



*Guest Directory*



# WELCOME

**Dear Guest,**

It is our privilege to welcome you to Western Hotel, offering a paradigm of class following our values of 'Where Wonders Meet'.

During your stay with us, we will be at your service to fulfill any request and make your experience with us a memorable and enjoyable. Our staff is committed to extend hospitality essence that goes beyond expectations.

The directory highlights our guest services and as well as many of our other services. If there is anything we can do to provide more information or assistance, please contact our reception and we will be happy to accommodate your request.

Thank you for staying with us at Western Hotel.

Yours Sincerely,

Hotel Management

# Emergency



## Doctor

In the event of an emergency, please dial the extension no. "5555" and describe the nature and location of the incident.

## Emergency

Fully qualified doctors are available on call 24 hours a day through well-established and highly reputable practices and medical institutions. Most specialties are covered and most language spoken. Rates for medical callouts have been agreed with specialties and Duty Manager will be happy to advise.

## Fire Procedures

The hotel is fully equipped with comprehensive safety equipment. In the event of an emergency, the alarm will be sounded. An emergency evacuation floor plan is located on the backside of your main entrance door to acquaint yourself with emergency exits.

**Emergency extension** is **"5555"**

**Emergency Equipment** Fire hose and portable fire extinguishers are strategically placed in all corridors.

**First Aid** For immediate assistance, please dial "5555".

**Fire Alarm** When the fire alarm is activated, a continuous bell will be heard. Please do not panic and proceed to the nearest exit.

## If you suspect or detect a fire

- Do not panic
- Activate the nearest fire alarm
- Call Guest Services or dial Emergency at extension "0".

## In the event of evacuation

- Do not panic
- Do not stop to collect personal belongings
- Leave the building immediately through the emergency escape routes indicated by illuminated "Exit" signs
- If there is smoke in the corridor, stay as low as possible, crawl on hands and knees if necessary
- Do not use the elevator under any circumstances
- Proceed to the nearest staircase exit marked on the fire plan located on the backside of your main entrance room.
- Once you are out of the building, do not re-enter until the hotel fire commander gives an all clear message.

## For your safety

- Do not use immersion heaters
- Do not cover lamps with cloths or paper
- Do not use candles or naked flames
- Do not leave the flat irons unattended
- Do not smoke in bed
- Do not use Bakhour or charcoal inside the room or bathroom
- Do not smoke shisha inside the room
- For your child's safety, keep the windows locked
- Do not leave the children unattended inside the room

# Dining

*Food Created Wholeheartedly*



Cuisine:

International

Serves:

A la Carte, Buffet, Breakfast, Lunch and Dinner

Buffet Timings:

Breakfast

6:30 am – 10:30 am

Lunch

12:30 pm – 3:30 pm

Dinner

6:30 pm – 10:30 pm

## The Best of Global Palate

Pearl offers an outstanding international buffet and a scrumptious selection of local and regional specialty dishes. The all-day dining restaurant serves buffet, a la carte and set menu options. Our chefs whip up a full spectrum buffet of multi-national flavours with vibrant Mediterranean and Asian specialities complete with a diverse selection of rich and luscious desserts.



## BLUE WATER CAFE

Cuisine: Light Meals and Snacks / Hubbly Bubbly

Timing: 10:00 am – 11:00 pm

Hubbly Bubbly: 4:00 pm - 2:00 am

# Room Service

ROOM SERVICE

Cuisine:

Timing:

International

24 hours



## Delectable Bites In The Privacy Of Your Room

Enjoy a toothsome fare from around the globe any time of the day or night. Lazy mornings spent relaxing with robust coffee and signature dishes delivered right to your door. A working lunch set up in-room or a relaxing order-in dinner, the choice is yours.



MARINA

Serves:

Timing:

Pastry, Coffee and Tea

9:00 am - 11:00 pm

Indulge in a cozy and inviting ambiance at Marina Café, where you can enjoy freshly brewed coffee, delectable pastries, and light snacks. Perfect for a relaxing break or a casual meeting, our lounge offers a tranquil setting with warm hospitality.





