



Guest Information Book

Amalia HOTEL

Nyaman, Hangat & Bersahabat



Welcome!

It is our pleasure to welcome you to Amalia Hotel Lampung. We are very delighted that you choose to stay at our hotel during your visit to Lampung. You will experience the best facilities and services that we provide for your convenience, and also our warm and friendly staffs.

Should you need any assistance during your stay, please contact the front desk or Duty Manager. We will be more than happy to help you.

We hope you will enjoy your stay and we are looking forward to welcome you again to our hotel.

Thank you for choosing Amalia Hotel.

Regards,

General Manager

Selamat datang!

Merupakan sebuah kebahagiaan bagi kami untuk menyampaikan ucapan “Selamat Datang” kepada Anda. Kami seluruh tim Amalia Hotel senang sekali bahwa Anda memilih untuk tinggal di hotel kami selama berada di Lampung. Anda akan menikmati sejumlah atau bahkan seluruh fasilitas serta pelayanan terbaik yang kami sediakan untuk kenyamanan Anda, dengan tidak melupakan kehangatan dan keramah-tamahan kami.

Apabila selama tinggal di hotel kami Anda memerlukan bantuan, jangan ragu-ragu untuk menghubungi Resepsionis kami atau Duty Manager, dan mereka dengan senang hati akan memenuhi kebutuhan Anda.

Semoga Anda merasa nyaman tinggal di hotel kami, dan kami berharap bisa menyambut Anda dengan keramah-tamahan khas Amalia Hotel.

Hormat kami,

General Manager



01

DIRECTORY OF SERVICES ***PETUNJUK PELAYANAN***

BAGGAGE

For baggage collection or storage, please contact Bell Service (Concierge).

BAGASI

Untuk pengambilan atau penyimpanan barang, silakan hubungi Konsiers.



BANQUET / MEETING FACILITIES

Please contact Front Desk during normal office hours to make arrangements for private functions, conferences or weddings.

FASILITAS RUANG RAPAT & PESTA

Silakan hubungi Resepsionis pada jam kerja untuk pemesanan ruang rapat atau acara lainnya. Kami juga menangani acara pernikahan.



INTERNET CORNER

Located at the lobby floor near Health Center. Opening hours: 08.00 AM to 11.30 PM

Services available : internet, photocopy, scanning and printing.

INTERNET CORNER

Berlokasi di lobby hotel, dekat Health Center. Buka dari pukul: 08.00 - 23.30.

Menyediakan jasa layanan seperti : internet, fotokopi, scan dan print dokumen.

CASHIER

Payment transaction service is available at Front Desk for 24 hours

KASIR

Resepsionis akan menangani transaksi pembayaran Anda 24 jam.



CHECK-OUT TIME

The latest check-out time is at 12 o'clock. Please contact the Front Desk should you require a later departure.

WAKTU KELUAR

Waktu keluar sebelum pukul 12.00. Silakan hubungi Resepsionis untuk perpanjangan waktu menginap Anda.



CREDIT CARDS

We accept Master Card and Visa.

KARTU KREDIT

Kami menerima kartu-kartu kredit: Master Card dan Visa.

FRONT DESK

Our Front Desk can assist you with all your requirements including local activities, sightseeing information, restaurant recommendations and reservations, mail and messages plus travel and transportation arrangements.

RESEPSIONIS

Membantu Anda untuk informasi hal restoran, travel dan transportasi.



EMERGENCY

The hotel is equipped with complete safety equipment. In case of the emergency, an alarm will be rung and emergency announcements will be broadcasted to all rooms concerned. Please familiarize yourself with emergency exits and the evacuation plan located at the back of your door.

For further information, please refer to the Guest Safety & Security section in this directory.

KEADAAN DARURAT

Hotel ini dilengkapi dengan peralatan keselamatan yang lengkap. Dalam keadaan darurat, alarm/tanda bahaya akan dibunyikan dan pengumuman keadaan darurat akan diudarakan ke setiap koridor kamar. Harap memahami semua pintu-pintu darurat dan denah evakuasi di balik pintu kamar Anda.

Untuk keterangan lebih lanjut, harap lihat lembar Guest Safety & Security di buku petunjuk ini.



GUEST RELATIONS

HUBUNGAN TAMU



HEALTH CENTER

The Amalia Health Center offers state-of-the-art equipment for workout and exercises. Moreover, enjoy a relaxing steam bath, massage & swimming pool.

For more details, please refer to Health Center section in this directory.

PUSAT KEBUGARAN DAN KESEHATAN

Pusat kebugaran dan kesehatan Amalia Hotel menyediakan alat-alat untuk kebugaran. Juga nikmatilah mandi uap, layanan pijat & kolam renang. Untuk keterangan lebih lanjut, harap lihat lembar Health Center di buku Informasi Hotel ini.



HOUSEKEEPING

Please contact Housekeeping in case you need additional amenities.

