

# GENERAL HOTEL INFORMATION

## CHECK-OUT TIME

We respectfully request your cooperation in the observance of the 11 am check-out time. Our Guest Services Agent will contact you on the day prior to your departure to make transportation arrangements. The Bellman will collect your luggage on the day of departure – you do not need to wait for him – please just leave your packed bags inside your room. Dial 212 if they are ready early.

For Guests who wish to use The Reefs' facilities after check-out time, we do have complimentary changing rooms located by the beach. Showers and rest rooms, towels and hair dryers are provided in this area. Please contact the beach attendants at extension 235 for a key to the courtesy rooms. From January to March please contact Front Desk at extension 503 for a key.

## MEDICAL/DENTAL ASSISTANCE

Please contact Reception for assistance.

## BABYSITTER

Guests can make arrangements by contacting the Front Desk at extension 503. Please note 24-hours' notice is required for all babysitting services. The fee is hourly with a minimum of two hours, and is paid directly to the sitter.

## NEWSPAPERS

The New York Times fax is available daily at breakfast and upon request from the Front Desk.

## PAYMENT

The Resort accepts Visa, MasterCard, American Express, and cash for payment on account. Personal cheques, Discover card and Traveler's cheques are not accepted.

## ATM/CASH MACHINE

ATM machines are located at convenient locations all over the Island. Please note that the machines dispense Bermuda currency, which is even par with American.

## IN-ROOM SAFES

Electronic safes are provided in your room. Please follow the operating instructions on the front of the safe. We recommend that your personal valuables be secured in the safe at all times. Management at The Reefs Resort is not responsible or liable for any valuables not deposited in the safes.

## SECURITY

Bermuda has earned an international reputation over the years for its charm, cleanliness,

sophistication and a relatively crime-free atmosphere. However, like similar vacation destinations, Bermuda has a small element which capitalizes on any opportunities provided by residents and visitors alike to commit crime.

In the interest of safety and security the Bermuda Police Crime Prevention Unit recommends that you:

1. Keep your sliding glass door locked when you leave your room and when you retire to bed for the evening.
2. Report anything out of the ordinary to the Front Desk.

We do not wish to alarm you however we feel it is our duty as responsible hoteliers to alert you to ensure that your stay with us is as enjoyable as possible.

A Night Manager is available and can be reached at Front Desk by dialing '0'. In an emergency, should you be unable to contact the manager, dial 911 or call Somerset Police Station at 234-1010.

## **FIRE EMERGENCY**

In case of fire the alarm in your building will sound-please evacuate your room as soon as possible and proceed to the hotel's main entrance unless otherwise directed. If you feel the alarm is in error please contact the Front Desk immediately. In an emergency, and should you not be able to contact the Duty Manager, dial 911 or Somerset Police Station at 234-1010.