## Banqueting / Meetings

For the perfect function, be it a wedding, conference, outside catering dinner or training session - our banqueting team are ready to assist you.

Our meeting rooms can accommodate up to 40 persons theatre style. Our flexible range of meeting rooms with state-of-the-art audio-visual equipment is available to suit your every need.



Banquet &  
Meeting

# Leisure



The hotel offers a wide choice of fitness and leisure activities at The Life Fitness Gym & Recreation Club. Anybody with a medical condition should seek a doctor's approval before utilizing any of our leisure facilities.

## Childrens Area

Children can enjoy at the play area and must be supervised by parent or guardian.

## Gymnasium

The resort's gymnasium offers state-of-the-art equipment including single stationary units, free weights and an array of cardio-vascular equipment. The gymnasium is open from 06:00 to 12:30 am for room guests and health club members.  
Ladies Timings: from 02:30 pm until 07:00 pm (except Friday)

## Swimming Pool

The resort's pools are patrolled by lifeguard during the day until sunset.  
Changing rooms are available for both men and women in the health club.

**Kids Pool Timing: 8:00 til 21:00**

**Adult Pool Timing: 8:00 til 21:00**

## Membership

The Health Club offers a 1 month, 3 months, 6 months and 1 year membership for singles, couple or families. Contact the Health Club reception for more details. Locker keys are available at the Life Fitness Health & Recreation Club reception.

# Guest Service ~ A-Z

*Experience the warmth*

<b>ADDITIONAL ROOM ITEMS</b>	Should you require additional guest room item please dial "Reception" button on your telephone.
<b>AIRLINE INFORMATION</b>	For airline ticket reservations, amendments or confirmations please & TICKETS contact our Concierge team to assist you. – To confirm
<b>BABY CRIBS / COT</b>	Please contact our Housekeeping Team to have a baby crib delivered to your room. Subject to availability.
<b>BABYSITTING</b>	Can be arranged 24 hours in advance. Charges will apply.
<b>BUSINESS CENTRE</b>	If you require assistance of support services and communication to better conduct business away from your office, we have a Business Centre with services for your convenience. We provide secretarial services for English typing, photocopy, scanning, computer print-outs and facsimile.
<b>CHECK IN</b>	Check-in time is 14:00 hrs
<b>CHECK OUT</b>	Check out time is 12:00 noon. To expedite check out, please contact the reception desk. Your room key card is automatically cancelled at 12:00 noon. Please dial "Reception" button on your telephone to amend your stay.



# Guest Service



## Credit Cards

Visa, master Card and American Express credit cards are all accepted. Please contact the cashier at the Reception desk for further information.

## Currency Exchange

Current rates and currency exchange are available through the Reception desk.

## Dining Reservations

If you wish to make a dining reservation for our Restaurant, please contact the Reception Service Desk.

## Disabilities

Deaf Guard, Wheelchairs, Shower seats and booster seats are available in the hotel. Please contact our Concierge team for assistance.

## Do Not Disturb

If you wish to have your call screened or prefer not to be disturbed by telephone calls, please notify the reception.

## Double Lock

Your guestroom door is equipped with a double lock and security latch for use while you are in the room.

## Dress Code

In order to maintain respect for local custom, please do not wear revealing clothes or beach wear in the restaurants, lobby or public areas within in the resort. The hotel reserves the right to deny entry to those guests it deems inappropriately dressed at any time.

## Duty Manager

The hotel has a Duty Manager who is available 24 hours a day to assist you with your needs.

## Membership

The Health Club offers a 1 month, 3 months, 6 months and 1 year membership for singles, couple or families. Contact the Health Club reception for more details. Locker keys are available at the Life Fitness Health & Recreation Club reception.

