



Hotel Madera Hong Kong 木的地酒店

In-room Directory 酒店服務目錄

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In-House Directory

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WELCOME 歡迎

Dear Valued Guest,

It is a privilege to welcome you to Hotel Madera Hong Kong. A beacon of traditional Hong Kong culture, we invite you to experience your own memorable stay with an ambience that simply shimmers and sparkles and allows you to indulge in the ultimate journey.

To ensure your complete comfort, our 5-star service team is always available to step ahead and share our hands, so your visit is nothing short of perfect. We strive to take care of your every desire by intuitively anticipating your needs. Whatever you need, just press Guest Service Manager on your phone and an associate will assist you promptly. I hope you enjoy your stay and leave with fond memories of this unforgettable destination.

With caring our Planet, Madera Hong Kong strives to keep up-to-date on the latest trends not only in hospitality, but also eco-friendly world issues as well. Together, Hotel employees and hotel guests play an important part in preserving our natural resources.

Again, we are delighted to have you with us. We look forward to providing you with attentive and excellent service, anticipating every need. Please do not hesitate to call upon us, we are ready to share our hands with you.

歡迎下榻木的地酒店，體驗傳統的香港文化，我們誠意為閣下提供難忘的住宿享受。

酒店的五星級服務團隊將以客人為先，隨時準備為閣下服務，確保提供最優質的服務。如有任何需要，請聯絡客戶服務經理，職員將盡力協助解決。酒店期望為你帶來最難忘，最享受的住宿體驗。

木的地酒店愛護地球，努力貼近環保潮流，並設有一系列的環保行動及設施，讓客人及職員一同參與保護地球。

最後，感謝閣下選擇了木的地酒店，我們期待為閣下提供最完善的服務。如需任何協助，請與職員聯絡。

Hotel Madera Hong Kong
木的地酒店



Guest Service 賓客服務

Air-Conditioning 空氣調節

2

All rooms have individually controlled air-conditioning for space cooling and space heating. For assistance, please contact Housekeeping Office

房間內設有獨立的冷、暖空氣調節，方便調校。如有查詢，請聯絡管家部。

Amenities Borrow Service 用品借用服務

2

Guests may borrow the following items at reception upon request.

賓客可因應需要於前檯借用下列用品：

Adapter & Charging cable 旅行轉接器及充電線 | HDMI cable HDMI 線 | Umbrella 雨傘 |

Steamer 熨斗 | Foam pillow 泡綿枕頭

Transportation Information 各類交通諮詢

3

For enquiries, please contact Front Desk. 請聯絡前堂部

Duty Manager 當值經理

3

For any general inquiries or assistance, please contact Duty Manager.

如需任何協助或查詢，請聯絡當值經理

Baby Cribs/ Wheel Chairs 嬰兒床/ 輪椅借用

3

Baby Cribs and Wheel Chairs are available and may be obtained through Front Desk. (Subject to availability)

如有需要，請聯絡前堂部 (需視乎實際情況而定)

Baggage Service 行李服務

3

For baggage pickup, delivery, collection or storage, please contact Front Desk.

如需行李提存，請聯絡前堂部

Chauffeured Limousine Service 轎車租賃

3

The Concierge has a full range of cars available for rent.

請聯絡前堂部提供各類車輛租賃

Check-in and Check-out Time 入住及退房時間

3

Check-in: 14:00; Check-out: 12:00. Should you request for an extension or late check-out after 12:00noon, please contact Front Desk.

