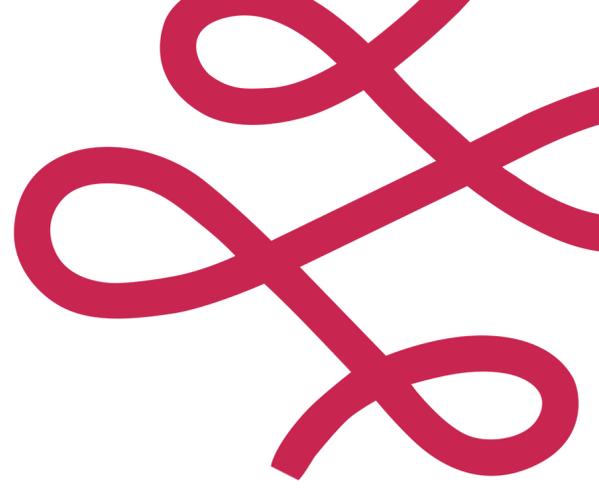




LENOX HOTEL



## WELCOME

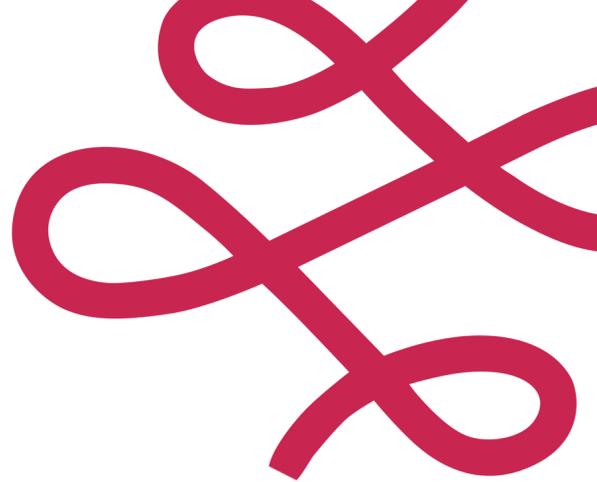
Welcome to the Lenox Hotel Dagupan City. Whether you are traveling on business or leisure, we are truly honored that you have selected our property for your lodging needs. We are committed to providing you with the level of service you have come to expect from the Lenox Hotel. We offer wireless internet access throughout the hotel as well as internet access and printing capabilities on our Business Center. If there is anything else we can do to make your stay more enjoyable please do not hesitate to contact the reception by dialing 100 or 101. We thank you for choosing Lenox Hotel and we look forward to make your stay a memorable experience.

Sincerely,

Napoleon Chu  
General Manager



## LENOX HOTEL



### GUEST SERVICES

#### **Baggage Service**

Our Front Desk staff will be happy to assist you with your baggage. Please dial extension 100 for assistance.

#### **Business Center**

We offer a range of Business services including print copy, fax and computer accessibility at the 2nd floor Business center. These services are available from 9AM-5PM from Mondays through Fridays.

#### **Check-in Time**

Anytime after 3pm.

#### **Concierge Services**

Our host at reception will be happy to assist you with reservations, personal request and other information.

#### **Conference/Event Facilities**

Our event facilities provide an exceptional setting for private meeting, seminar and all kinds of private events. Please contact our sales office at extension 299 or 300 for planning assistance for your event.

#### **Credit Card Information**

We accept American Express, Visa, Mastercard, Diners and JCB.

#### **Departure**

Our check out time is between 11am until 12pm. Guest wishing to leave earlier should settle their accounts the night prior to departure. Guest wishing to leave later than 12pm must make prior arrangements with reception. If they fail to do so, another day's accommodation may be charged.

#### **Emergency**

In case of an emergency, contact the hotel operator by dialing 100 or 101.

#### **Encore KTV Rooms**

For guest who enjoy singing, our KTV Rooms can accommodate 8 up to 80 guests. Our rooms feature disco lights, LED chairs and modern furnishing. We are open daily from 10 AM till 12 AM.

#### **Housekeeping**

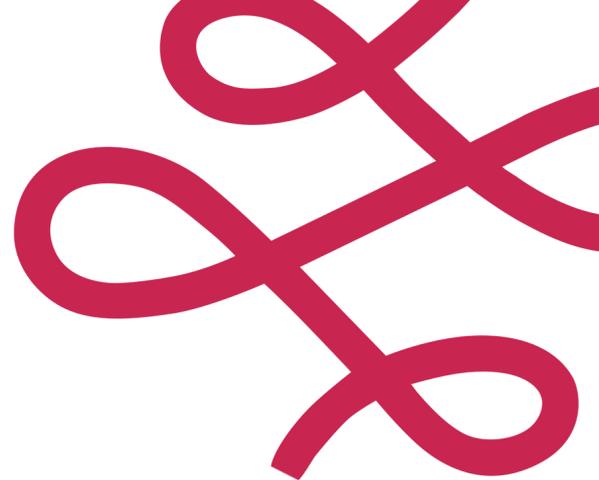
All rooms receive daily housekeeping service between the hours of 8am to 6pm.

#### **Laundry and Pressing**

You will find our laundry or pressing price list on your room QR link to avail this service kindly contact guest services at extension 100 for further information.



**LENOX HOTEL**



## GUEST SERVICES

### **Mail Packages**

Guest mail, faxes and parcels may be picked up at the Front Desk, or call to arrange for delivery to your room by dialing extension 100.

### **Massage Service**

To set an appointment, kindly contact the reception by dialing 100 or 101.

### **Mini Bars**

Our Deluxe, Premier, Superior and Suite rooms are equipped with a fully stocked mini bar. Charges for mini bar are on a consumption basis. You will find a price sheet listing the individual prices of the different item near the mini fridge. Your mini bar will be restocked on a daily basis.

### **Parking**

Complimentary parking is available to all guests.

### **Safes**

All rooms have an in room safe located at the foot of the minibar. For assistance please call guest services.

### **Smoking**

All guestrooms and all other interior areas are non-smoking. If you choose to smoke in your guestroom an additional P1,500 cleaning fee will be placed on your account.

### **Telephone Dialing Instruction**

Room to room: Dial room number to call another room. Local calls, please dial 100 for assistance.

### **Telephone Directory**

|                      |           |
|----------------------|-----------|
| Guest Service dial   | 100 / 101 |
| Room Service dial    | 104 / 105 |
| Encore KTV dial      | 104 / 105 |
| Function Room dial   | 299 / 300 |
| Business Center dial | 297 / 298 |

### **Transportation Service**

Guest services can make arrangements and supply information on public transit or car rental services.

### **Wake-Up Service**

Please call Reception to arrange a wake up call if needed.

### **WIFI**

We provide complimentary wifi on all rooms and all interior areas of the hotel. Complimentary wifi vouchers are