

# **DIRECTORY OF SERVICE**

# **ENGLISH**

**SEOUL GARDEN HOTEL**

Dear Guest

Welcome to the Seoul Garden Hotel.

All of us at Seoul Garden Hotel pledge our considerate and heartfelt service in serving our guests like a member of the family.

This directory of service is to provide familiarize our guests to the hotel. Hotel Guide introduces various hotel services that are designed to make services our hotel has to offer.

Please do not hesitate to inform us of any inconveniences or requests during your stay.

The entire staff at Seoul Garden Hotel promises our best for your relaxing stay and business success.

Thank you.

Best regards,

Seoul Garden Hotel  
General Manager

## FLOOR INFORMATION

3rd~16th Floor      Room

3rd Floor      Conference Room 1&2  
                    Coin Laundry Room

2nd Floor      Banquet Hall  
(Grand Ballroom, Azalea, Lily,  
Rose, Iris, Arirang)

Lobby Floor      Front Desk, Concierge Desk,  
Business Center,  
Banquet Reservation

La Stella(Buffet)

Cafe 1883(Bar)

Vending Machine  
Exchange Kiosk  
Tour Company Kiosk  
Automated Teller Machine

Flower Shop

Basement Floor      Fitness Center  
Inizio(Beauty Shop)  
Danya(Fusion Japanese Cuisine)

# HOTEL FACILITY

## **La Stella (Buffet)**

La stella, which means 'Star' in Italian, a buffet restaurant where you can enjoy a wide variety of foods in a relaxing atmosphere. It features the best ingredients created by top chefs.

### Operating Hours

Breakfast Buffet 07:00 - 09:30  
Lunch Buffet 11:30 - 14:00  
Dinner Buffet 18:00 - 21:00

### Location

Lobby Floor

### Tel.

☎ 272, 276

## **Café 1883(Bar)**

Premium coffee made from carefully chosen coffee beans are available together with healthy Korean traditional teas and fresh juices. You also have access to variety of alcoholic beverages. As well to bring comfort and dignity to your valuable business meeting.

### Operating Hours

MON - SAT 09:00 - 22:00  
SUN 09:00 - 19:00

### Location

Lobby Floor

### Tel.

☎ 282, 283

# HOTEL FACILITY

## Danya (Japanese Cusine)

### Operating Hours

Lunch 11:30 - 14:30

Dinner 18:00 - 22:00

Close every Sunday

\*Pre-booking required

### Location

B1F

### Tel.

☎ 279, 280

## Inizio(Beauty Shop)

### Operating Hours

Weekday 09:00 - 22:00

Weekend 09:30 - 17:30

Close every Tuseday

### Location

Lobby Floor

### Tel.

☎ 325

## Fitness Center

### Operating Hours

It is available for free for your physique management and exercises.

07:00 - 22:00

### Location

B1F

### Tel.

☎ 290

# HOTEL FACILITY

## Business Center

Personal computer and printer are available.  
Printing may incur additional costs.

Operating Hours 24hours

Location Lobby Floor

Tel. ☎ 4

## Flower shop

Flowers for various events are available at reasonable prices.

Operating Hours 09:00 - 19:00

Location Lobby Floor

Tel. ☎ 320

## Coin Laundry

Washed & dried, and ironed for 24 hours.

Operating Hours 24hours

Location 3rd Floor

Tel. ☎ 330

# HOTEL FACILITY

## Conference Room

Conference for Successful small & mid-sized banquet and business meetings.

### Capacity & Area

Conference1 18 people. 86.9m<sup>2</sup>  
Conference2 10 people. 25m<sup>2</sup>

### Location

3rd Floor

### Tel.

☎ 4

## Banquet

We will make your special occasion shine through meticulous services, including the following: seminar, conference, wedding, engagement party, baby's 1st birthday party, 60th birthday party, or various meetings.

Name	m <sup>2</sup>	Pax	Name	m <sup>2</sup>	Pax
Grand Ballroom	759m <sup>2</sup>	600	Rose	97.3m <sup>2</sup>	50~60
Azalea	97.3m <sup>2</sup>	50~60	Iris	169 m <sup>2</sup>	60~80
Lily	75.9m <sup>2</sup>	40~50	Arirang	50m <sup>2</sup>	50

### Tel.

☎ 200

# HOTEL FACILITY

## Room Service

Diverse foods and beverages will be delivered for your special occasion.

### Operating Hours

MON-SAT

07:00 - 14:00(Last Order 13:30)  
14:00 - 20:00(Last Order 19:30)

SUN

07:00 - 14:00(Last Order 13:30)  
14:00 - 19:00(Last Order 18:30)

### Tel.

☎ 0

※Please refer to the room service menu on the binder in the room for order time and menu.

