



GROSVENOR HOUSE
HOTEL
DUBAI

THE
LUXURY
COLLECTION

DIRECTORY OF SERVICES

WELCOME

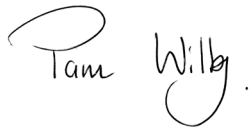
A warm welcome to the Grosvenor House Dubai, A Luxury Collection Hotel.

We are delighted and proud to have you as our guest and wish you a most enjoyable stay.
Our fine selection of facilities and services available to you are listed in this directory.

Should you have any special requests, please do not hesitate to contact our Guest Services team.

Once again, we would like to wish you a pleasant and memorable stay.

Best regards,

A handwritten signature in black ink that reads "Pam Wilby." The signature is written in a cursive, flowing style.

PAM WILBY
GENERAL MANAGER

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DESTINATION

LOCALE

Discover the treasures of a city rich in culture, heritage and Arabian delights.

A pinnacle of perfection, set within the cosmopolitan heart of Dubai Marina. Grosvenor House Dubai is a landmark of prestige and a symbol of refinement. It is a home for culture, creative excellence and a collector of lasting impressions. Charm. Elegance. Beauty.

Standing majestically at the heart of this exciting city, is the exclusive Grosvenor House Dubai. An esteemed establishment with breathtaking rooms, suites, apartment suites and residence apartments, a world-class Conference Centre as well as epicurean dining options. A gracious tribute to Arabian influences and contemporary design. Large windows look out over turquoise waters, where dhow boats and super yachts beckon. And the scent of fresh flowers follows you, wherever you go.

Grosvenor House Dubai comprises 749 rooms, suites, apartment suites, residence apartments and premier villas, all with signature Luxury Collection beds, large windows with spectacular views of the Marina and butler service.

Dine and delight. A dedication to excellence and innovation brought to life with 12 inspired dining destinations, including signature concepts and celebrity chefs. One of a kind experiences in Dubai, with Buddha-Bar, Rhodes w1, Toro Toro, Siddharta Lounge by Buddha-Bar, Indego by Vineet, Sloane's and Bar 44.

In a first that is unique in the Middle East, Grosvenor House Dubai offers a choice of two lavishly equipped spas with a multitude of options to those who wish to be pampered. The Retreat Health & Spa features steam rooms, Rasul, sauna and Jacuzzi, offering a full menu of spa and beauty treatments as well as a fully equipped state of the art gym. B/ATTITUDE SPA tempts you to enjoy a sublime immersion in the ancient rejuvenation therapies of the East.

You are also welcome to enjoy Le Royal Méridien Beach Resort + Spa Dubai, the award-winning sister property of Grosvenor House Dubai. The shared facilities include a stunning white sand beach, swimming pools, kids' club and restaurants and bars.

The Conference Centre has a multi-use ballroom and four meeting rooms and boardrooms, all of which are served with cutting edge technology, wireless Internet and a captivating backdrop.

Located at the cosmopolitan heart of Dubai, with easy access to the financial districts, major shopping malls and entertainment facilities, the Grosvenor House Dubai is a pleasure for business or leisure travellers.

DESTINATION

SIGHTS & ATTRACTIONS

Just minutes from the beaches of the Arabian Gulf are the iconic twin towers of Dubai's most sophisticated, elegant and social address; the exceptional Grosvenor House Dubai.

With stunning views of the Arabian Gulf, the glamour of Dubai Marina and a whole world of Arabian history just a stone's throw away, Grosvenor House Dubai combines the finest hospitality with tradition, style and family friendly adventure.

For further guidance and personalized recommendations, from one-of-a-kind tours to the best of regional dining, engage the services of our Luxury Collection Concierge.

MARINA YACHT EXPERIENCE TO SEE DUBAI SKYLINE

Stunning from the ground and striking from the air, the impressively imposing Marina skyline is just as inspiring when seen from the water. Relish the impeccably awesome sights of Dubai Marina Mall, Jumeirah Beach Residences, stunning architectural facades and the world-renowned Palm Jumeirah with its fronds, Golden Mile, Signature Villas, Garden Homes and Canal Cove.