酒店入住時間為下午 2 時，退房時間為中午 12 時。如需延遲退房，請聯絡前堂部



Payment Method 付款方式	3
Major Credit Cards are accepted including American Express, Visa, Master, China Union Pay, JCB etc. 接受大部分信用卡結賬，如美國運通卡、VISA 卡、萬事達卡、JCB 及銀聯卡等	
Do Not Disturb 請勿打擾	0
Should you wish an uninterrupted rest, or do not require housekeeping services, please press the “Do Not Disturb” button beside the light panel, this will disengage your doorbell automatically. Alternatively, you may contact Housekeeping for a “DND” doorknob sign. If you not wish to receive telephone calls, please inform the Hotel Operator. 如不欲被打擾或房間打掃服務，請按下燈掣上的“請勿打擾”鍵，燈號亮起後門鐘將停止鳴響，閣下亦可向管家部索取有關門牌。如不欲接聽來電，請聯絡接線員	
Doctor 醫生	3
For medical assistance, please contact Duty Manager. 如需醫療服務，請聯絡當值經理	
Electricity Power Supply 電壓	2
Hong Kong electricity supply is 220 voltage. (A.C.). For adaptor, extension cord or transformer, please contact Housekeeping. 香港的電壓為 220 伏特，如需借用轉換器，拖板或變壓器，請聯絡管家部	
Internet Service 上網服務	3
All guest room is equipped with complimentary WiFi internet access service. For assistance, please contact Front Desk. 所有房間內均設有免費 WiFi 無線上網服務，如需協助，請聯絡前堂部	
Laundry, Dry-cleaning & Pressing Service 洗衣/ 乾洗/ 燙衣服務	2
Laundry bags and price lists can be found in your closet. Your garments will be cleaned and returned on the same day. Deliveries are made between the hours of 09:00 – 21:00, unless special requested. Please contact Housekeeping for express service. 洗衣袋及價目表設於客房衣櫃內。衣物收集後將於即日送回，除非特別要求，運送時間將設於上午 9 時至下午 9 時。如需特快服務，請聯絡管家部	





- Lost & Found 失物待領** 3
- For any lost items, please contact Duty Manager, who will be pleased to assist you.
如有遺失物品，請聯絡當值經理
- Newspapers 報紙** 3
- For publications other than those provided in your room, please contact our Front Desk who will be pleased to arrange special delivery.
除已放置於房內的刊物，客人如需額外訂購可與前堂部聯絡
- Mail Service & Message 郵寄服務及留言** 3
- Front Desk is able to assist with special packaging and mail services. For incoming messages, both voice mail and/or hard copies are available.
前堂部提供包裝及包裹投遞服務。外來訊息將以語音留言及/或留言便條通知
- Wake up call 喚醒服務** 0
- Please contact Hotel Operator.
請聯絡電話接線員
- El-Safe 房間保險箱** 3
- You will find detailed instructions for the operation of the El-Safe in your armoire. The Hotel held no liabilities for any items lost from the guest rooms. For any assistance, please contact Duty Manager.
所有客房內均備有私人保險箱及操作說明，客人可免費使用。唯酒店將不會對閣下之財物負責，客人需自行承擔風險。如需協助，請聯絡當值大堂經理
- Visitors 訪客** 3
- Visitors are not allowed to guest floors unless accompanied by registered guest. All visitors are requested to have prior registration and to leave guest rooms by 23:00.
外來訪客一律不可進入酒店賓客樓層，所有訪客必須辦理登記手續並於 23:00 前離開。
- Articles available upon request 物品借用** 2
- We offer combs & shavers etc. available at Housekeeping.
酒店備有梳子及鬚刨 等，如需借用，請聯絡管家部





WiFi Internet Access Service 無線上網服務

1. Ensure you have a WiFi compliant laptop 確定閣下的電腦具無線上網功能
2. Open wireless network connection 開啟無線上網連結
3. Select Hotel's wireless network 選擇酒店無線上網連結
SSID: Madera_Guest
Login Name 用戶名稱 : Room Number 房間號碼
Password 密碼: Last Name 登記姓氏
4. Launch Internet browser.開始瀏覽網頁

Please contact Guest Service Centre for assistance.

如需協助，請聯絡服務中心。

Telephone Services 電話服務

Dialing Instruction 使用說明

Room to Room 房間電話

8 + Room Number 房間號碼

Local Calls 本地電話 (Free of charge 免費)

9 + Local Number 本地號碼

International Calls 國際電話 (charge per minute 按分鐘收費)

9 + 001 + Country Code 國家代號+ Area Code 地區號碼 + Number 電話號碼

Collect Calls, Operator Assisted and Credit Card Calls 收費電話、專人接駁及信用卡付費電話

9 + 0 + Area Code 地區號碼 + Number 電話號碼

All IDD calls are charged on minute basis and subject to 10% service charge.

