

GO

WELCOME

GRAND

GRAND | HYATT

INFORMATION PRIVACY

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) or by request from the hotel's Front Desk.

GO

[RESTAURANTS & BARS]

GRAND

RESTAURANTS & BARS

A Sustainable Food Philosophy

Embracing care at the heart of our business, the hotel has been pioneering various sustainable initiatives in Food Sourcing and Food Waste Management since 2011 as part of our commitment to protect the planet for future generations. Join us in building a culture of Environment Stewardship as you dine and stay with us.

Food Hygiene

To ensure your safety and wellbeing, enhanced measures for food preparation, set-up and service have been implemented so that you and your loved ones can dine with confidence and peace of mind.

These are in addition to globally recognized and independently audited food safety management system including HACCP and ISO 22000 that have been in place since 2014.

For all restaurant reservations except BRIX, please dial ext. 3292

8:00am - 9:00pm Monday - Sunday

MEZZA9

Look forward to conscious eating and indulge in quality-driven sustainable ingredients as you witness our chefs showcase their culinary showmanship at mezza9's show kitchens: grill, steam basket, sustainable seafood counter, Thai, sushi, and patisserie counter.

OPEN DAILY:

LUNCH 12:00pm - 2:30pm

DINNER 6:00pm - 10:30pm

SUNDAY BRUNCH 12:00pm - 3:00pm

Kitchen closes 30 minutes before closing time.

OASIS

Situated among lush greenery in tranquil alfresco surroundings, all-day dining poolside restaurant Oasis present an à la carte selection of healthy plant-based options and refreshing beverages. Enjoy hearty BBQ favourites with Oasis's daily BBQ Platter Dinner.

À LA CARTE 11:00am - 8:30pm

BBQ PLATTER DINNER 6:00pm - 8:30pm

Kitchen closes 30 minutes before closing time.

RESTAURANTS & BARS

STRAITSKITCHEN Experience a truly unique gastronomic tour of Singapore at StraitsKitchen and savour Singapore's most-loved local dishes at one of the few restaurants in Orchard to serve a halal-certified à la minute buffet spread.

OPEN DAILY:

| | |
|----------------------|-------------------------------------|
| BREAKFAST | 7:30am - 8:45am 9:15am - 10:30am |
| À LA CARTE BREAKFAST | 7:30am - 10:30am |
| LUNCH | 12:00pm - 2:00pm |
| DAILY AFTERNOON TEA | 3:00pm - 4:30pm |
| DINNER | 6:30pm - 9:30pm |

Kitchen closes 30 minutes before closing time.

10 SCOTTS

Located on the lobby level, 10 Scotts features contemporary residential décor complemented by views of the cascading waterfall that is perfect for cosy get-togethers at any time of day.

Be enthralled by an à la minute buffet spread of delectable cuisine, featuring afternoon teas, dinner buffets, indulgent desserts and an extensive selection of gourmet teas.

OPEN DAILY:

| | |
|---------------|-------------------------------------|
| AFTERNOON TEA | 12:00pm - 2:30pm 3:00pm - 5:00pm |
| HAPPY HOUR | 6:00pm - 9:00pm |

Kitchen closes 30 minutes before closing time.

PETE'S PLACE

Embark on a classical culinary journey and discover authentic Italian favourites including a selection of wood-fired oven pizzas, wholesome pastas and freshly-baked breads that have made Pete's Place an icon for Italian cuisine since 1973.

OPEN DAILY:

| | |
|-----------|------------------|
| LUNCH | 12:00pm - 2:30pm |
| APERITIVO | 3:00pm - 5:00pm |
| DINNER | 6:00pm - 9:00pm |

Kitchen closes 30 minutes before closing time.