TATA GRAHA

Silakan hubungi Tata Graha bila ada kebutuhan tambahan perlengkapan kamar.



IN-ROOM TEA / COFFEE

Complimentary tea and coffee facilities are provided in each room table.

PERSEDIAAN TEH / KOPI DI DALAM KAMAR

Fasilitas teh dan kopi tersedia di meja.



INTERNET SERVICE

Wi-Fi access is available in the room, restaurant and cafe.

LAYANAN INTERNET

Akses Wi-Fi tersedia di kamar, restoran & kafe.



LAUNDRY

Please refer to the Laundry List located in your closet. Should you need our laundry service, please call us or put your clothes with the laundry list in the laundry bag. Items received before 10.00 am will be returned the same day. Express and over night service all also available.

BINATU

Silakan lihat Laundry List, terletak di dalam lemari Anda. Jika Anda akan memakai jasa binatu, silakan hubungi kami atau masukkan pakaian kotor beserta Laundry List ke dalam kantong laundry. Pakaian kotor yang diterima sebelum pukul 10.00 pagi akan selesai pada hari yang sama. Layanan ekspres dan esok hari juga tersedia.



LOST AND FOUND

Please contact Housekeeping.

KEHILANGAN DAN PENEMUAN

Silakan hubungi Tata Graha.



PETS

Pets are not allowed in the hotel premises.

HEWAN PELIHARAAN

Hewan peliharaan tidak diperbolehkan sama sekali.

OTHER TERM

Guests are not allowed to bring food or beverages with strong pungent odor, such as durian.

ATURAN LAIN

Dilarang membawa makanan dan minuman yang berbau menyengat, misalnya durian.

PRIVACY

For guests' convenience, please activate "Do not Disturb" sign. At 02.00 PM, Housekeeping will contact the room for cleaning. Should the guests uncontactable, the room will not be cleaned. Please contact the Housekeeping if you need cleaning.



PRIVASI

Untuk kenyamanan tamu, silakan aktifkan tanda "Jangan Diganggu". Pada pukul 14.00 Bagian Tata Graha akan mencoba menghubungi untuk membersihkan kamar. Jika tidak dapat dihubungi maka kamar tidak akan dibersihkan. Silakan hubungi Bagian Tata Graha jika kamar Anda perlu dibersihkan.

RESTAURANT RESERVATION

Please refer to Restaurant section in this directory.



RESERVASI RESTORAN

Silakan melihat di bab restoran pada buku petunjuk ini.

ROOM SERVICE

Available from 06.00 AM to 11.45 PM, please refer to Restaurant section.



LAYANAN KAMAR

Tersedia dari pukul 06.00 - 23.45, untuk informasi lebih lengkap silakan melihat bab restoran.

SAFE LOCKER

All guest rooms (except Superior, Superior Patio room) are equipped with an in-room safe located inside the closet. Additional safety deposit boxes are located at the Front Desk at the lobby. All valuables should be kept in the safe for security. The hotel is not liable for loss of money, jewelry or personal valuables.

KOTAK PENYIMPANAN

Semua kamar tamu (kecuali kamar Superior, Superior Patio) dilengkapi dengan kotak penyimpanan yang terletak di dalam lemari pakaian. Tambahan kotak penyimpanan tersedia di Resepsionis. Semua barang-barang berharga harap disimpan di dalam kotak demi keamanan. Hotel tidak bertanggung jawab atas kehilangan uang, perhiasan atau barang berharga lainnya.

SHUTTLE SERVICE TO AIRPORT AND TAXI

Please call Front Desk.



TRANSPORTASI KE BANDARA UDARA

Silakan hubungi Resepsionis.

SECURITY

Please use the room latch before you take a rest. For further details, refer to the Safety & Security section in this directory.

KEAMANAN

Gunakan grendel pada pintu kamar Anda sebelum Anda beristirahat. Untuk keterangan lebih lanjut, lihat bagian Guest Safety & Security pada buku petunjuk ini.

VISITORS

For guest security, visitors are requested to leave hotel rooms prior to midnight. Visitor wishing to stay overnight must be registered.

TAMU

Untuk kepentingan keamanan hotel, pengunjung tamu hotel diminta untuk meninggalkan kamar hotel sebelum tengah malam. Setiap orang yang menginap harus didaftar.

WAKE-UP CALLS

Please call the Front Desk.

PANGGILAN BANGUN TIDUR

Hubungi Resepsionis.



WORSHIP

Qibla direction is on the room's ceiling.

IBADAH

Arah kiblat tertempel di atas langit-langit kamar.



02

HEALTH CENTER ***PUSAT KEBUGARAN & KESEHATAN***

Located at lobby hotel / *Lokasi di lobby hotel*

Operating hours: 06.00 AM - 12.00 AM /

Jam operasional: pukul 06.00 - 24.00

FITNESS CENTER

Offering the latest fitness equipment: treadmills, rowing machines, strength building machines and a free weight training area.