DIVING IN THE WORLD'S LARGEST FISH TANK

Teeming with 33,000 species from all over the world, Dubai Aquarium and Underwater Zoo invites you to savour an incomparably sensual, visual experience. Alternatively, take the plunge for a truly memorable adventure as you get up close and personal with sand tiger sharks, manta rays and a host of exotic fish in a vibrant setting.

JUMEIRAH MOSQUE

A stunning example of medieval Fatimid architecture can be seen at one of Dubai's most important mosques. It is the only mosque open to non-Muslims, forming part of the city's Open Doors, Open Minds policy. This stunning mosque is one of the largest in the country with a capacity of 1,200 people. Photography inside the mosque is allowed, which is highly unusual. So too is the opportunity to witness how Muslims pray and to engage in a question and answer session with the mosque's Imam. This is a unique opportunity for men and women of all ages, cultures and religious beliefs to step inside the traditions of Islam

SUNSET FROM THE WORLD'S TALLEST BUILDING

Awe-inspiring design meets breathtaking elevation. Unquestionably a wonder of the modern world, Burj Khalifa is a singular representation of the ambition, swagger and dynamic character of Dubai. Featuring leading-edge technology and superlative architecture, Burj Khalifa sets the benchmark for the ultra-modern high-rise of the future. At 829.8 meters, the world's tallest building promises a unique experience for its numerous visitors. How would you like to witness two sunsets on the same day? Thanks to its height you can enjoy sunset at the base of the tower then, via a super-fast elevator to the observation deck, savour another golden moment minutes later. With its grandiose presence, Burj Khalifa takes uniqueness to truly unprecedented new heights.

DESTINATION

SHOPS

MALL OF THE EMIRATES

Take a break from the heat and pull on your ski boots at the world's largest indoor ski slope in the Mall of the Emirates. Located only minutes from Dubai Marina, it is packed with world-class designer stores from Harvey Nichols to Gucci, Prada, Ralph Lauren and everything in between. It is the perfect place to ski, shop and enjoy a delicious meal in one of the mall's many spectacular restaurants. Find travel essentials, as well authentic Southwestern jewelry at this on-site boutique. Open daily.

DUBAI MALL

The Dubai Mall is the shopping centerpiece of Downtown Dubai. This is the world's biggest mall, home to one of the world's largest aquariums, an ice rink, Sega World, a multiplex cinema and access to the world's tallest building, the Burj Khalifa. If you still have time for shopping after visiting the mall's many attractions, head down to fashion avenues for the world's best designer outlets.

IBN BATTUTA MALL

Step inside the world of Ibn Battuta – a mall based around the theme of the famous Moroccan explorer. Ibn Battuta visited almost all of the Islamic world and Asia over a period of thirty years in the 12th century. This one-level mall pays homage to his travels, immersing you in a retail experience from China to South Asia, the Middle East and South East Asia.

GOLD SOUQ & SPICE SOUQ

No visit to Dubai is complete without a trip to its famous gold and spice souqs, a short journey across Dubai Creek. You will be bedazzled at the gold souq, where jewelry is weighed and priced on the actual value of gold on the day. Experience haggling for gold and take in the incredible aromas of the many wonderful, colourful spices of the Middle East and South Asia.

RESTAURANTS & LOUNGES

SLOANE'S

With a vibrant, stylish setting, Sloane's lively open-show kitchen is open 24 hours with a wide array of tasty dishes cooked 'a la minute'. From the hot and cold selection, waffles and crepes, to pizzas, pasta, sushi, fresh fish and a selection from the Tandoor oven, to beef, lamb or chicken at the carvery, there are always dishes to savour.

CUISINE – INTERNATIONAL
DRESS CODE – SMART CASUAL
HOURS – BREAKFAST, LUNCH, DINNER, BRUNCH (FRIDAY)
LOCATION – MEZZANINE LEVEL, TOWER ONE
PLEASE CONTACT BY PRESSING "GUEST SERVICES"

LOBBY LOUNGE

Meet and greet or watch the world go by. This lounge is as cosmopolitan as those who pass through it, with a unique menu to match.

