



MANDARIN ORIENTAL
JAKARTA

ROOMS DIRECTORY

Welcome to Mandarin Oriental, Jakarta.

This directory provides an overview of the services and facilities available throughout the hotel. Should you require any assistance or further information, please do not hesitate to contact our Guest Services team at any time.

Our Concierge team will be delighted to assist with restaurant reservations, transportation, recreational activities, and curated experiences to enhance your stay in Jakarta. Located in the heart of Jakarta and surrounded by world-class shopping malls, Mandarin Oriental, Jakarta offers stunning views of the iconic Welcome Monument.

From refined dining to relaxed indulgence, our collection of restaurants and lounges offers something for every occasion:

- Li Feng – Award-winning Cantonese cuisine
- Cinnamon – All-day dining
- Azure – Tropical poolside dining
- MO Bar – Cocktails, classic drinks, and light bites
- Mandarin Oriental Cake Shop – Cakes, sandwiches, and artisanal chocolates

Discover holistic wellness at Mandarin Oriental, Jakarta, with treatments that nurture, balance, and restore. Combining Javanese massage techniques with Chinese meridian theory, our offerings harmonize your energy pathways, leaving you refreshed and renewed.

Fitness & Wellness at Mandarin Oriental, Jakarta is fully equipped with state-of-art training solutions, a wide range of free weights, and a tranquil outdoor pool for your urban escape to embark on a wellbeing journey for mind, body, and spirit.

For guest who have booked Club Rooms and Suites, Mandarin Oriental Club Lounge is an exclusive retreat offering personalized services, a private boardroom, and curated dining with stunning city views. Located on the 21st floor, guest will be treated to stunning views of Jakarta's magnificent skyline overlooking the iconic Welcome Monument. Mandarin Oriental Club Lounge is exclusively reserved for guests aged 16 and above from Monday to Thursday. However, from Friday to Sunday, children are welcome under the attentive supervision of their parents.

It is our pleasure to have you with us. My colleagues and I wish you a memorable stay and look forward to welcoming you back to Mandarin Oriental, Jakarta in the future.

Warm regards,

Christian Wildhaber
General Manager

SUSTAINABILITY

At Mandarin Oriental, Jakarta, we strive to create a better future for the next generation. We do this by protecting the environment, our people, and the communities we serve. Below you can learn more about our on property sustainability initiatives.

Our Accreditations

- Mandarin Oriental, Jakarta was awarded the **ASEAN Green Hotel Standard for 2026-2028** – one of only five hotels across Indonesia to receive the designation. The standard evaluates properties against independently assessed criteria covering energy and water efficiency, waste management, community engagement, and supply chain responsibility.
- Mandarin Oriental, Jakarta has officially been recognised by **The Global Sustainable Tourism Council (GSTC) as a certified hotel**, acknowledging its journey to sustainability. As the importance of sustainability in luxury tourism continues to grow, achieving and proudly displaying such certification is a clear affirmation of Mandarin Oriental, Jakarta's dedication to sustainability.
- Mandarin Oriental, Jakarta has been awarded the **Gold Winner Sustainable 5-Star Hotel at the Wonderful Indonesia Awards 2025 by Ministry of Tourism of the Republic of Indonesia**. This recognition celebrates our ongoing commitment to responsible luxury and sustainable hospitality.
- Mandarin Oriental, Jakarta is proud to be recognised as **Jakarta Leading Sustainable City Hotel at the Jakarta Tourism Awards 2025**.
- Mandarin Oriental, Jakarta was recognised in the **2025 Katadata ESG Award under the Hospitality Sector Social Winner**.
- Mandarin Oriental, Jakarta is honored to receive the **Best Waste Management in Commercial & Business Areas award at the Apresiasi Masyarakat PeduliLingkungan DKI Jakarta 2024**, an initiative by the Provincial Government of Jakarta.

Our Collective Impact

Luxury today is about responsibility, honouring the cultures and communities we serve, while preserving the natural environments we operate in, and leaving a positive legacy for future generations.

 [More About Our Hotel's Sustainability Journey.](#)

Join us in our commitment to caring for the environment:

- You may choose to reuse your towels by hanging them on the rack. Towels left in the bathtub will be replaced.
- Bed linens are refreshed every third day. Should you prefer daily changes, kindly place the "Caring for the Environment" card on your pillow. This card is located on your bedside table.

Thank you for supporting our sustainability initiatives. Your participation plays a meaningful role in helping us preserve precious natural resources for the future.

TECHNOLOGY HIGH-SPEED INTERNET ACCESS

All rooms and suites are equipped with both wired and wireless high-speed internet connectivity for your convenience.