# Guest Service

## **Electric Current**

Guest rooms are equipped with 110 volts and 220 volts. Adaptors are available from Housekeeping. Subject to availability.

## **Hotel Reservation**

If you are planning a return visit to our resort or any of the hotels that belong to the "Western Hotels" group, we will be pleased to make your next reservation with us.

## **Internet Connection**

Wireless Internet is available in every room and meeting rooms.

## **Laundry/ Dry Cleaning**

Available upon request. Please contact the reception desk for assistance.

## **Lost And Found**

In the event you have misplaced your belongings, Please dial our Housekeeping department for further assistance.

## **Luggage Services**

Kindly contact the reception for luggage pick-up and storage.

## **Maintenance**

Should you find any defects in your room or suite, please contact the Reception desk.

## **Pets**

No pets are allowed.

## **Prayer Room**

The prayer room is situated at the lobby level.

## **Privacy**

Please hand the "Privacy Please" sign outside your door to avoid being disturbed and kindly inform reception not to transfer calls to your room.

## **Room Service**

Available 24 hours daily.

## **Safe Deposit**

Each guest room is equipped with a personal safe located in the closet, we also have safe-deposit boxes at the Front Desk if you require additional space.

## **Shoe Shine**

Please contact our Housekeeping department for further assistance.

## **Shopping Information**

Ghayathi Mall is just a 5-minute drive from the hotel, while Al Dhafra Mall is a convenient 30-minute drive away.

## **Stationery / Writing Paper**

Located in the pocket of this Guest Service Directory. For additional stationery, please contact our Reception Desk.

## **Transportation**

Transportation is available upon request. The reception or concierge will gladly make all your transportation arrangements.

## **Wake Up Calls**

You may request your wakeup call from our Reception desk.

# Well Connected

## Miles Apart

### PHONE SERVICES

#### DIALLING INFORMATION & RATES

#### DIALING CODES

##### Area Dialing Codes (in United Arab Emirates)

Al Ain	03
Abu Dhabi	02
Ajman	06
Sharjah	06
Umm Al Quwain	06
Ras Al Khaimah	07
Fujairah	09
Khorfakkan	09
Dibba	09
Dubai	04



### Dialling Information & Rates

Country	Price in Aed	Code	Country	Price in Aed	Code
Afghanistan	34.60	93	Chad	28.15	235
Albania	14.75	355	Chile	14.75	56
Algeria	12.00	213	China	16.00	86
Andorra	16.05	376	Colombia	14.75	57
Angola	13.45	244	Comoro	13.45	269
Antigua and Barbuda	14.75	268	Congo (Brazzaville)	37.88	242
Argentina	13.45	54	Congo (Kinshasa)	37.88	243
Armenia	14.75	374	Costa Rica	14.75	506
Austria	12.00	43	Croatia	14.75	385
Azerbaijan	16.05	994	Cuba	20.45	53
Bahamas	28.15	242	Cyprus	12.00	357
Bahrain	15.00	973	Czech Republic	12.00	420
Bangladesh	12.00	880	Denmark	14.00	45
Barbados	14.75	246	Djibouti	12.00	253
Belarus	14.75	375	Dominica	14.75	767
Belgium	15.00	32	Dominican Republic	16.05	809
Belize	14.75	501	Ecuador	34.60	593
Benin	14.75	229	Egypt	15.00	20
Bhutan	14.75	975	El Salvador	21.45	503
Bolivia	18.75	591	Equatorial Guinea	28.15	240
Bosnia & Herzegovina	16.05	387	Eritrea	17.65	291
Botswana	28.15	267	Estonia	15.00	372
Brazil	18.00	55	Ethiopia	21.45	251
Brunei	13.45	673	Fiji	28.15	679
Bulgaria	15.00	359	Finland	15.00	358
Burkino Faso	17.65	226	France	15.00	33
Burundi	17.65	257	Gabon	4.09	241
Cambodia	30.00	855	Gambia	14.75	220
Cameroon	20.45	237	Georgia	14.75	995
Canada	17.00	001	Germany	15.00	49
Cape Verde	17.65	238	Ghana	20.45	233
Central African Republic	20.45	236	Greece	10.60	30