DRESS CODE – SMART CASUAL
HOURS – ALL DAY
LOCATION – TOWER ONE, LOBBY LEVEL

LEAVES

A tea lounge with an Oriental twist, bringing you decadent pastries, cakes, finger sandwiches and more.

CUISINE – SWEETS & SAVOURIES
DRESS CODE – SMART CASUAL
HOURS – ALL DAY
LOCATION – TOWER ONE, MEZZANINE LEVEL

THE GALLERY

This discreet, colonial style bar houses an impressive range of whiskies, cognacs and classic cocktails, for those with discerning tastes.

DRESS CODE – SMART CASUAL
HOURS – MIDDAY TILL LATE
LOCATION – TOWER ONE, MEZZANINE LEVEL

INDEGO BY VINEET

Amid minimalist opulence, Indego by Vineet brings the textures, flavours and expressive range of Indian cuisine sumptuously alive. Guided by Michelin-starred celebrity Chef Vineet Bhatia, this contemporary restaurant celebrates traditional spices and ingredients, creating an exceptional dining experience.

CUISINE – MODERN INDIAN
DRESS CODE – SMART CASUAL
HOURS – DINNER
LOCATION – TOWER ONE, LOBBY LEVEL
PLEASE CONTACT BY PRESSING "GUEST SERVICES"

RESTAURANTS & LOUNGES

RHODES W1

Fresh from his summer in France, Gary Rhodes returns to Rhodes W1 at Grosvenor House with an Anglo-French menu. The atmosphere is cheerful and inviting yet maintaining an ambiance of sophistication.

CUISINE – BRITISH CUISINE
DRESS CODE – STYLISH, NO LOCAL DRESS IN THE BAR
HOURS – DINNER, MONDAY TO SATURDAY
LOCATION – TOWER ONE, MEZZANINE FLOOR
PLEASE CONTACT BY PRESSING “GUEST SERVICES”

BUDDHA-BAR

Indulge in an array of delightful dishes inspired by the cuisines of Asia. One of Dubai’s most sought after venues, Buddha-Bar promises evenings of unsurpassed experiences. Renowned for its trendy interior, sensual music from the DJ and sublime setting with its vaulted ceilings and towering windows overlooking the glittering waters of the Marina.

CUISINE – FAR EAST ASIA
DRESS CODE – SMART & TRENDY, NO LOCAL DRESS IN THE BAR
HOURS – DINNER. CHILDREN 6 YEARS AND ABOVE ALLOWED IN THE DINING AREA TILL 10:30 PM & 21 YEARS AND ABOVE IN THE BAR AND LOUNGE
LOCATION – TOWER ONE, GROUND LEVEL, EXCLUSIVE ENTRANCE
PLEASE CONTACT BY PRESSING “GUEST SERVICES”

BAR 44

Bar 44 boasts spectacular views over Dubai Marina, the Palm Jumeirah and offers a stunning range of champagnes, cocktails and more than one hundred different types of rare Single Malts. On the top floor of the Grosvenor House Tower One, Bar 44 is where the chic crowd heads when the sun goes down – it’s no wonder the atmosphere is always charged.

DRESS CODE – SMART & TRENDY
HOURS – EVENING. ENTRY ONLY 21 YEARS AND ABOVE
LOCATION – TOWER ONE, LEVEL 44
PLEASE CONTACT BY PRESSING “GUEST SERVICES”

BELLAVISTA

Showcasing a menu that encapsulates a true taste of Italy, the new contemporary Italian blends authentic, honest cuisine with warm service and a serene ambiance.

CUISINE – ITALIAN
HOURS – ALL DAY
LOCATION – TOWER ONE, LEVEL 4
PLEASE CONTACT BY PRESSING “GUEST SERVICES”

THE BAR

Set your mind at rest as you unwind over a well-deserved drink in our glass bar. Decadently furnished and softly lit for enhanced comfort, offering a variety of drinks for every taste.