Getting Connected (Wi-Fi)

- Enable Wi-Fi on your device.
- Select "Mandarin Oriental" network (SSID).
- Open your web browser.
- You will be redirected to the login page.
- Enter your room number and last name, then follow the prompts to select your preferred usage plan.
- You will then be connected to the internet.

Wired Connection

For a wired connection:

- Connect a LAN cable from your device to the data socket located above the writing desk, then follow steps 3-6 above.

Personal Devices (TV Box, Smart Devices, etc.)

For personal entertainment systems or smart devices, please contact our Operator with your device's MAC (Physical) address for access support.

Complimentary Wi-Fi with Fans of MO

Enjoy complimentary Wi-Fi by joining our recognition programme, Fans of MO.

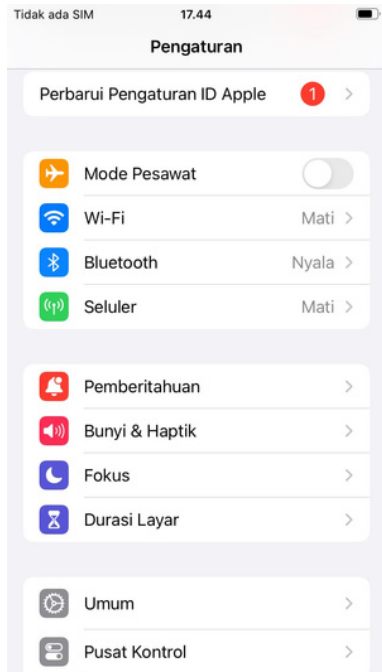
How to Register

1. Enable Wi-Fi on your device.
2. Select "Mandarin Oriental" network (SSID).
3. Open your web browser.
4. You will be redirected to the login page.
5. Select "Free Wi-Fi - Join Fans of MO" and complete the registration form:
 - Last Name
 - First Name
 - Telephone Number
 - Email Address (as per check-in details)
 - Create a password (minimum 8 characters with alphanumeric combination)
 - Agree to the terms and conditions
6. Select "Join Now" to complete registration and connect.

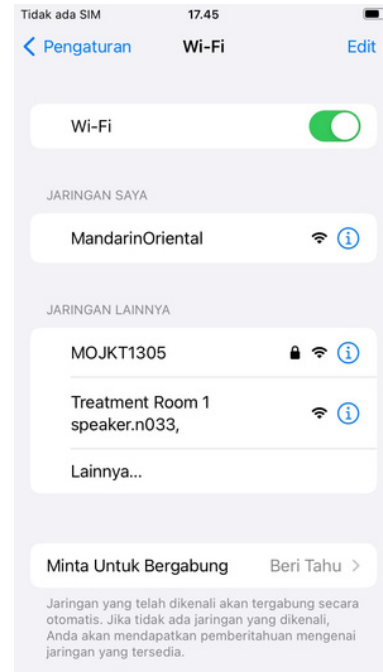
For returning members, select "I am a Fan" and sign in using your registered email and password.

Should you require any assistance, please contact our Operator by dialing "0."

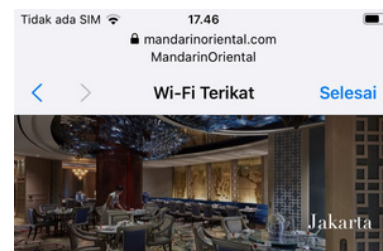
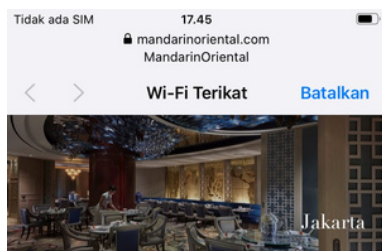
WiFi Connecting Instructions IOS Device



Go to WiFi



Select "MandarinOriental"



Kolom yang ditandai dengan (*) wajib diisi.

Nama Belakang *

Nomor Kamar *

☐ Saya menyetujui syarat & layanan

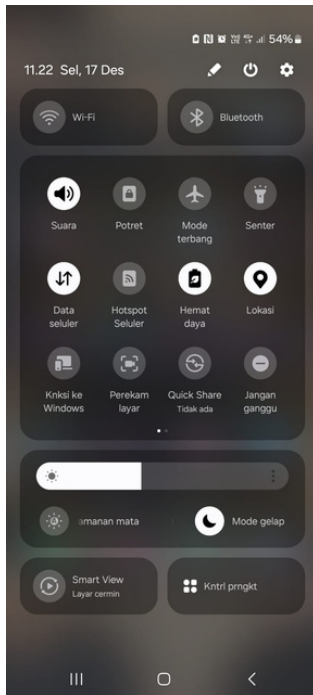


1. Insert your last name
2. Insert your room number
3. Press "Connect"

We are connecting you to the internet. If you are not redirected in a few seconds, close this window and open your preferred browser.