所有 IDD 國際長途直撥電話以每分鐘計算及另加 10%服務費。





TV Channel List 電視節目表

- | | | | |
|------|---------------------------|------|-----------------------------|
| 31. | RTHK31 | 116. | Life Time |
| 32. | RTHK32 | 117. | NHK World Premium |
| 33. | RTHK33 | 118. | KBS World |
| 34. | RTHK34 | 119. | Discovery Channel |
| 76. | HKIBC | 120. | Love Nature |
| 77. | HOYTV | 121. | DreamWorks |
| 78. | HOYINFO | 122. | HBO |
| 81. | TVB Jade | 123. | Now Baogu Superstars |
| 82. | TVB Plus | 124. | Now Baogu Movie |
| 83. | TVB I News | 125. | beIN SPORTS 1 |
| 84. | TVB Pearl | 126. | beIN SPORTS 2 |
| 85. | Phoenix Hong Kong | 127. | beIN SPORTS 3 |
| 96. | Viu SIX | 128. | Now Sports Premier League 1 |
| 99. | Viu TV | 129. | Now Sports Premier League 2 |
| 101. | Hotel Channel | 130. | Now Sports Premier League 3 |
| 102. | CNBC | 131. | Now Sports Premier League 4 |
| 103. | Bloomberg Television | 132. | Now Sports Premier League 5 |
| 104. | Euronews | 133. | Now Sports Premier League 6 |
| 105. | Phoenix InfoNews | 134. | Now Sports Prime |
| 106. | NHK World-TV | 135. | Now Sports 1 |
| 107. | Now News | 136. | Now Sports 2 |
| 108. | CTI Asia Channel | 137. | Now Sports 3 |
| 109. | CCTV-4 | 138. | Now Sports 4 |
| 110. | Phoenix Chinese Channel | 139. | Now Sports 5 |
| 111. | Now Jelli | 140. | Now Sports 6 |
| 112. | Now Chinese Drama Channel | 141. | Now Sports 7 |
| 113. | Shenzhen TV | 142. | Now Sports Plus |
| 114. | Dragon TV | 143. | Now Golf 2 |
| 115. | AXN | 144. | Now Golf 3 |



LEISURE FACILITIES 休閒設施

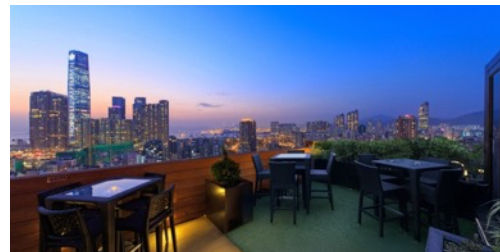
Rooftop Bar 天際酒吧 - Horizonte Lounge

Location 位置: 29 & 30/F

Tel 電話 : (852) 2121 9866

Operation Hours 開放時間:

Daily 每日: 4pm-12am Sun



Cafe Bonita

Location 位置: 3/F, Madera Residences 木的地 · R

Tel 電話 : (852) 2121 9867

Operation Hours 開放時間:

Daily 每日: 7:30am-6pm



RECREATION & ENTERTAINMENT 娛樂及康體設施

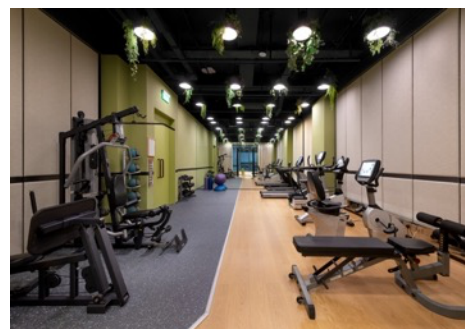
Gymnasium 健身中心

Location 位置 :

1/F, Madera Residences 木的地 · R 一樓

Operation Hours 開放時間:

Daily 每日: 7:30am-9:30pm





Hotel Security 酒店保安

The Hotel will give you not only comfort but also reassurance. To ensure guest securities while your stay, we have advanced computerized monitoring system on surveillance, automatic fire alarm system, sprinkler head and firefighting equipment. Your personal safety is the first priority of our concern.