DRESS CODE – SMART & TRENDY
HOURS – ALL DAY
LOCATION – TOWER TWO, LOBBY LEVEL

RESTAURANTS & LOUNGES

TORO TORO

This Pan-Latin restaurant and lounge headed by celebrity Chef Richard Sandoval, showcases traditional South American dishes. Set over two floors, this striking venue plays a compilation of South American-inspired beats. The lively bar and cuisine make Toro Toro the perfect setting for a sensational experience.

CUISINE – PAN-LATIN

DRESS CODE – STYLISH, NO LOCAL DRESS IN THE BAR

HOURS – DINNER & BRUNCH (FRIDAY ONLY). CHILDREN 6 YEARS AND ABOVE ALLOWED IN THE DINING AREA TILL MIDNIGHT & 21 YEARS AND ABOVE IN THE BAR AND LOUNGE

LOCATION – TOWER TWO, GROUND LEVEL, EXCLUSIVE ENTRANCE

PLEASE CONTACT BY PRESSING “GUEST SERVICES”

SIDDHARTA LOUNGE BY BUDDHA-BAR

Siddharta Lounge by Buddha-Bar opened its doors and revealed a sublime new look, following major refurbishments that promise the wow factor. The iconic restaurant, lounge and bar boasts a fresh urban revamp with breathtaking 360-degree views of Dubai Marina, The Palm Jumeirah and onwards to the Arabian Gulf.

CUISINE – MEDITERRANEAN / ASIAN

DRESS CODE – SMART & TRENDY

HOURS – LUNCH 12:30 PM, DINNER 6:00 PM. CHILDREN 6 YEARS AND ABOVE ALLOWED IN THE DINING AREA TILL 10:30 PM & 21 YEARS AND ABOVE IN THE BAR AND LOUNGE.

LOCATION – TOWER TWO, LEVEL 4. EXCLUSIVE ENTRANCE AFTER 6:00 PM

PLEASE CONTACT BY PRESSING “GUEST SERVICES”

SPAS

B/ATTITUDE SPA

The B/Attitude Spa welcomes you to an adventure through the senses, with all natural, oriental treatments that restore harmony between body and mind.

HOURS - DAILY

LOCATION - TOWER TWO LEVEL 4

TELEPHONE - 2200/2201

RETREAT SPA

A haven for the body and the soul, the Retreat Spa offers guests not only moments of tranquility and means of relaxation but also a menu of spa and fitness amenities and treatments to improve personal well-being.

HOURS - DAILY

LOCATION - TOWER ONE LEVEL 4

TELEPHONE - 6761/6762

DIRECTORY OF SERVICES

GUEST SERVICES

THE LUXURY COLLECTION CONCIERGE

A distinct touchstone of The Luxury Collection, the Luxury Collection Concierge brings exceptional adventures and certified indigenous experiences to life. The foremost authority on this unique locale, the Concierge effortlessly facilitates a personalized journey for each guest.

MANAGER ON DUTY

Should you need assistance with an urgent matter, a hotel manager is ready to help. Call the Hotel Operator any time, day or night.

MARRIOTT BONVOY™ PROGRAM

Visit our reception desk to sign up for our Marriott Bonvoy™, and earn points toward free nights at The Grosvenor House or any other Marriott property.

For more information, please dial GUEST SERVICES for assistance.

NOTHING COMPARES TO LIVING IN LUXURY

Should you find that the lamp is not working properly, you need additional writing paper, you have forgotten your razor, you need an extra blanket or pillow, a shirt ironed urgently or a lost button replaced, our Housekeeping team is here to ensure that your room is as comfortable as possible.

For more information, please contact Housekeeping by pressing “Guest Services”.

DIRECTORY OF SERVICES

ADDITIONAL OFFERINGS

At The Grosvenor House, we strive to provide exceptional service for an unforgettable stay. The room amenities and other hotel services listed below are uniquely designed to meet your needs. Should there be anything you require that is not listed, please dial GUEST SERVICES for assistance.