Once you are connected, you will be notified

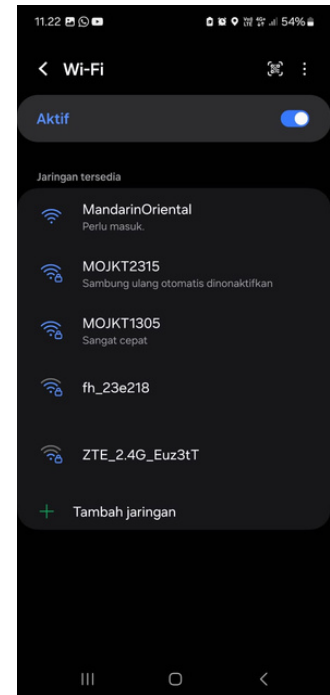
WiFi Connecting Instructions Android Device



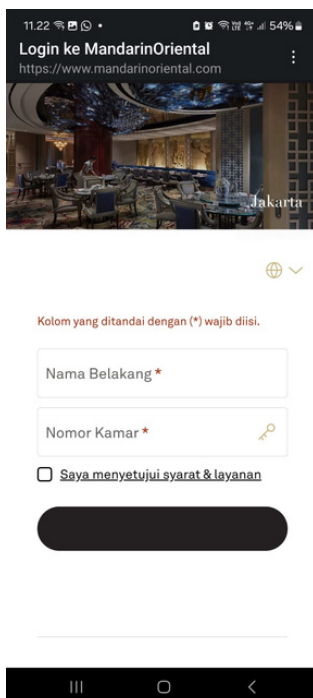
Select "WiFi"



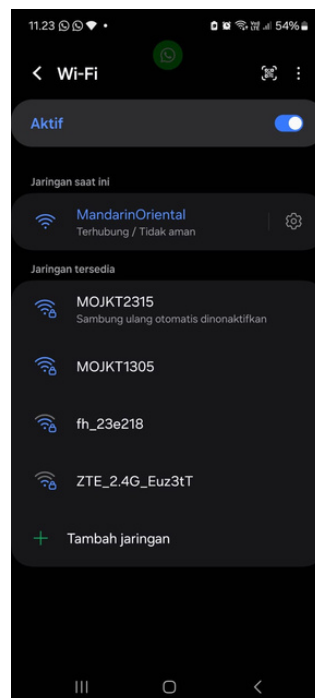
Ensure the WiFi is activated



Select "MandarinOriental"

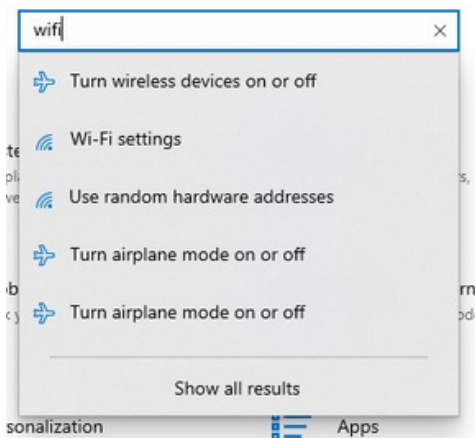


1. Insert your last name
2. Insert your room number
3. Press "Connect"

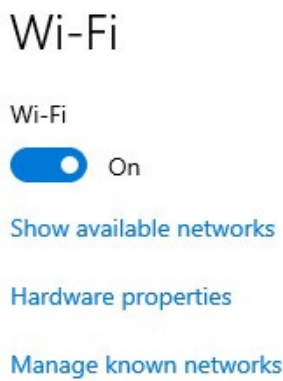


Once you are connected,
you will be notified

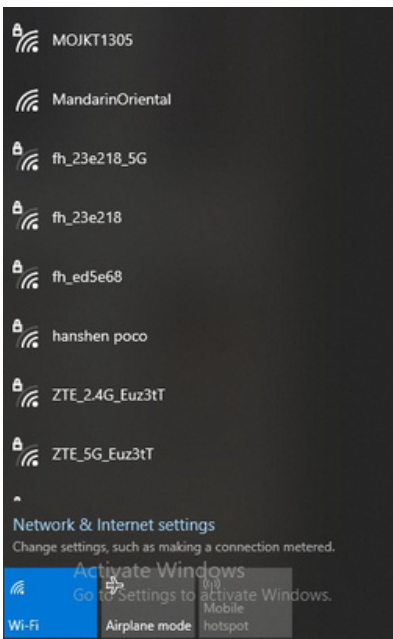
WiFi Connecting Instructions Windows Device



Go to WiFi



Ensure the WiFi is activated



Select “MandarinOriental”