酒店設有完善及嚴密的安全監控系統，自動灑水系統及消防設施，確保酒店客人安全。

1. Room Number Security System 房號保密制度
2. Receiving Visitor 訪客登記
3. Fire Preventing Facilities 消防設施
4. CCTV System 24 小時閉路電視
5. No Smoking environment 禁止吸煙
6. VingCard 房間匙卡
7. Emergency Evacuation Map 緊急逃生路線圖
8. Emergency Alarm 警鐘
9. Fire Prevention regulations 防火守則
10. Notices to Guests 通告





Room Number Security 房號保密

To avoid Hotel guests to be disturbed, we keep all guest information in strictly confidential, incoming phones calls will be connected upon prior approval from the guest.

為使客人免被滋擾，所有客人資料將絕對保密，來電將在客人同意後方代為接駁。

Visitors 訪客登記

Visitor is required to proceed registration and leave before 23:00 from Hotel. For overnight stay, a formal check-in at front desk with valid certificate is requested.

外來訪客必須辦理登記手續並於 23:00 前離開，若需留宿，請持有效證件於大堂辦理入住手續。

Fire Fighting Facilities 消防設施

The Hotel is equipped with firefighting facilities and automatic fire alarm system such as smoke detector & sprinkler head, fire hydrant/ hose reel and fire extinguisher, etc. Do not smoke or burn anything in room to avoid activating fire sprinkler and firefighting facilities.

酒店設有煙霧感應器，自動灑水系統，消防水喉，滅火用品等消防設備，請勿在房間內吸煙或燃燒物品以免啟動灑水及警報系統。

CCTV 24 小時閉路電視

CCTV is round-the-clock operating.

閉路電視作 24 小時全天候運作。

No Smoking 禁止吸煙

Whole premises is a non-smoking area.

本酒店範圍內全面禁煙。

Vingcard 房間匙卡

Always lock the door and keep the key card along when you are away from the room. Inform Front Office immediately if lost. Return the key card to cashier while checking out.

離開房間時請將房門上鎖並隨身帶備匙卡。如有遺失，請即通知前堂部，退房時請交回匙卡。

Fire/ Emergency 緊急火警指示

Please take a few moments to review our Fire Escape Route Plan posted on the backside of your room door.

In case of fire, please keep calm and proceed to the nearest emergency exit. Do not use the lifts.

請詳閱房間門後張貼的火警逃生路線圖。火警發生時，請保持冷靜並按圖上指示到就近的緊急出口離開，切勿乘搭電梯。



Like our guests, we care about our planet and strive to protect it by:

讓我們對愛護環境盡一點力

Green Concept 綠色環保概念

Madera Hong Kong strives to keep up-to-date on the latest trends not only in hospitality, but also eco-friendly world issues as well.

木的地酒店堅持迎合潮流，不僅提供酒店住宿，而且積極地為酒店注入最新的環保概念。

Conservation is important on Every Level. 我們重視每個層面

- Utilizes regular cleaning program for the air-conditioning filter that provides efficient temperature control throughout the public areas, bringing good health for not inhaling in the dust from the filter.
冷氣隔塵網會作定期清洗，有效地控制溫度，使身體不會吸入過量灰塵以免影響健康。
- To preserve our fresh water supply, we offer guests the options to re-use towels and limit the changing of bed linens during their multiple-nights stays.
為節約用水，客人可於連續入住期間選擇續用毛巾及床鋪。
- By providing a good environment to our guests, we use water based paint to replace the “VOC” paint as well as to reduce the damages to our Earth.
為客人提供良好的住宿環境，我們不使用含化合物 - “VOC” 的漆料，並以水溶性漆料取代，減少對地球所造成的破壞。
- Eco-packing of guest returned laundry as well as multi-benefits to the Earth, guests and the hotel. Rubber basket and cloth wrapper to be used to replace the plastic bags for the guest returned laundry.
環保的洗衣包裝惠及地球，客人和酒店。為減少使用膠袋，我們將利用膠籃和布袋盛載客人已經清洗的衣服。

Sustainable Future 未來願景

Madera Hong Kong is committed to protect the environment in every way possible without causing inconveniences to our valued guests. With your help and understanding, we can all make this an environmental friendly world.

環保事業有賴客人的參與及支持，酒店將繼續致力研究各項保護環境的方式，並確保避免對客人造成任何不便。