# OUR SERVICE

Front desk / Concierge / Reservation

☎4

☎5

☎0

Check-in, check-out, exchange service, hotel reservation, wake-up calls, transportation and tourism information, luggage storage, please feel free to contact us.

## Check In & Check Out

Check-in is at 15 o'clock.

Check-out is at 12 o'clock.

If you want to extend the check-out time, there will be an additional charge.

For more information, please contact our front desk.

Other Service

Duty Manager

☎222

In case of a fire, do not use the elevator.

Instead, use the emergency stairs according to the guide on your room door and evacuate promptly.

In case a fire or emergency, contact the Duty Manager and give them your name, location, and details.

# OUR SERVICE

## Room information

## Housekeeping

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- Each room has an automatic thermostat on the wall.
- Need a baby crib, please contact Housekeeping.
- High-speed internet, Wi-Fi is available for free.
- Coffee and electric kettle are available for free in each room.
- There is TV channel list on the desk.

The hair dryer is in the drawer of the sink.

- Constant power outlet is placed on the desk in each room. Each room has voltage 220V.

We take no responsibility for damages of your electronics that require a different voltage.

- Each room has a private safe.
- Stationery is in the desk drawer in each room.
- Toiletries in the bathroom are free of charge. Additional supplies (toothbrush, toothpaste, razor etc.) are able to purchase at the vending machine on the 1st floor.
- For local and international calls in your room, please follow the directions on the phone.
- Complimentary 2 bottles of water in the refrigerator.
- For laundry, drying cleaning, and ironing services, fill out the form below and contact the Housekeeping Office.
- Lost and Found please contact the Housekeeping Office.
- There is an ice maker on each floor next to the elevator.

# FIRE EMERGENCY EVACUATION

## If smoke or a fire appears in your room

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Please turn off the air-conditioner and go out of the guest room with your key and flashlight.

Close the door in order to prevent possible expansion of the fire after going out.

Turn on the nearest fire alarm and notice the fact loudly to the surroundings.

Push Reception Desk button on any telephone and tell us your name, current position, and the situation.

Go to the nearest emergency exit and leave the building.

When you use the stairs, hold the handrail for safety.

After passing through the door, please close the door in order to prevent possible expansion of the fire through the stairs.

Please do not use the elevator and follow the staff's guidance to evacuate quickly.

## If smoke appears in the lobby

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Stay calm. Stay as low to the ground as possible. Crawl close to the walls. Count the doorways to the exit.

# FIRE EMERGENCY EVACUATION

## If the door is hot

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Push Reception Desk button on the telephone and report your name, position, and current situation.

Fill the bathtub with water.

Stuff wet towels and sheets around door seals and air vents.

If smoke flows in continuously, put a blanket over your head.

Remove the curtains from windows.

Check the outside of the windows and if smoke does not come up from lower floors, please open the windows.

Do not lean on the window or jump down.

On floor 4F-10F, you can use the NEAL escape ladder, which is activated when your window is broken, to get out of the building.

## If the door is cool

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Leave your room carrying the room key and flashlight.

Close the doors in order to prevent possible expansion of the fire and turn on the nearest fire alarm.

Push Reception Desk button on any telephone and tell your name, and current position.

Do not use the elevator and use the nearest emergency exit to leave the building.

This information is the basic response tips for fire situation, and it does not include methods for dealing with other accidents. Therefore, different actions will be performed for occurrence of other accidents.

# ACCOMMODATION REGULATION

## Article1 Application of the Terms and Conditions

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This document specifies the hotel's term & conditions and any other matter not provided will be decided by applicable laws or customers. Despite the previous clause, the hotel may accept special agreements as long as they do not conflict with the purpose of the regulations, applicable laws, or customs.

## Article2 Rejection

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The hotel may refuse to accept a guest in any of the following cases.

1. If the lodging request fails to follow the terms and conditions of the hotel.
2. If there are no rooms available.
3. If the guest violates laws related with lodging, disturb the public order, or commit offense against public morals.
4. If the guest has an infectious disease.
5. when the Hotel is presented, with an unusual request which would hinder normal operation.
6. When the guest is in possession of pets and or explosives.
7. When the Hotel is not able to accept bookings due to natural disaster.
8. When it is determined that the booking would be in violation of the Korean law.