Connect to Mandarin Oriental WiFi

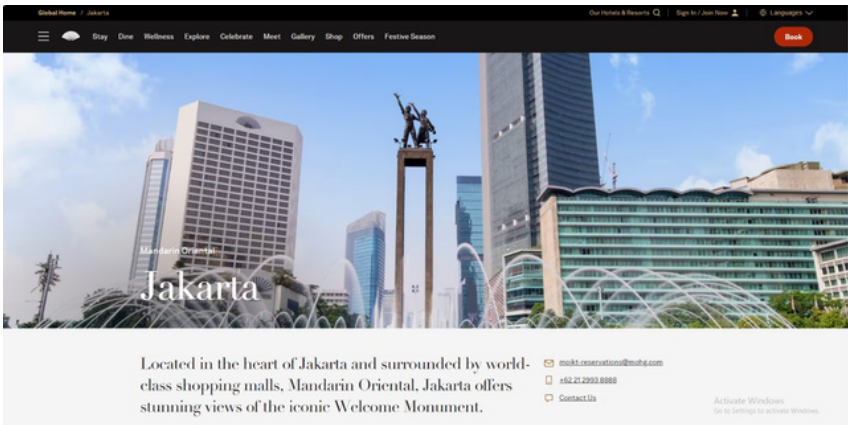
Items marked with (*) are required.

Last Name * Room Number *

☐ I agree to the terms & service

Connect

I'm a Fan of M.O. Free WiFi join Fans of M.O. I have an access code



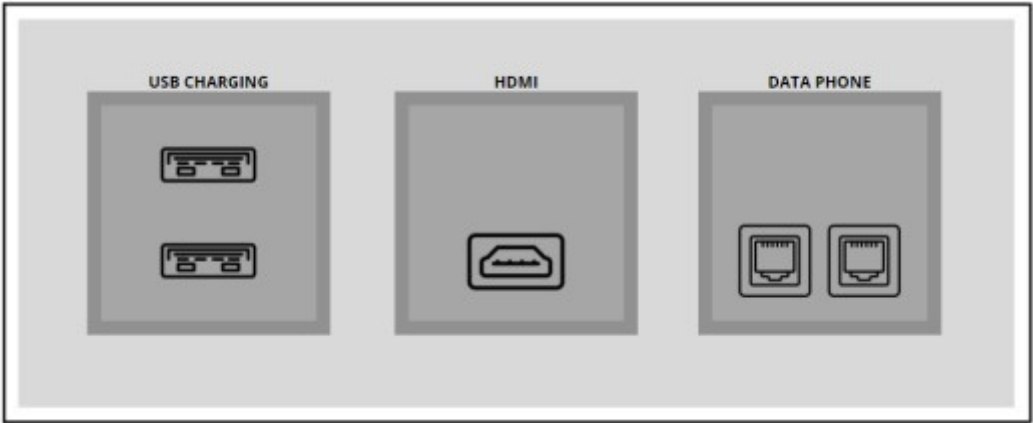
Once you are connected, you will be notified

1. Insert your last name
2. Insert your room number
3. Press “Connect”

ENTERTAINMENT & CONNECTIVITY

Entertainment System

All rooms and suites are equipped with high-quality displays to enhance your in-room entertainment experience. A curated selection of local and international television channels is available for your viewing pleasure. Guests may also stream content from personal devices via the HDMI port, located on the wall above the writing desk.



For HDMI cable assistance, please contact the Guest Services Centre by dialing “0.”

International Direct Dialing (IDD)

How to Make an International Call

1. Dial 9 to access an external line.
2. Enter the IDD access code (001).
3. Dial the country code, followed by the area code and the recipient’s number.

Example (USA - (304) 505 8394):

9	001	1	304	5058394
External Line	IDD Access	Country Code	Area Code	Party's number

Important Notes

- Please allow up to 20 seconds for the call to connect. You may hear several ringing or engaged tones during this time.
- All local and international calls are chargeable.
- For toll-free numbers, kindly contact our Operator for assistance.

Should you require any assistance, please contact our Operator by dialing “0.”

Accessibility

For guests requiring accessible facilities, please contact the Duty Manager for assistance with the following:

- Wheelchairs and wheelchair-accessible guestrooms (subject to availability)
- Shower seats
- Accessible guestrooms

Air Conditioning System

Each room is equipped with individual temperature controls. To adjust the temperature, simply use the up and down arrows on the thermostat control panel to your preferred setting.

Airport Transportation

Our Concierge team will be pleased to assist with transportation arrangements. Travel time between Mandarin Oriental, Jakarta and Soekarno-Hatta International Airport may vary depending on traffic conditions. We recommend departing the hotel at least three hours prior to your scheduled flight.

For chauffeur-driven services or taxi arrangements, please contact the Concierge.