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[GUEST SERVICES]

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GUEST SERVICES

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| BABYSITTER | Babysitting services and child-friendly amenities are available on request, and arrangements can be made with our Concierge 24 hours in advance. | Ext: 11 |
| BELL DESK | Bellhops are available round the clock to provide luggage assistance during your stay with us. | Ext: 0 |
| BUSINESS CENTRE | Located on the lobby level, The Library at 10 SCOTTS provides comprehensive secretarial services, with laptops available for use within a WiFi enabled setting, books, magazines and The Meeting Room, a 12-seater conference room (advance booking required). OPEN DAILY: 12:00pm - 5:00pm | Ext: 21 |
| CHECKOUT | Express Online Checkout is available via World of Hyatt mobile application or you may approach our Front Desk Hosts for an express checkout form. Please note that our checkout time is 12:00pm daily. | Ext: 0 |
| CONCIERGE SERVICES | Our Concierge team is happy to assist you with the following during your stay: <ul style="list-style-type: none">• Flower / Fruit Basket Arrangements• Golf Bookings• Local Tour Arrangements• Postage of Letters or Parcels• Restaurant Reservations• Transportation Arrangements | Ext: 11 |
| DOCTOR | Digital healthcare service is available via Whitecoat, a Singapore-based digital healthcare provided with a qualified team of doctors that are able to attend to your healthcare needs in the comfort of your room through the Whitecoat app that is available on Apple App Store or Google Play Store. Please dial '0' should you require any assistance. | Ext: 0 |
| DUTY MANAGER | On duty 24 hours, the Duty Manager can be contacted via the Guest Services team who will be pleased to assist you with your enquiries. | Ext: 0 |
| EMERGENCY | An announcement will be made through the public announcement system in case of emergency. You are advised to familiarise yourself with the hotel's evacuation plan on the main entrance door of your guest room or suite. | Ext: 28 |
| FOOD DELIVERY SERVICE | You are welcome to purchase food from any food delivery service in Singapore. As part of our enhance hygiene measures to reduce contact points, our concierge will inform you to collect your food from the hotel lobby upon its arrival and you would need to complete your payment in person if you had selected cash on delivery. | |

GUEST SERVICES

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| GRAND CLUB | <p>Grand Club access provides the discerning traveller with a high level of personalized service, including all-day refreshments and free-flow evening cocktails at the Grand Club located on the 20th floor of the Grand Wing. For further information, please contact Guest Services.</p> <p>GRAND CLUB RECEPTION Hotel Lobby OPEN DAILY: 7:00am - 11:00pm GRAND CLUB LOUNGE Party Room LOUNGE DAILY ACCESS: 11:00am - 8:00pm CHILDREN POLICY: Children under the age of 12 of guests with a Grand Club booking are welcome to enjoy the Grand Club facilities before 5:00pm.</p> | Ext: 16 |
| HOUSEKEEPING | <p>To ensure a comfortable stay when you are with us, our housekeeping team will provide new linens and towels every 3rd day of your stay with us. Daily service is also available on request.</p> | Ext: 0 |
| ICE | <p>Ice cubes are available upon request. Kindly contact Guest Services for us to deliver it to your room.</p> | Ext: 0 |
| LAUNDRY SERVICES | <p>You may find our Laundry Form in the wardrobe for our Regular, Express, and 3-Hour services. Kindly contact Guest Services to pick up your laundry.</p> <p>OPEN DAILY: 7:00am - 9:00pm</p> | Ext: 0 |
| LOCAL ACTIVITIES | <p>Located at the start of Orchard Road, Grand Hyatt Singapore is conveniently located at the heart of the action, including some of Singapore's most iconic attractions such as:</p> <ul style="list-style-type: none">• Sentosa Island - featuring Universal Studios, SEA Aquarium, and more• Singapore Botanic Gardens - awarded UNESCO World Heritage Site• Gardens by the Bay - the iconic nature park spanning 101 hectares• Singapore Zoo / River Safari / Night Safari - award winning zoo• Singapore's local night fare at Lau Pa Sat / Newton Circus <p>Our Concierge team will be delighted to provide you with local tips and insights during your stay, and arrange local tours with certified tour operators if you would like to have a guided tour of Singapore.</p> | Ext: 11 |
| NIN HAO 您好 | <p>A dedicated line to a Mandarin-speaking associate. 普通话服务专线人员全天候为您提供协助。</p> | Ext: 10 |
| PILLOW MENU | <p>Grand Hyatt Singapore is pleased to offer you an extensive range of pillows to suit individual preferences and ensure a good night's rest for you. Choose between Latex Pressure Relieving, Memory Hard Foam, Conformance Hard Foam, Neck Pillow and our Buckwheat Pillow.</p> | Ext: 0 |

GUEST SERVICES

RECREATION

Located on the 5th floor of the Terrace Wing, discover wellness in the city at our swimming pool, fitness centre, sauna, steam room, hot and cold plunge pools, badminton courts, and tennis courts.