# ACCOMMODATION REGULATION

## Article3 Provision of personal Information

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The Hotel has a right to request the following information from guests when the Hotel is asked for a booking:

1. Name, Sex, Nationality
2. Other items determined necessary by the Hotel for operation.

## Article4 Advance Deposit

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1. A guest shall pay a deposit for the hotel to ensure his reservation. However, a reservation is ensured without a deposit if the guest makes a reservation with a credit card.
2. If a cancellation fee occurs, the fee is deducted from the deposit (Article 5). However, if the guest has made a reservation without a deposit (in which payment was made by credit card), the hotel may ask the credit card company to pay for the cancellation fee (Article 5).
3. The hotel will notify the guest with reservation information such as reservation receipt number, date, name of the guest, cancellation information, cancellation fees, and so forth.

# ACCOMMODATION REGULATION

## Article5 Cancellation by the Guest

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The hotel receives the following cancellation fee if the guest cancels the reservation either partially or entirely.

Target : FIT and Package Reservation

1. Until 18:00, one day before check-in date : Cancellation or change is possible without penalty

2. After 18:00, one day before check-in date or no-show : 100% of 1st night room rate will be charged.

The Hotel will not charge the cancellation fee specified in paragraph 2 If guest fails to arrive at hotel due to a cause not attributable to the guest such as suspended operation or delay of transportation(e.g. an airplane or a ship).

## Article6 Cancellation by the Hotel

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1. The hotel may cancel a reservation in any of the following cases.

1) Paragraph 2 to Paragraph 8 of Article 2

2) If the guest refuses to provide the information specified in Article 3 by the due date.

3) If the guest fails to pay deposit specified in paragraph 1 of Article 4 by the due date.

2. The hotel will return the deposit if the guest cancels the reservation.

# ACCOMMODATION REGULATION

## Article7 Registration

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The guest shall register the following information with the hotel when check-in.

1. Information specified in paragraph 1 of Article 3.
2. Phone number
3. Date and time of departure
4. Additional information considered necessary by the hotel

## Article8 Check-in & out

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1. The guest shall Check-out at noon(12:00).
2. The guest shall Check-in at 3pm(15:00).
3. If the guest stays in the room after the Check-in and Check-out time, the following fees shall be charged.
  - Check-in
    - 1) By 15:00 : KRW10,000 per hour.
    - 2) Before 09:00 : 100% of the one night room charge
  - Check-out
    - 1) By 16:00 : KRW10,000 per hour
    - 2) After 16:00 : 100% of the one night room charge

## Article9 Open Hours

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The open hours of the hotel are specified in the guidelines

# ACCOMMODATION REGULATION

## Article10 Payment

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1. The guest shall pay the bill at the front desk when check-out or upon request from the hotel.
2. The hotel will receive a room charge from the day the guest begins to use the room until the guest leaves the room even if the reservation is not extended.

## Article11 Payment Compliance with the Rules

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1. The guest shall follow the policy and rules of the hotel posted within the building.
2. All facilities and equipment in the hotel are prohibited from being used for other purposes and taken out of the hotel.

## Article12 Rejection of extension.

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The hotel may refuse to extend the guest's stay in any of the following cases.

1. Paragraph 1 to Paragraph 8 of Article 2
2. If policies and rules are violated.

# ACCOMMODATION REGULATION

## Article13 ACCOMMODATION REGULATION

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1. The hotel's responsibility for lodging shall be initiated either when the guest registers with the front desk or when the guest is guided to the room(whichever occurs earlier)and ends when the guest leaves the room for check-out.
2. The hotel is not liable to any accident caused from the guest's failure to comply with the hotel's policy and rules.
3. If the hotel fails to provide a room after accepting a reservation due to the hotel excluding any inevitable situations, the hotel shall provide a lodging facility of the same or similar conditions.

# ACCOMMODATION REGULATION

## Facilities Utilization Rules

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The hotel has the following rules in accordance with the provisions of Article 11 and for the safe and pleasant stay of guests.

Please be advised that the failure to observe these rules can result in the refusal of lodging and refusal to allow the guest to use.

Hotel facilities in addition to liability for accidents caused by the guest.

1. The use of electric devices or other apparatus for heating or cooking is prohibited in guest rooms.
2. If guest smokes in the room, the penalty (KRW500,000) will be imposed be forced to leave.
3. Following are may not be brought in to the hotel:
  - 1) Pets
  - 2) Explosives
  - 3) Other items that are prohibited by the Korean law
4. Misconducts such as boisterous singing, inappropriate urination and gambling that may disturb other guests are not permitted.
5. Guests may not rearrange room furniture at will.
6. Guest rooms should be used for the sole purpose of staying.