Country	Price in Aed	Code	Country	Price in Aed	Code
Grenada	473	14.75	Oman	13.50	967
Guatemala	502	13.45	Pakistan	12.00	92
Guinea Republic	224	20.45	Palau	28.15	680
Guyana	592	34.60	Palestine	13.45	970
Haiti	509	20.45	Panama	13.45	507
Hawaii	808	10.60	Papua New Guinea	16.05	675
Honduras	504	14.75	Paraguay	10.76	595
Hongkong	852	13.45	Peru	28.15	51
Hungary	36	12.00	Philippines	15.00	63
Iceland	354	17.65	Poland	13.45	48
India	91	15.00	Portugal	14.75	351
Indonesia	62	15.00	Qatar	13.50	974
Iran	98	15.00	Romania	12.00	40
Iraq	964	18.00	Russia	25.00	7
Ireland	353	13.45	Rwanda Rep.	20.45	250
Italy	39	15.00	St. Lucia	14.75	758
Jamaica	876	13.45	San Marino	28.15	378
Japan	81	14.75	Sao Tome & Principe	47.35	239
Jordan	962	15.00	Saudi Arabia	18.00	966
Kazakhstan	7	13.45	Senegal	13.45	221
Kenya	254	14.75	Seychelles	13.45	248
Kiribati	686	22.52	Siera Leone	20.45	232
Korea North	850	34.60	Singapore	13.45	65
Korea South	82	12.00	Slovakia	12.00	421
Kuwait	965	15.00	Slovenia	13.45	386
Kyrgystan	996	25.00	Solomon Island	47.35	677
Laos	856	17.65	Somalia	21.45	252
Latvia	371	18.75	South Africa	13.45	27
Lebanon	961	15.00	Spain	15.00	34
Lesotho	266	14.75	Sri Lanka	12.00	94
Liberia	231	47.35	Sudan	15.00	249
Libya	218	16.05	Surinam	47.35	597
Liechtenstein	423	13.45	Swaziland	20.45	268
Lithuania	370	14.75	Sweden	12.00	46
Luxembourg	352	13.45	Switzerland	13.45	41
Macedonia	389	13.45	Syria	15.00	963
Madagascar	261	17.65	Taiwan	12.00	886
Malawi	265	13.45	Tajikistan	20.45	992
Malaysia	60	12.00	Tanzania	14.75	255
Maldives	960	17.65	Thailand	15.00	66
Mali	223	17.65	Togo	9.47	228
Malta	356	47.35	Tonga	28.15	676
Marshall Islands	692	40.90	Trinidad & Tobago	13.45	868
Mauritania	222	12.00	Tunisia	15.00	216
Mauritius	230	12.00	Turkey	12.00	90
Mexico	52	14.75	Turkmenistan	20.45	993
Micronesia	691	34.60	Tuvalu	28.15	688
Moldova	373	13.45	Uganda	16.00	256
Monaco	377	18.75	Ukraine	13.45	380
Mongolia	976	47.35	United Arab Emirates	2.00	971
Morrocco	212	13.45	United Kingdom	13.45	44
Mozambique	258	17.65	United States of America	10.60	001
Namibia	264	17.65	Uruguay	16.05	598
Nepal	977	17.65	Uzbekistan	15.00	998
Netherlands	31	10.60	Vanuatu	34.60	678
New Zealand	64	14.75	Venezuela	13.45	58
Nicaragua	505	17.65	Vietnam	20.45	84
Niger	227	14.75	Yemen	17.00	967
Nigeria	234	12.00	Yugoslavia	16.00	381
Norway	47	10.60	Zambia	23.10	260
			Zimbabwe	20.45	263