Ext: 24

As part of our hygiene measures, pool access reservations have been implemented to ensure your safety and well-being. Please contact our Damai Team who will be pleased to assist you with your reservations.

DAMAI SPA & FITNESS CENTRE

Creating a modern spa and fitness inspired by the Singapore lifestyle, Damai brings together the cultural healing philosophies, techniques, and traditions of Chinese, Malay, Indian, and European cultures.

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|--------------------|-------------------|-------------------|
| SPA | OPEN DAILY | 10:00am - 10:00pm |
| 24-HOUR GYM | WEEKDAYS | 5:00am - 11:00pm |
| | WEEKENDS | 6:00am - 10:00pm |

24-hour gym is accessible via keycard access after operating hours.

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| TENNIS COURT | Court rental: SGD 40.00++ per hour for in-house guests and Damai members only. | |
| | WEEKDAYS | 7:00am - 10:00pm |
| | WEEKENDS | 7:00am - 9:00pm |

Last booking is an hour before closing time.

| | | |
|-----------------------|--|------------------|
| BADMINTON HALL | Court rental: SGD 25.00++ per hour for in-house guests and Damai members only. | |
| | WEEKDAYS | 7:00am - 10:00pm |
| | WEEKENDS | 7:00am - 9:00pm |

Last booking is an hour before closing time.

| | | |
|----------------------|-------------------|-----------------|
| SWIMMING POOL | OPEN DAILY | 6:00am - 9:00pm |
|----------------------|-------------------|-----------------|

SAFE DEPOSIT BOXES

For your convenience, a personal safe is located in your room and larger safe boxes are located at the cashier's counter in the lobby.

Ext: 0

TRANSPORTATION

Grand Hyatt Singapore's location at the start of Orchard Road provides convenient access to Singapore's entertainment, shopping, and business districts, and is easily accessible from the Orchard MRT Station.

Ext: 11

Taxi service is located at the hotel's lobby, and our Concierge team would be happy to assist you with directions and any transportation arrangements including hotel limousine services.

TURNDOWN SERVICE

To help you rest better at night, turndown service is available upon request between 6:00pm to 9:00pm.

Ext: 0

WORLD OF HYATT

Book your next stay with us on the World of Hyatt mobile application, and access hotel services or local directions with ease wherever you are. To join, ask a hotel colleague or scan the QR code.

Ext: 3246



GO

[HYATT HAS IT]

GRAND



MISSING MUST HAVES

Whatever you need, whatever you lost, or whatever you simply forgot, Hyatt has it. Let us know what you need from the below, and we'll deliver it right to your door.

Ext: 0

THE FOLLOWING ITEMS ARE AVAILABLE FOR YOUR CONVENIENCE

Hand Sanitizer
Ear Plugs
Eye Mask
Hair Brush
Toothbrush
Toothpaste
Bath Soap
Facial Soap
Laundry Bag
Laundry Detergent
Mouthwash
Sewing Kit
Shaving Cream
Make-Up Remover Pad
Slippers (Small/Large)
Lint Mitt
Nail Polish Remover
Sanitary Products
Razor (Men & Women)
Deodorant (Men & Women)
Baby Lotion & Baby Shampoo
Vanity Kit (Q-tips, Emery Board, Cotton Pads)

WE ALSO PROVIDE THE FOLLOWING ITEMS FOR YOU TO BORROW AT YOUR CONVENIENCE. SHOULD YOU WISH TO PURCHASE THEM, PLEASE FEEL FREE TO LET US KNOW.