Business Centre

Located on the 6th floor, our Business Centre provides a one-stop solution for all your business needs. Equipped with high-quality technology and supported by professional secretarial services, the space is designed to ensure efficiency and convenience. Private meeting room is available, offering an ideal setting for presentations and small group discussions for up to 8 guests.

All facilities and services are available upon request. To arrange any service, please contact our operator or please scan the qr code below to our messaging service.



Stay in touch wherever you are: [Ask Away Messaging Service.](#)

Equipment Hire

- Windows & Mac workstations
- Audio conferencing facilities
- Flip chart / whiteboard
- Printers

Secretarial Services

- Typing and word processing
- Colour printing
- Colour photocopying
- Document binding
- Laminating
- Scanning

Additional Services

- Business card printing

Call Features

Voice Mail

A red indicator light signals that you have received a message.
To retrieve your messages, please press the “Message” button.

Redial

This function allows you to dial the most recently called number automatically.

Speaker

The speaker function activates when dialing a number using the keypad.
Lifting the handset will deactivate the speaker. To switch back to speaker mode, press the “Speaker” button.

Mute

Press the “Mute” button to silence your microphone during a call.
Press it again to resume your conversation.

Calling Information

- Room-to-room calls: Dial 8, followed by the room number
- International calls: Dial 9 + 001, followed by the country code, area code, and telephone number
- Local calls: Dial 9, followed by the telephone number

INTERNATIONAL DIRECT DIAL COUNTRY CODES

Angola	001 244	Macau	001 853
Argentina	001 54	Malaysia	001 60
Australia	001 61	Maldives	001 960
Austria	001 43	Mauritius	001 230
Bangladesh	001 880	Mexico	001 52
Belgium	001 32	Morocco	001 212
Brazil	001 55	Myanmar	001 95
Brunei Darussalam	001 673	Nepal	001 977
Cambodia	001 855	Netherlands	001 31
Canada	001 1	New Zealand	001 64
Chile	001 56	Philippines	001 63
China	001 86	Poland	001 48
Colombia	001 57	Portugal	001 351
Czech Republic	001 420	Puerto Rico	001 1787
Denmark	001 45	Qatar	001 974
Egypt	001 20	Romania	001 40
Finland	001 358	Russia	001 7
France	001 33	Saudi Arabia	001 966
Germany	001 49	Singapore	001 65
Hong Kong	001 852	South Africa	001 27
Hungary	001 36	Spain	001 34
India	001 91	Sri Lanka	001 94
Indonesia	001 62	Sweden	001 46
Iran	001 98	Switzerland	001 41
Iraq	001 964	Taiwan	001 886
Ireland	001 353	Thailand	001 66
Israel	001 972	Turkey	001 90
Italy	001 39	United Arab Emirates	001 971
Japan	001 81	United Kingdom	001 44
Jordan	001 962	USA	001 1
Kenya	001 254	Vanuatu	001 678
Korea, North	001 850	Venezuela	001 58
Korea, South	001 82	Vietnam	001 84
Lebanon	001 961	Zimbabwe	001 263

Function Keys for In-Room Telephone Our in-room telephones are equipped with convenient one-touch buttons, providing direct access to key hotel services for your ease. Simply press the designated button to connect quickly with In-Room Dining, Fitness and Wellness, Concierge, and many more.

Check-Out Reception

Check-out time is 12:00pm.

- Late check-out until 6:00pm will incur a charge of 50% of the daily room rate
- Departures after 6:00pm will be subject to a full-day room charge, based on availability.

Coffee and Tea In-Room Dining

A selection of coffee and tea is provided in your guestroom for your convenience. Should you require additional items, please contact In-Room Dining by pressing the dedicated button on your telephone.

Concierge

The Concierge Desk, located in the main lobby, offers a wide range of services including restaurant reservations, transportation arrangements, and curated leisure experiences to enhance your stay.



You may also reach the team via our [Ask Away Messaging Service](#).

Operating hours: 7:00am to 11:00 pm

Computer Rental

Laptop rental services are available upon request.

Please contact us via operator or messaging service for assistance.

Courier Services

Our Concierge team can assist with packaging and courier arrangements through major service providers.

- Deliveries are accepted for in-house guests only
- Items for guests with confirmed future reservations may also be received

Drinking Water

As part of our commitment to sustainability, we provide a glass bottle water system in all guestrooms, reducing the use of single-use plastics.

- Bottled water is intended for in-room consumption only
- Additional bottles are available for purchase at IDR 25,000

For assistance, please contact Concierge, Housekeeping, or the Business Centre.

Delivery Service

Our Concierge team can arrange local delivery services for documents, gifts, and floral arrangements.

Emergency

For immediate assistance, please press the emergency button on your telephone or dial 5555.

We recommend reviewing the Safety and House Regulations section of this directory for important information.