AIR-CONDITIONING

All rooms are air-conditioned, and the control located in your room can be adjusted to your preferred temperature. Kindly close all windows when using the air conditioner.

AIRLINE RESERVATIONS AND INFORMATION (DIAL GUEST SERVICES)

Airline Reservations and information may be obtained through the Business Center.

ATM

An ATM is located next to the concierge desk at the Apartment entrance, Grosvenor House, Tower One.

BUSINESS SERVICES (DIAL GUEST SERVICES)

A business center is located at the mezzanine floor, Grosvenor House, Tower One.

BAGGAGE HANDLING (DIAL CONCIERGE)

Storage is available for bags you do not wish to keep in your room. Please call the Concierge for assistance.

BABYSITTING (DIAL GUEST SERVICES)

We will be pleased to arrange a babysitter for you. Advance notice of 24 hours would be much appreciated. Housekeeping will assist with the necessary arrangements.

CAR RENTAL (DIAL CONCIERGE)

For assistance, please call the Concierge.

CHECKOUT TIME (DIAL GUEST SERVICES)

In order to accommodate arriving guests, we request that you vacate your room by 12:00 hrs.

CONCIERGE SERVICES (DIAL CONCIERGE)

Our Concierge services are available 24hrs. The Concierge will do their utmost to meet your every need.

The following is a list of frequently requested services. Should you need assistance in an area not listed below, please contact the Concierge.

AIRLINE AND
TRAVEL RESERVATIONS

LIMOUSINE AND
CAR RENTAL SERVICES

ADAPTORS AND
CONVERTERS

MAILING, FEDEX
SERVICES AND STAMPS

DIRECTIONS, MAP GUIDANCE
AND RECOMMENDATIONS

MESSAGES AND
FAX SERVICES

GENERAL TOUR AND
ACTIVITY INFORMATION

RESTAURANT AND
SHOW RESERVATIONS

GOLF TEE TIMES
AND GROUP PLANS

DIRECTORY OF SERVICES

CREDIT CARD INFORMATION

We accept the following credit cards: Visa, Master Card, American Express Diners Club and JCB.

CRIBS / COTS (DIAL GUEST SERVICES)

Please press “Guest Services” to arrange for a baby cot or crib to be placed in your room.

CURRENCY EXCHANGE

Foreign currency can be exchanged at the reception.

DINING RESERVATIONS (DIAL GUEST SERVICES)

For information about dining at The Grosvenor House, please see the Dining section.

DOCTOR (DIAL GUEST SERVICES)

A doctor is on call 24 hours a day. Doctor’s fees apply and will be charged to your room. Please contact Guest Service Centre by pressing “Guest Services”.

DRESS CODE

For the comfort of all guests, we request your cooperation in observing the hotel dress code. Please wear a shirt and shoes in the Main Lobby. Please be aware that bathing costumes and swimwear should not be worn in restaurants and public areas inside the hotel. As UAE is an Islamic country, ladies and gentlemen are requested to dress appropriately especially during religious festivals. Whilst outside the hotel, in respect of local culture, please be advised that the dress code is conservative. Please dress modestly; covering the shoulders and knees, strappy top, short skirts, micro shorts and see through clothing are not permitted by law.

DRY CLEANING & LAUNDRY (DIAL GUEST SERVICES)

Dry-cleaning and pressing services are available daily. Please have your clothing available for pickup prior to 09:00 a.m. for return the same evening. A laundry bag and price list is provided inside your closet. Please contact Guest Service Centre by pressing “Guest Services” to arrange pickup.

DRYING CLOTHES (DIAL GUEST SERVICES)

Each bathroom is fitted with a retractable clothesline for drying clothes.

FITNESS CENTER

The hotel has two state of the art fitness centers located in Retreat Health Club & Spa on the 4th floor of Tower One and B/Attitude located on the 4th floor in Tower Two.