Blanket
Shoe Horn
Electric Kettle
Humidifier
Scale
Non-Feather Duvet
Non-Feather Pillow
Yoga Mat
Power Adapter
Bathrobe (Small/Large)
Steamer
Universal Phone Charger
Light Make-up Mirror
Curling Iron & Flat Iron
Free Weight Set (2lb, 3lb, 5lb)

GO

[DIALING INSTRUCTIONS]

GRAND

DIALLING INSTRUCTIONS

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|----------------------------|--|
| ROOM TO ROOM | Dial 8 + Room Number |
| LOCAL CALLS | Dial 9 + Telephone |
| INTERNATIONAL | Dial 9 + 008 + Country Code + Area Code + Telephone Number *There is no need to dial "0" (if any) in front of country and area codes. |
| EMERGENCY EXTENSION | Ext: 28 |

HOTEL EXTENSION NUMBERS

| | |
|----------------------------|---------|
| 24-Hours Room Service | Ext. 5 |
| Baggage Services | Ext. 0 |
| Business Centre | Ext. 21 |
| Concierge | Ext. 11 |
| Damai Spa & Fitness Centre | Ext. 24 |
| Duty Manager | Ext. 0 |
| Fitness Centre | Ext. 24 |
| Front Desk Reception | Ext. 0 |
| Guest Services | Ext. 0 |
| Housekeeping | Ext. 0 |
| Laundry | Ext. 0 |
| Nin Hao 您好 | Ext. 10 |

RESTAURANTS AND BARS

For all restaurant reservations, please dial ext. 3292
8:00am - 9:00pm Monday - Sunday

10 Scotts
mezza9
Oasis
StraitsKitchen

APPLICABLE CHARGES

Charges will be calculated from the time the line is answered to the time the receiver is replaced. The cost of the call will be added automatically to your hotel bill.

- 1. IDD calls**
IDD call service charges may vary depending on the country the call is made to. Please contact Guest Services at extension "0" for further information.
- 2. Local calls**
First 10 minutes S\$2.00 thereafter S\$0.10 per minute.
- 3. Credit card, collect calls and all calling cards (Home Direct) at S\$5.00+ per call.** Please note that credit card, collect and person-to-person calls can only be made via Guest Services. Please contact Guest Services at extension "0" for further information.

GO

[HOTEL SAFETY]

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HOTEL SAFETY

HYGIENE MEASURES

- Mandatory temperature check and contact tracing for all guests, colleagues and business partners entering the hotel
- Social distancing measures and floor markings throughout the hotel
- Enhanced cleaning measures at high-touch areas including lobby, elevators, escalators, restrooms, fitness centre, etc
- Key cards and pens are sanitized after each use
- Assurance of food safety through HACCP and ISO 22000 certification
- Use of masks and gloves by all associates when preparing meals
- Sanitization of tables, chairs and menus before sitting guests at restaurants
- Placement of cutlery inside napkins
- Room service trolleys are sanitized after every use
- Sanitization of high-touch areas in the room using high-grade disinfectant
- Increased in cleaning frequency of air filters
- Complimentary antiseptic wipes for in-house and dine-in guests, and hand sanitizers on request

SECURITY

- Do not leave any valuables unattended. Kindly use the safe box provided in your room and contact our Duty Manager if you need any assistance.
- Do not reveal your room number or hand over your room keys to anyone whom you are not familiar with.
- Close the door securely and use all the locking devices provided.
- Be sure that connecting and sliding doors are locked properly.
- Before opening your door to anyone, use the peephole and be sure that you know the person. Should there be doubt concerning hotel employees, verify their identity by calling the front desk.
- Do not provide credit card or identity information via the telephone.
- Be observant when entering parking lots and do not leave valuables in your vehicle.
- If you see or hear any suspicious activity, please report your observations to the hotel.

FIRE

- Be aware of the location of hallway fire exits, alarms and extinguishers. There is a fire escape plan indicating the locations of the escape stairwells on the back of the room entrance door.
- If the alarm is sounded, please pay close attention to the message being broadcasted.
- If you are instructed to evacuate, test your door for heat or smoke and go to the nearest exit stairwell if it is safe to do so.
- Do not use the elevators.
- If you must remain in the room, place wet towels under the door and alert Guest Services (dial 0 or 28) of your room number.
- Turn off all air conditioners and stay low to the floor.

GRAND | HYATT

GRAND HYATT SINGAPORE

10 SCOTTS ROAD
SINGAPORE 228211

T +65 6738 1234

F +65 6732 1696

singapore.grand.hyatt.com