms of different configurations are available for special events.

*Enquiries: Ext. 8-7722*  
*Dress code applies*

### **CHAMPAGNE BAR LOBBY FLOOR**

An intimate bar featuring one of the most extensive Champagne list in Hong Kong and live entertainment from Monday to Saturday.

*Enquiries: Ext. 8-7321*  
*Dress code applies*

### **THE GRILL 11TH FLOOR**

This outdoor poolside restaurant serves a wide range of salads and char-grilled specialities.

*Enquiries: Ext. 8-7722*

### **WATERFALL BAR 11TH FLOOR**

An outdoor poolside lounge featuring cocktails, freshly prepared healthy drinks, a selection of beer, wine and spirits, snacks and Cuban cigars that can be enjoyed in a casual atmosphere.

*Enquiries: Ext. 8-7722*

## PILLOW MENU

### UNIVERSAL PILLOW

A semicircular pillow for use whenever the body needs pressure relief and support. Ideal for use under the heels, legs, lower back, arms or neck.

### BUCKWHEAT PILLOW

A pillow that provides excellent support for the head, neck and back, as well as natural air circulation between individual hulls, resulting in an ideal temperature for a peaceful sleep.

### FIBER PILLOW

Filled with extra fine fibers, this pillow gives an incredibly soft feel for superb comfort throughout the night. It ensures your comfort and also aids in a refreshing night's sleep as the natural fibers provide a breathable sleeping surface.

### HEALTH PILLOW

A support and anti-snoring pillow recommended for those who desire not only a better night's sleep but also need a more therapeutic sleep posture. Its dual lobe design supports the curve created by your head, neck and shoulders to properly align your spine and give you a perfect night's sleep.

### FOAM PILLOW

Made for contouring your neck and treatment of nervous system diseases; designed for optimum support and pain relief.

### CHINESE HERB PILLOW

A pillow filled with cassia seeds, which help improve vision, remove intensive heat from the liver, provide nourishment to the large intestine and promote smoother bowel movements.

### MULTI-PILLOW

Designed for multi-purpose use, supporting and relieving different areas of the body from pressure, discomfort and pain. Ideal for pregnant women.

## FAMILY MISSING MUST-HAVES

Whatever you need, whatever you lost, or whatever you just plain forgot – don't worry. Our Missing Must-Haves service will deliver items right to your door. The Grand Hyatt Hong Kong personally curated "Getting Around - Family Guide" is also available at Concierge to allow you and your children to make the most of your visit to our great city.

Dial "0" to let us know what you need. We'll place the item(s) in a bag on your doorknob; just listen for a knock and you'll know your items have arrived.

### TO KEEP

- Cotton Balls
- Baby Diaper
- Baby Shampoo/Bath
- Baby Wet Tissues
- Kid's Toothbrush Set
- Corner Protector

### TO BORROW OR TO BUY

- Baby Bath Tub
- Baby Bottle Sterilizer
- Baby Bottle Warmer
- Baby Highchair
- Baby Stroller
- Bed Guards
- Kid's Bath Towel
- Kid's Bathrobe / Slipper
- Kid's Swimwear
- Kid's Hanger
- Kid's Step Stool
- Nursing Cover

### BABY SITTER

Please contact Concierge to make arrangements.

### DOCTOR CALLS / PEDIATRICS

Please dial "0" and let us know what you need if you wish to arrange a doctor's visit for your children.