FISHING

We have various fishing boats available for charter. Deep sea fishing, tag and release and other excursions can be organised through Guest Services Centre by pressing “Guest Services”.

DIRECTORY OF SERVICES

GOLF CLUB STORAGE (DIAL GUEST SERVICES)

The hotel is only a five-minute drive from Emirates Golf Club. For reservations and tee-off times, please contact Guest Services by pressing “Guest Services”.

HIGH-SPEED INTERNET ACCESS

All rooms at The Grosvenor House are wired for high-speed Internet service. Wireless high-speed Internet access is also available in all public areas of the hotel. Once connected, please see the on-screen menu on your device for instructions and applicable charges.

HOUSEKEEPING SERVICES (DIAL GUEST SERVICES)

Our Housekeeping Department provides room cleaning service 24 HRS.

Should you require service at a specific time during your stay, kindly call the Housekeeping Department to make arrangements.

The following items can be provided for your comfort. If you require something other than what is listed here, we would be pleased to accommodate your request.

BATHROOM SCALE

BLANKETS

EXTRA TOWELS

RAZOR

FLOWER VASE

HYPOALLERGENIC PILLOWS

MOUTHWASH

SEWING KIT

EXTRA BED

ICE CUBES

Ice cubes can be ordered through Room Service. Please press “In-Room Dining”.

IN-ROOM DINING (DIAL IN-ROOM DINING)

Food and beverage service is available 24 hours a day. Please refer to the menu in your room to order.

IN-ROOM ENTERTAINMENT

A variety of movies are available for your enjoyment through your in-room entertainment system. Please use your TV remote to connect to these services.

LANGUAGE ASSISTANCE (DIAL GUEST SERVICES)

The staff at The Grosvenor House is pleased to provide language assistance when required subject to the staff availability.

LIMOUSINE SERVICE (CONCIERGE)

Limousine service to the airport or for private tours can be arranged through the Concierge.

LOST AND FOUND (DIAL GUEST SERVICES)

Please contact the Housekeeping Department for assistance.

DIRECTORY OF SERVICES

MAIL AND MAIL SERVICES (DIAL GUEST SERVICES)

Your personal mail will be held securely for you at the Bell Desk. Delivery to your room can be arranged by calling the Concierge. Postage stamps are available at the Bell Desk.

MESSAGES (DIAL 0)

Our voice mail system allows callers to leave a personal message for you, or callers may leave a text message with the Operator.

NEWSPAPERS (DIAL CONCIERGE)

Local newspapers are available at no charge in the Main Lobby, as well as at the rooms.

RELIGIOUS SERVICES

A listing of worship services is available at the Concierge desk.

ROOM RESERVATIONS (DIAL 6565)

Future reservations at The Grosvenor House can be made at our hotel Reservation Center.

SHOE SHINE SERVICE (DIAL GUEST SERVICES)

Please contact Guest Services to schedule a shoe shine.

SMOKING

UAE Law requires that no smoking take place in public areas of any building. For the comfort of all our guests, we therefore request that you refrain from smoking in the hallways and lobbies of The Grosvenor House. Please check with our Concierge for designated smoking areas on our property.

STORAGE (DIAL GUEST SERVICES)

For storage of unusually large items, please call the Concierge for assistance.

TURNDOWN SERVICE (DIAL 6902 /GUEST SERVICES)

Nightly Turndown Service is available from 06:00 p.m. to 10:00 p.m.

VALET PARKING (DIAL CONCIERGE)

For expedient service, please call our Valet Desk prior to departing your room.

WAKE-UP CALLS (DIAL GUEST SERVICES)

We offer an alarm clock radio on your nightstand. In addition, the Operator can assist you in making wake-up call arrangements.

DIRECTORY OF SERVICES

FAMILIES WITH CHILDREN

The Grosvenor House is dedicated to providing a stimulating and engaging experience for children of all ages, while allowing parents to enjoy their stay to the fullest.

CHILDREN'S PROGRAM (DIAL GUEST SERVICES)

Please contact our Concierge for information.

