



# **READ ME**

## **In-Room Guest Directory**

## Welcome to the Commodore Suites

Dear Guest,

Welcome to the Commodore Suites, an all-suite, soon to be, GREEN Boutique Hotel. This directory presents information on the many services and unique attractions in our area, as well as detailed information on the amenities and services available at the Commodore Suites and the famous Simpson Bay Strip and Kim Sha Area.

Please take a moment to browse through our guest directory. For more information on the Commodore Suites and seasonal packages and promotions, explore our website [www.commodoresuites.com](http://www.commodoresuites.com), and If you are looking for additional information or need any other services, please contact our friendly Guest Services Team at the reception desk they would be happy to assist you.

We are pleased to have you as our guest. We hope your stay is enjoyable and relaxing. At the end of your stay please give us your feedback in person, by email, on trip advisor, booking.com, or expedia.com to help us maintain our high level of service. Our team takes their responsibilities very seriously to assure you have a memorable experience, so please do not hesitate to ask questions, call for assistance, or give us your feedback.

Sincerely,

May-ling Chun  
*General Manager*

And the entire cast of Commodore Suites

***“Drifting off in Comfort”***

## Guest Directory

The following A – Z information is provided for your convenience. Please contact our reception should you have any other queries.

### A

#### Accommodation Services

In addition to our daily services, our team will be pleased to provide the following items on request for your additional comfort:

- Additional blankets
- Additional Duvet inserts
- Pillows
- Towels
- Adaptors
- Cribs pack n Play
- Iron & Ironing board
- Face Cloths
- Extra Toiletries

#### Air-Conditioning

Your room has climate control air-conditioning. The control panel is located next to your bed, or next to the television. Detailed instructions can be found in instructions section of in room compendiums.

#### Airline Reservations

Domestic or International airline reservations and confirmations can be arranged through Reception.

#### Airport Transfers

Hotel shuttle or taxi service can be arranged through Reception. The Princess Juliana

International Airport (SXM) is located about 10-20 minutes from the Commodore Suites.

#### Airport Departure Tax

The airport Departure tax is no longer required to be paid for International travel from Princess Juliana International Airport. The airport departure tax is now included in your ticket.

### B

#### Babysitting

A babysitting service can be arranged for you. Please advise the reception desk of your requirements 24 hours in advance. Baby cribs are also available ( Pack n Play)

#### Banking

Please contact Receptionist for further information.

#### Barbeque

Please ask our reception desk for various great BBQ restaurants in walking distance of the Commodore Suites, along the Simpson Bay strip.

#### Beautician

For a little piece of heaven away from home please contact reception for information on various beauty hair salons, where hair

technicians offer a wide range of treatments using popular and organic products.

### Biking

If you are interested in biking, we can have it arranged at Tri Sport right in Simpson Bay. Giving you an excuse to get out and get pedaling, learn new skills and enjoy this wonderful activity. Private or group rides can be arranged just contact our reception desk.

### Breakfast

Various breakfast places are located within 5-15 minutes walking distance. Including our own Market garden starts a breakfast buffet style at 7am daily. Ask our reception desk for options.

**Room Service breakfast is available. We offer a healthy breakfast or a hearty breakfast. Just contact or pass by our reception desk to arrange it and give us the time and we will do the rest.**

## C

### Car Parking

The Hotel Car Park is situated to the front of the Hotel and is available free of charge to all guests. Parking is on a first come, first serve basis.

### Checkout

Checkout time is 10:00 AM. This time may be extended till 11am by prior arrangement by contacting reception, there is a day charge rate in the amount of US\$ 50.00 up till 3pm.

### Cinema

St. Maarten Megaplex is located 15-20 minutes walk from the hotel, 5 minutes by car. It is the largest 7 movie theater complex on island with the latest movies. Visit [www.caribbeancinemas.com](http://www.caribbeancinemas.com) for movies and time. Choose country: St. Maarten. Or ask our reception desk.

### Concierge Services

Our Reception Desk team can assist you with ALL your request and wishes.

### Credit Cards

We accept the following credit cards: AMEX, Master/Eurocard, Visa, and Discover.

## D

### Directions

Contact our reception desk

### Disabled Car Parking

Disabled car parking spaces are available at the front of the hotel. Should you require any assistance please contact reception!

### Doctor

If you require a doctor or emergency service please contact reception and they will contact the Doctor on call immediately.

### Dry Cleaning/Laundry Services

The Laundry Room with washer and dryer is available on the eastside hall way. Coins are available at the front desk. Dry Cleaning Services is available upon request.

## F

### **Fax/Messages**

For faxing, photocopying and messaging services please contact reception and they will take care of all arrangements.

### **Fire Safety**

For your safety we would advise that you take note of your nearest fire exit on the floor plan located on the back of your bedroom door. Guest safety is our number one priority at all times.

### **Foreign Exchange**

Located across from Commodore Suites, just a few minute walk, there is Scotia Bank where you can exchange money. Also located a few minutes away is the Hollywood Casino where exchanging money is possible.

### **Fresh Flowers**

Fresh Flowers are available on request. Please contact reception and they will take care of all arrangements.



### **Gift Vouchers**

Gift vouchers for Commodore Suites Hotels are available for purchase at the reception desk.

### **Grocery Delivery**

We are happy to fill up your refrigerator with all kind of specialties or daily necessities, maybe for late arrival or kosher products, whatever it is you wish for just email or contact us and we will provide it for you.



### **Hair Salons**

Ask the reception desk for options.

### **Hairdryers**

Hair dryers are available in all guest bedrooms and are located in the drawer in the bathroom.



### **Ice**

Our Ice machine is in the east side hallway next to the laundry facilities.

