



Welcome to IBIS Melbourne Glen Waverley

We are delighted to have you with us. Our team are committed to ensuring your stay is comfortable, relaxing and memorable. In this letter, you will find everything you will need to make the most of your stay.

Acknowledgement of Country

We at Ibis Glen Waverley acknowledge Aboriginal and Torres Strait Islander people as the first peoples and Traditional Owners and custodians of the land and waterways on which we live. We honour and pay our respects to Elders past and present.

Check-In/Check-Out

- Check-in at 2:00pm
- Check-out at 11:00am
- If you require early check-in, late check-out or complimentary luggage storage, please contact Reception.
- Express checkout is also available – simply drop your keys in the check-out box at reception.

Laundry Facilities

- Located on Level 3
- Operated by card. \$5 per washer load, \$5 per dryer load, \$4 per box of Laundry Powder

Car Parking

Car parking is located underneath hotel entrance via boom gates. Please Park in Hotel Guest area on lower level in yellow bay. Height maximum is 2.1m. Charges may apply.

Taxi Services

If you need a taxi during your stay, our friendly reception team is more than happy to assist. Please contact us with your room number & destination.

Electricity & Energy Saving Initiative

Please ensure room key is firmly inserted in power socket on the wall to activate the power in room. We request that you switch off the lights and aircon when you leave your room to contribute in our efforts to save planet earth and reduce our carbon emissions.

Air-Conditioner/Heater

- Make sure your room key is firmly inserted in power socket on wall.
- Check the control panel and make sure there is NO key symbol seen. If there is, place a second room key in the slot and the key should then disappear.
- Press the up and down arrows to set the desired temperature to what you want it to be, the screen will change to set temp, and then go back to the current room temp. It will take approximately 10-15 minutes for the temperature to start changing.

Wake Up Call

Should you require a wake-up alarm during your stay, please contact our friendly reception team to arrange this.

Telephone in Room

- To dial an International Number- Dial 0 to get a line outside the hotel, then dial 0011 (the International dialing code) followed by the country code and the rest of the number. (Please note hotel charges apply.)
- To dial a Local Land Line Number- Dial 0 to get an outside line. (Please note hotel charges start from 95c per call.)
- To call from Room to Room- Dial room number directly into the phone.

Internet Connection

Public WIFI connection is available and free to use.

WIFI is also available for you connect in your room during your stay provided complimentary.

- To connect please select the "Accor" network.
 - When re-directed to the hotel website, please enter your email for standard Wi-Fi or sign up to a free Accor account for faster network speeds.

Should you have any queries regarding internet connection for your device, please do not hesitate to contact the reception desk for assistance.

Gym / Swimming Pool Facilities

While our the Monash Aquatic and Recreation Centre is a 15 minute walk from the hotel (located on Waverley Road). One day entry is approx. \$24.

Alternatively, there is also a Fitness First Glen Waverley located on Coleman Parade a short drive from the hotel.

Safety

Please familiarise yourself with the emergency plan located on the inside of the room door.

- In the event of an emergency,
 - Remain calm
 - Follow exit signs
 - Do not use elevators
- For minor medical assistance, basic first aid supplied are available at Reception.
- For urgent medical help, dial 000 and then notify Reception.

Policies

ALL ROOMS ARE STRICTLY NON-SMOKING.

- A **\$250 cleaning fee** applies for any violations
- A **\$1000 fee for any alarms triggering the arrival of emergency services**, which can be triggered by and not limited to,
 - Smoke
 - From candles, cigarettes, incenses or similar sources
 - Steam
 - Please ensure the bathroom door is closed while showering.
 - Aerosols
 - When directly sprayed at the smoke detector.
 - Visitors
 - Visitors are welcome until 10:00pm. Additional guests staying overnight must be registered with Reception.

Pets

Only registered service pets are permitted on premises.

Food & Beverage Info

Buffet Breakfast Operation Hours

6:30am – 10:00am, Monday – Friday

6:30am – 10:30am, Saturday – Sunday

Breakfast can be prebooked the day before, at a discounted price of \$20, or as a walk-in for \$29.

Lunch Operations

11:30pm – 2:00pm, Monday – Thursday

Ibis Kitchen

5:30pm to 9:30pm, Monday – Thursday

Room service will be operating at this time, and will incur a \$5 charge on top of any order.

Overnight Menu Food & Mini bar options to purchase (24 hours)

An overnight menu is available for order, please call reception to place your order, item collection at reception. Mini bar snacks available to purchase at Ground Floor.

Local Area Guide

What To Do

- Jells Park
 - Open green space, just a 10 minute drive from Glen Waverley, featuring lakeside walking tracks, playgrounds and picnic areas. Recommended for families.
 - Tip: Go early in the morning for a quiet stroll around
- Bushy Park Wetlands
 - Like Jells Park, the Bushy park wetlands is just an 8 minute drive., featuring a walking/cycling path to spot wildlife.
 - Tip: Bring binoculars, wear closed shoes, and go in the morning/early afternoon for the best experience to spot wildlife.
- The Glen Shopping Centre
 - Major tourist hub for fashion, retail and food, offering a broad range of options for all tastes.
 - Tip: Check the What's On page on The Glen's website for more information on promotions.
- Kingsway Dining Precinct and Century City Entertainment
 - Vibrant strip, packed with international cuisines, all within walking distance of the hotel.
 - Tip: Combine a table seating at a popular restaurant with a movie at the cinema or bowling in the precinct for a fun night out.

We hope you enjoy your stay!

Warm Regards,
Hotel Management
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Glen Waverley, 3150
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