Entertainment

For information on events and entertainment both within the hotel and around Jakarta, please contact our Concierge team.

Express Check-Out

For a seamless departure, simply drop your room key at Reception.

Our Front Office team will process your check-out and send your final invoice directly to your registered email address.

Fitness & Wellness

Located on Level 5, the Fitness Centre features a full range of cardiovascular, resistance, and weight training equipment, including Kinesis technology.

- Opening hours: 6:00am to 11:00 pm
- For access outside these hours, please contact the Duty Manager through operator.

Wellness Rooms

Our wellness area comprises four treatment rooms, designed to reflect the highest standards of Mandarin Oriental's wellness philosophy. A dedicated team of professional therapists offers a range of therapeutic massage treatments to help you relax and rejuvenate.

- Located on Level 5, adjacent to the Fitness Centre
- Opening hours: 10:00 am to 10:00pm

To make an appointment, please press the "Fitness Centre/Massage" button on your telephone.

In-Room Massage

Enjoy the comfort of a massage in your room.

- Available from 10:00 am to 10:00 pm
- Advance booking is recommended to secure your preferred time and treatment
- Cancellations require 24 hours' notice to avoid charges
- An additional IDR 200,000 applies for in-room service

To book, please press the "Fitness Centre/Massage" button on your telephone.

Swimming Pool

Located on the 5th floor, the swimming pool is set within a lush, tropical landscaped garden, offering a tranquil environment to relax or exercise.

Opening hours: 7:00am to 09:00pm

First Aid

Should you require first aid assistance, please press the emergency button on your telephone or contact Reception immediately.

Flowers

For floral arrangements, kindly contact our Concierge team, who will be pleased to assist.

Housekeeping

We provide housekeeping service twice daily, once in the morning and again in the evening. Should you have any preferred service times, please inform us accordingly. For additional requests such as bed boards, baby cots, extra pillows or blankets, toiletries or other amenities, please contact Housekeeping on your telephone.

Ice Service

Ice is available upon request. Please contact In-Room Dining for assistance.

In-Room Dining

Please refer to the In-Room Dining menu and contact In-Room Dining or AskAway Messaging Service to place your order.

Iron & Ironing Board

An iron and ironing board are provided in the dressing area of your room.
For additional assistance, please contact Housekeeping.

Keys

For your security, your room key is electronically programmed specifically for your room. No personal identity details are stored on the keycard. In the event your key is lost, please contact Reception. The existing key will be deactivated and a new key will be issued upon presentation of valid identification.

Laundry & Pressing Laundry services are available 24 hours a day, seven days a week.

- Express same-day and next-day services are available

For further details, please refer to the laundry list in your dressing area.

Lift Access For security purposes, lift access is restricted via your room key card. To operate the lift:

1. Hold your key card against the designated panel
2. Remove the card once the green light appears
3. Select your desired floor

Linen

Our bed linens are made from cotton, with feather down duvets and pillows for your comfort.
Alternative options are available upon request, including:

- Synthetic duvets
- Pure wool blankets

Please contact Housekeeping for assistance.

Lost Luggage

If your luggage has been delayed or misdirected by an airline, please contact our Concierge team for assistance.
Housekeeping will be pleased to provide essential toiletries while your belongings are being arranged.

Lost & Found

For lost and found enquiries, please contact Housekeeping, who will be pleased to assist you.

Manager on Duty

A Manager is available 24 hours a day should you require any assistance.

Please press the Operator button on your telephone or contact Reception.

Mandarin Oriental Club Lounge

Guests staying in Club accommodations are invited to enjoy exclusive privileges at the Mandarin Oriental Club Lounge. Mandarin Oriental Club Lounge is an exclusive retreat offering personalized services, a private boardroom, and curated dining with stunning city views.

Medical Services

A doctor is available on call, 24 hours a day, for in-room visits. For urgent medical assistance, please contact the Manager on Duty by pressing the emergency button on your telephone. The nearest hospital is located approximately 3 km from the hotel.

Meetings & Private Events

Mandarin Oriental, Jakarta offers an ideal setting for meetings, conferences, weddings, and social events. For further information or assistance, kindly contact our [Events team](#).

Messages & Voicemail

The message indicator on your guestroom telephone will illuminate when you have received a message.

Messages may include:

- Voicemail
- Written messages taken by hotel staff
- Incoming facsimiles

Written messages and facsimiles will be delivered directly to your room. To retrieve voicemail messages:

- Press the "Message" button on your telephone and follow the prompts

You may also access your messages externally by contacting the hotel at: +62 (21) 2993 8888

e-Newspapers

A selection of local and international digital publications is available complimentary via: molibrary.info



Please scan the QR code to access the [MO Library](#) after your device is connected to hotel Wi-Fi.