BABYSITTING SERVICES (DIAL GUEST SERVICES)

Please contact our Concierge for rates, information and booking. We are pleased to offer a selection of stay essentials for infants and toddlers. Should you need anything in addition to the items listed here, please call the Guest Services.

BABY BATHTUB
BOTTLE WARMER

BABY MONITOR
CRIB

BABY TOILETRIES

STATE LAW ON CHILDREN LEFT UNATTENDED

It is against UAE Law to leave children under the age of 14 years alone and unattended. It is especially important that children are not left unattended in or around the swimming pool.

DIRECTORY OF SERVICES

GUESTS WITH SPECIAL NEEDS

At The Grosvenor House, we will work with you to ensure your comfort by providing assistance with any of the devices listed below, or by arranging specialized support as needed. (Dial Guest Services)

ASSISTIVE LISTENING DEVICE FOR
MEETINGS OR BANQUETS

INTERPRETING SERVICES

CLOSED CAPTIONING ON TV IS
AVAILABLE BY PRESSING THE "CC"
BUTTON ON YOUR REMOTE CONTROL

BATHTUB TRANSFER BENCH

SHOWER STOOL

VISUAL NOTIFICATION
DEVICE FOR TTD

BLOCKS TO RAISE BEDS

TEXT TELEPHONE DEVICE (TTD)

TOILET SEAT RAISER

ROOM EQUIPPED FOR THE PHYSICALLY CHALLENGED (DIAL GUEST SERVICES)

Please contact the Guest Service Manager. Rooms that meet the requirements are available.

WHEELCHAIRS (DIAL GUEST SERVICES)

Please contact our Concierge for assistance and information regarding the use of a wheelchair during your visit and for excursions away from the hotel.

TELEPHONE & TECHNOLOGY

TELEPHONE INSTRUCTIONS

AUTOMATED WAKE-UP CALLS (DIAL 0)

VOICEMAIL INSTRUCTIONS

The Grosvenor House voicemail is like a personal answering machine. It will take voice messages for you when you are on the phone or away from your room.

TO LISTEN TO YOUR MESSAGES:

From your room:

1. Lift the handset.
2. Touch the message button.
3. Enter the 4-digit number to set up the password.
4. Enter the 4-digit password.
5. The messages will be played.

From outside your room:

1. Within the hotel, dial 0.
2. Outside the hotel, dial 04 399 8888. Advise the Operator of your name and room number and that you wish to listen to your voicemail messages.
3. The messages will be played.

PRICING

Charges will be automatically applied to the total bill.

LOCAL LAND LINE CALLS (AED 1.00 PER CALL)

LOCAL MOBILE CALLS (AED 1.50 PER MINUTE)

LOCAL TOLLFREE CALLS (AED 1.00 PER CALL)

INTERNATIONAL TOLLFREE CALLS (STANDARD RATES WILL APPLY PER MINUTE)

INTERNATIONAL COLLECT CALLS (DIAL 0)

DIAL ASSISTANCE

Local: Dial 9 + Number

Long distance: Dial 9 + 00 + Area Code + Number

TELEPHONE & TECHNOLOGY

COMPLIMENTARY INTERNET ACCESS

We are delighted to provide you with complimentary internet access during your stay. Our Internet connection will be valid throughout your entire stay and you will receive 5 GB of data for every 24hrs. After you have reached 5 GB you will have the choice of upgrading your service for AED 80 allowing you the ability to continue to transfer data at the same speed. Alternatively, we will continue to provide complimentary access at a slightly reduced connection speed. You may also connect an unlimited number of additional devices at any time.

HIGH-SPEED INTERNET

Speedy access to the Internet is available directly in your room with use of your own device wirelessly or connection by the desk. Should you require any assistance, please contact the butler by pressing “Guest Services”.