RUANG OLAHRAGA

Disediakan alat-alat kebugaran terbaru: treadmills, alat-alat pembentuk otot dan juga pelatihan beban.

STEAMBATH

Try the cleansing humid heat of our steambath.

MANDI UAP

Cobalah bermandi uap untuk membersihkan badan Anda, dengan relaksasi kesegaran.

MASSAGE

After an exhausting day, we offer a professional massage in the comfort of your own room or get our service in Health Center room at the lobby from 09.30 AM to 12.00 AM (last reservation at 11.30 PM). For reservation and further information, please call Health Center.

PELAYANAN PIJAT

Setelah hari-hari yang melelahkan kami tawarkan pelayanan relaksasi yang profesional di kamar Anda atau dapatkan pelayanan di kamar Health Center di lobby hotel dari pukul 09.30 - 24.00 (pemesanan terakhir pukul 23.30). Untuk pemesanan dan informasi lebih lanjut, silakan menghubungi Pusat Kebugaran.

SWIMMING POOL

Operating hours: 06.00 AM - 07.00 PM. Children must be accompanied by an adult at all times.

KOLAM RENANG

Jam operasional: pukul 06.00 - 19.00. Anak-anak harus selalu didampingi orang tua.



03

GUEST SAFETY & SECURITY
KESELAMATAN & KEAMANAN TAMU

EMERGENCY EXITS

The maps directing to emergency exits is on every room door. In the condition of heavy smoke, you may have difficulty in locating emergency exits, please take note of the following points:

- Count the number doorways between your room door and at least the two emergency exits.
- Check the locations of fire extinguishers / hoses and alarm in the corridor of your floor.

PINTU KELUAR DARURAT

Peta lokasi tangga darurat ada pada setiap belakang pintu kamar. Dalam situasi dimana asap sangat tebal, Anda mungkin akan kesulitan untuk memastikan letak pintu tangga darurat, jadi luangkan waktu Anda sekarang untuk mengamati beberapa hal:

- Hitunglah jumlah pintu dari pintu kamar Anda menuju setidaknya dua pintu keluar darurat.
- Periksa lokasi alat pemadam api atau selang pemadam api dan alarm di koridor lantai Anda.

EXIT, IF YOU DISCOVER A FIRE, THEN

Activate the nearest fire alarm in the corridor.

Call the hotel operator.

Leave the building if possible, take your room key with you.

Close door(s) against the fire if you are unable to leave your room.

KELUAR, JIKA KAMU MELIHAT API, KEMUDIAN

Nyalakan alarm kebakaran terdekat di koridor Anda.

Teleponlah operator hotel.

Tinggalkan gedung apabila memungkinkan, bawalah kunci kamar Anda.

Tutuplah pintu yang berhadapan dengan api jika Anda tidak bisa meninggalkan kamar.

IF A FIRE STARTS IN YOUR ROOM

Call the hotel operator on your telephone.

Evacuate your room immediately, take your room key.

Close your door securely when you leave the room.

Activate the fire alarm.

Proceed to safety via emergency exits, do not use the elevator.

JIKA API MULAI BERKOBAR DI KAMAR ANDA

Teleponlah operator hotel.

Kosongkanlah kamar Anda. Bawa kunci kamar Anda.

Tutuplah pintu kamar dengan rapat saat Anda meninggalkan kamar.

Nyalakan alarm kebakaran.

Keluarlah melalui pintu darurat, jangan gunakan lift.

EVACUATING UPON HEARING FIRE ALARM

Take your room key and move cautiously.

Feel the door and handle with the palm of your hand.

If the door or handle is hot or abnormally warm, do not open it.

If door is not hot, open it carefully, but be ready to close it immediately, if necessary.

If there is smoke in the corridor, stay as low as possible.

Crawl on your hands and knees if necessary.

Proceed to the nearest emergency exit.

Do not use the elevator .

If your exit is blocked, go back to your room or to the roof. Stay calm and always hold the handrail.

EVAKUASI SAAT MENDENGAR ALARM KEBAKARAN

Ambil kunci kamar dan berjalanlah hati-hati.

Rasakan pintu dan pegangannya dengan telapak tangan.

Apabila pintu atau pegangannya terasa panas, jangan membukanya.

Apabila pintu tidak terasa panas, buka dengan hati-hati, tetapi bersiaplah untuk menutupnya dengan segera, jika diperlukan.

Apabila ada asap di koridor, menunduklah serendah mungkin.

Merangkak dengan tangan dan lutut jika diperlukan.

Bergeraklah menuju pintu keluar darurat terdekat.

Jangan gunakan lift.

Jika pintu keluar terhalang, kembali ke kamar atau pergi ke atap. Tetaplah tenang dan selalu berpegangan pada pegangan tangga.