Parcel, Mail & Shipping Services

Parcel, mail, and shipping services are available through our Concierge team, who will be pleased to assist with all arrangements. Please note that incoming mail, parcels, and documents are accepted only for in-house guests and guests with confirmed future reservations.

Pharmacy

For directions to the nearest pharmacy, please contact our Concierge team, who will be delighted to assist.

Pillow Selection

A curated selection of pillows is available to enhance your comfort and ensure a restful night's sleep.

Please contact Housekeeping for assistance with your preferred choice.

- **Buckwheat Pillow.** A hypoallergenic pillow filled with 100% organically grown buckwheat hulls. Naturally supportive, it gently adapts to your head, neck, and shoulders for improved alignment and balance.
- **Goose Down Pillow.** Luxuriously soft and lightweight, this pillow is filled with 100% white goose down, offering exceptional comfort with gentle support.
- **Foam Pillow.** Made from 100% polyester fibre, this pillow offers a balanced level of comfort, suitable for both soft and medium support preferences.
- **Latex Pillow.** Designed with a structure of interconnected air pockets, this pillow provides responsive support with a comfortable, spring-like feel.
- **Neck Pillow.** Ergonomically contoured to cradle the head and neck, promoting natural spinal alignment while helping to reduce tension in the neck and shoulders.
- **Non-Allergenic Pillow.** Filled with high-quality silicone-coated fibre, this pillow offers a soft, fluffy feel similar to down, while remaining suitable for allergy-sensitive guests.
- **Nursing Pillow.** A versatile, C-shaped pillow designed to support both parent and baby during feeding. It may also be used for positioning and support as the child grows.

Mini Bar

A minibar refrigerator is conveniently located in your room.

For additional selections, please contact In-Room Dining, who will be pleased to assist.

Restaurants & Bar

Cinnamon (Ground Floor)

Step into Cinnamon, our dynamic all-day dining destination, where timeless Indonesian recipes are thoughtfully reimaged and served alongside beloved international favourites.

- Daily: 6am - 10pm

Mandarin Oriental Cake Shop (Ground Floor)

Your daily indulgence in freshly baked pastries and delicacies.

- Daily: 8am - 10pm

MO Bar (2nd Floor)

A stylish bar in the heart of Jakarta, MO Bar serves original cocktails, classic drinks, refreshing mocktails, and tempting small bites in a chic, comfortable setting – perfect for after-work gatherings or enjoying the night.

- Daily: 5pm - 1am

Li Feng (2nd Floor)

Experience refined Cantonese cuisine, where traditional flavours are elevated with a modern touch.

- Lunch: 11:30am - 2:30pm (Monday - Friday) | 11am - 3pm (Saturday - Sunday)
- Dinner: 6pm - 10pm

Azure (5th Floor)

Relax at our tropical poolside bar with refreshing drinks, light bites, and a selection of kids' menu.

- Daily: 11am - 8pm

Emergency Fire Procedure

Mandarin Oriental, Jakarta has been constructed to the highest fire safety standards, with advanced surveillance, detection, and protection systems in place. All guestrooms, floors, and public areas are equipped with smoke detectors and sprinkler systems, and all colleagues are fully trained to respond to emergency situations.

In the event of an emergency, announcements will be communicated via the **Public Address System**.

Fire Safety Awareness

Upon arrival, please familiarize yourself with the fire escape plan located on the back of your guestroom door.

- Identify the nearest exit and an alternative exit route
- Note the number of doors between your room and the nearest exit, which can assist in low-visibility situations
- Fire hose cabinets and manual alarm activation points are located along each corridor – please be aware of their locations

A torchlight is provided inside the bedside table for your convenience and use during emergencies.

If You Hear a Continuous Beep

A continuous beeping sound indicates the possible presence of smoke within your room.

- Remain calm
- Exit your room immediately
- Wait in a safe area for the emergency response team

Our trained team will respond within approximately three minutes to assess the situation. Please note that a general alarm will not be activated in this instance.

If You Hear a General Alarm

This indicates the initial stage of the fire alarm system, and the situation is being investigated. You will hear the following announcement:

"Ladies and Gentlemen, the fire alarm has been raised and is under investigation. Please listen for further instructions. The event that any sign of smoke or fire is seen, evacuate immediately via the nearest emergency exit."

"Para tamu yang terhormat, tanda bahaya kebakaran sudah dinyalakan dan sedang dalam tahap penyelidikan. Harap perhatikan instruksi selanjutnya. Bila anda melihat tanda-tanda adanya asap atau api, segeralah keluar melalui pintu darurat terdekat."

If the Alarm Rings Continuously

This indicates a full evacuation of the hotel. Please follow instructions broadcast via the Public Address System. The following message will be announced:

"Ladies and gentlemen, an emergency has arisen. Please remain calm, evacuate the building via the nearest emergency exit and do not use the elevators."