WIRELESS HIGH-SPEED INTERNET

1. Turn on Wi-Fi Option on your device.
2. Connect to ‘Luxury Collection_Guest’.
3. Launch your preferred browser and you will be automatically redirected to our log-in page.
4. If not please type www.Marriott.com in your internet browser bar.
5. Choose ‘In-house Guests’ option.
6. Type your room number and last name.
7. Click on the ‘CONNECT’ button.
8. Enjoy your experience and for any assistance please dial ‘0’ from your room telephone.

Kindly note that VOIP applications like Viber, WhatsApp calls, Skype, Imo, Hotspot VPNs software and few others are restricted by UAE Telephone Regulatory Authority.

TELEPHONE & TECHNOLOGY

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70	NATIONAL GEOGRAPHIC	100	AL ARABIA HD
71	FUTURE TV INTERNATIONAL		
72	E! ENTERTAINMENT		
73	FASHION TV		
74	ABU DHABI SPORTS		
75	ABU DHABI SPORTS 2		
76	ABU DHABI SPORTS EXTRA		
77	DUBAI RACING		
78	OSN SPORTS CRICKET HD		
79	DUBAI SPORTS 4		
80	AL RIYADH		
81	BEIN SPORTS 1		
82	BEIN SPORTS 2		
83	BEIN SPORTS 3		
84	BEIN SPORTS 4		
85	BEIN SPORTS 5 HD		
86	BEIN SPORTS 6 HD		
87	BEIN SPORTS 7		
88	BEIN SPORTS 8 HD		
89	BEIN SPORTS 9 HD		
90	BEIN SPORTS 10 HD		

SAFETY & SECURITY

SAFETY & SECURITY AWARENESS

At The Grosvenor House, your safety and security is important to us. Please take a moment to familiarize yourself with essential security information:

POOL SAFETY

Please be mindful of sun conditions and child safety precautions. Should you have questions, our poolside staff will be more than happy to assist.

DOOR LOCKS

For added privacy and security, your entrance door has a secondary locking device as well as a built-in dead bolt in the door lock, which can be engaged by raising the door handle.

DOOR VIEWER

For your safety and security, we recommend that you identify individuals through the viewer on the entrance door before opening the door. Use of the chain, dead bolt or bar on the entrance door will provide you with additional security.

EMERGENCIES

IN THE EVENT OF AN EMERGENCY, PLEASE PRESS THE BUTTON WITH THE “EMERGENCY” ON YOUR TELEPHONE OR DIAL 77.

FIRE

Please take the time to review the following information and the emergency evacuation procedures located at the back of your room door. If you have any questions or require a medical professional, please contact the front desk.

NATURAL DISASTERS

In the event that the Civil Defense office issues a natural disaster warning, The Grosvenor House will endeavor to prepare for the safety and well-being of our guests. However, individual awareness and preparedness are essential in any emergency situation. These preparations include the following:

KEEPING ALL MEDICATION AND ROOM KEYS READILY AVAILABLE SHOULD EVACUATION BECOME NECESSARY

SECURING ALL VALUABLES IN YOUR ROOM SAFE

LISTENING FOR INFORMATION FROM THE HOTEL'S PUBLIC ADDRESS SYSTEM

HEEDING WARNING ANNOUNCEMENTS

SAFETY & SECURITY

ROOM SAFETY

KEYS

Treat your room key like your house key. If you lose your room key or it's stolen, report it to the front desk right away. When you check out, leave your room key at the front desk. Please don't leave your key in your room.

ROOM NUMBER

Do not disclose your room number to anyone. In order to keep your room number and name confidential, please be cautious when giving this information within earshot of others.

IN-ROOM SAFE

A complimentary in-room safe has been provided for your use. Instructions are located in the safe. Should you need to leave valuable articles in a safety deposit box, a Guest Service Agent in the Reception area can assist you.

UNEXPECTED VISITORS

Never admit repair people or strangers without checking with management. Never admit people with unsolicited deliveries. Always use the door viewer to identify callers.

VALUABLES

The Hotel cannot be held responsible for any articles of value left unattended in your room. Please place these articles either in the in-room safe or one of the safety deposit boxes in the Reception area. Safety deposit boxes are available and accessible 24 hours a day.