### **In Room Kitchen**

All our suites have fully equipped kitchens. Should you notice anything missing, or you need assistance with certain appliances, please contact our reception desk and we will replenish.

### **Internet Access**

Complimentary Wireless Broadband Access is available throughout the hotel. Please contact reception if you require access and vouchers.

### **IT Support**

Having difficulties with your computer ask the reception desk for assistance. We can call IT support for you. Fee may apply.

# K

## Keys

Please ensure that your door is always locked securely on leaving your bedroom. In case you leave your keycard in the suites please pass at the front desk with your ID for verification and we will provide you with a new programmed key card.

# L

## Lost Property

Any lost property found in the hotel is placed in storage. Please contact reception desk.

## Luggage

Should you require help with luggage please ask reception and they will arrange for a porter to assist you.

## Luggage Storage

Luggage storage is available at reception on check out.

# M

## Mail/Messages

Any mail or messages addressed to guests will be held at reception for collection at your convenience.

# N

## Newspapers

Complimentary Miami Herald International Edition is delivered daily to your Suite. The

National newspapers The Daily Herald and the Today can be purchased in Market Garden downstairs. International papers can be obtained for you if you pre-order them.

# P

## Postcards

Forgotten to send that all important postcard? Commodore Suites can assist you just contact our Reception desk.

# Q

## Queues

To avoid early morning queues at reception you may wish to settle your bill the night before, just pass by and we will accommodate you.

# R

## Reservations

Should you wish to make a reservation in our hotel we will be happy to assist. Please contact our reservation department at [booking@commodoresuites.com](mailto:booking@commodoresuites.com) or by phone +1 721 544 3110 or mobile: +1 721 587 3052 (Whatsapp as well)

# S

## Smoking Policy

Smoking is not permitted within the Commodore Suites or on the premises. We have opted for a SMOKE FREE policy which applies to the public areas and ground floor facilities as well as the suites. Violation of this policy will result in a US\$ 250.00 fine.

## Sports

All major sporting events are available to view in the various sports bars in the vicinity. Contact the reception desk for various options.

# T

## Taxis

Taxis can be booked at reception

## Television

Please consult the guide on your bedroom table. Timetables Should you require information on bus transport please contact reception. Tiny Towers Our Kiddies Club located on the First Floor, is available to all our younger guests over holiday periods. Please consult the brochure available at reception.

## Turn Down Service

Should you require turn down service, please advise reception by 5pm.

# U

Umbrellas Unfortunately, we cannot do anything about the weather, however umbrellas are available at reception, should you require one.

# W

## Wake up Calls

Should you require a wakeup call please ask reception desk.

## Weekend Offers

CS Hotels offer special rates on short breaks in all our hotels all year round. Please ask reception for details or packages.

# Y

You

**No-one is more important to us than YOU.  
If there is anything we can do for you then  
please ask.**



**ZZZZZZZZ Sweet Dreams.**

## **Emergency information**

Safety Information for our guests

### **Procedure in the event of fire:**

Our Commodore Suites team is trained to deal with emergency situations quickly and efficiently. Smoke detectors are installed throughout the hotel as well as in the guestsuites. The hotel also has an electronic internal alarm system that constantly monitors the interior of the entire building and automatically passes any fire alarms onto the nearest Fire Brigade Station.

### **In case of emergency:**

We urgently request that you familiarize yourself with the location of the emergency exits, fire alarm system and fire extinguisher as well including the following Safety Instructions. Please take note of the Emergency Exit Plan which is located at your room's entrance.

### **Please try to observe the points en route to your suite:**

Locate the nearest emergency exit to your suite. Count and remember the number of doors between your suite and that exit. Open the emergency exit door and look at the stairwell going down. Emergency exit door is located on the East side hallway. Locate the nearest fire alarm and fire

extinguisher.

### **What to do if you notice fire:**

If there is fire or smoke in your suite, leave immediately. If you are in the corridor, activate the nearest fire alarm. The Alarm button is installed on the wall of the Front Desk Reception.

If possible, close all doors near the fire so that it cannot spread.

All Suites in the lobby have smoke proof doors. Please do not take any personal risk, only attempt to put out small fires with the aid of an extinguisher, if safe to do so. They are located in each area on both side of the lobby.

In case of a large fire, leave building immediately. Please keep calm!

### **If you notice a fire, please remember the following points:**

- Call reception if you can
- Keep calm

### **What to do if the alarm is given while you are in your room:**

Leave your room immediately  
Lifts should not be used in the event of fire.  
The emergency staircase is available as an emergency exit route.

### **If you leave your room to go to the nearest emergency exit, please proceed as follows:**

- Carefully open the door and establish whether there is smoke in the corridor
- If only a little smoke is visible, make your way as rapidly as possible to the next emergency exit!
- If it is dark, feel your way along the wall and count the doors to the emergency exit!
- Proceed in a crouched position, as the air on the ground is better than on higher levels!
- Never try to go through thick smoke!
- Don't use the elevators!
- Always remember to be calm!

### **What to do if you cannot leave your room**

- Call the reception and inform of your situation
- Remain in your room, if exit is blocked, this is



the safest place to be

- Place wet towels and sheets against the foot of the door to prevent smoke from entering your room.
- Take the curtains down, if the fire reaches the window from outside at least no material will be set alight
- Keep wastepaper baskets ready for use as buckets so that you can keep towels and sheets at the door wet
- Make yourself noticeable and wave a sheet at the window as a signal to Fire brigade that your room is occupied
- Remain close to the floor
- Cover your mouth and nose with a damp cloth to ease breathing
- Do not break any windows unless necessary
- Closed windows help to prevent draughts of air feeding the fire
- Consider your actions carefully and remain calm

***Thank you for your attention  
and assistant!***