"Para tamu yang terhormat, keadaan darurat telah diberlakukan. Harap tenang dan segera keluar dari hotel melalui pintu darurat terdekat menuju titik berkumpul. Dilarang menggunakan lift."

False Alarm

A fire alarm will only be declared false after a thorough investigation by the emergency response team. You will hear the following announcement:

"Ladies and gentlemen, the alarm has been fully investigated. There is no cause for concern - all systems are back to normal. We apologise for any inconvenience caused."

"Para tamu yang terhormat, tanda bahaya sudah diselidiki. Tidak ada yang perlu dikhawatirkan, semua sistem sudah kembali berjalan dengan normal. Kami mohon maaf atas ketidaknyamanan yang ditimbulkan."

If You Cannot Leave Your Room

If evacuation is not possible, your guestroom is the safest place to remain.

- Stay calm
- Turn off the air-conditioning system to prevent smoke from entering
- Place wet towels along the base of the door and over air vents to block smoke
- Keep the bathtub filled with water and use wastebaskets to carry water if needed
- Re-moisten towels regularly to maintain protection

Please press the emergency button on your telephone and inform the operator of your location.

Preventing Fire in Your Room

To ensure your safety:

- Switch off and unplug electrical appliances when not in use
- The use of candles is strictly prohibited in guestrooms

Earthquake Safety

In the event of an earthquake:

- Remain calm and stay inside the building
- Move away from windows and glass surfaces
- Take cover under a sturdy table or desk
- If in a corridor, lie face down
- If in a lift, exit at the nearest floor and remain in the lift lobby

Do not leave the building unless instructed via the Public Address System.

In the event of evacuation:

- Proceed to the nearest emergency staircase and make your way to the designated assembly point
- Remain there until an "All Clear" announcement is given

House Regulations

To ensure a safe, comfortable, and enjoyable stay, the following regulations apply to all guests.

Failure to comply may result in refusal of continued accommodation or use of hotel facilities. Guests may also be held responsible for any damages resulting from non-compliance.

Guestroom Guidelines

- Please review the emergency exit plan located on the back of your guestroom door upon arrival
- Ensure your room door is securely closed at all times
- Identify visitors via the door viewer and keep the safety latch engaged when opening the door. Do not admit unknown visitors; if in doubt, contact the Manager on Duty on your telephone
- The use of personal cooking or heating equipment in guestrooms is not permitted
- Guestrooms are for residential use only unless prior approval is granted
- Hotel property and equipment must be used only for their intended purpose. Furniture and room layout should not be altered without prior approval
- Only registered guests are permitted to stay in the room
- Guests under 18 years of age must be accompanied by a parent or legal guardian

Other House Rules

To ensure the comfort and safety of all guests, we kindly request your cooperation with the following guidelines:

Prohibited Items

Please do not bring into the hotel any items that may cause inconvenience or danger to others, including but not limited to:

- Pets or animals (with the exception of guide dogs)
- Flammable or hazardous materials, such as fuel, explosives, or chemicals
- Items emitting strong odors (e.g. durian fruit)
- Firearms, weapons, illegal drugs, or any items prohibited under the laws of the Republic of Indonesia

Guest Conduct

Guests are kindly requested to refrain from:

- Engaging in gambling or any activities that may disturb other guests
- Wearing bathrobes and slippers in public areas, except when travelling to and from the Spa or swimming pool
- Distributing promotional materials, selling goods, or conducting commercial activities within the hotel without prior approval
- Creating excessive noise – please keep volume levels from conversations, children, televisions, and other devices to a minimum

Use of Hotel Property & Identity

The hotel retains exclusive rights over the use of its name, address, images, trademarks, logos, and design elements. These may not be used in any form, including photography or media, without prior written approval from the hotel.

Care of Hotel Linen

Guests are kindly requested to take care when consuming food and beverages that may stain hotel linen or towels. Any damage or permanent staining to hotel property may be subject to additional charges (i.e. Fanta).

Security

For your comfort and safety during your stay in Jakarta, we recommend the following guidance:

As in many major international cities, guests may occasionally encounter unsolicited approaches from individuals offering shopping tours or services. We advise exercising discretion when engaging with unknown parties outside the hotel.

Please remain mindful of personal belongings and avoid sharing sensitive information with unfamiliar individuals.

If approached by anyone claiming to represent the hotel, kindly contact the Guest Services Manager or Reception for verification.

Getting Around the City

When moving around Jakarta:

- Remain aware of your surroundings, particularly in crowded areas
- Use designated pedestrian crossings where available
- Exercise caution when crossing streets, as traffic conditions may vary

Drinking Water

Tap water in Jakarta is not suitable for drinking.

We recommend consuming bottled or filtered water, which is provided for your convenience.