



**Dear Guest,**

***Bienvenidos a Zamboanga, Asia's Latin City!***

***Welcome to Garden Orchid Hotel, the finest hotel in Zamboanga City.***

**We are delighted to have you as our guest. In order for you to make the most of your stay at Garden Orchid Hotel, we have prepared this special guest guide. This guide simply explains in detail the list of facilities and guest services available, for you to enjoy, as well as our house rules.**

**Being part of the hospitality industry, our aim is to provide warm, efficient and friendly professional service to our guests & customers to become your preferred hotel in Zamboanga City. We strive to do our best to make your stay as wonderful and enjoyable as possible.**

***Muchisimas Gracias!***

**The Management  
Garden Orchid Hotel**

## A. LOCATION

Garden Orchid Hotel is strategically located 400 meters from the Zamboanga International Airport, the gateway capital of Region 9. It is around 3 kilometers or less than 10 minutes by car to the city center.

## B. TRANSPORTATION OPTION

- **Hotel Shuttle Service:** We offer complimentary shuttle service hotel-airport-hotel. To request for airport pick-up, please provide your flight details in advance when making your reservation, including origin, airline, flight number, arrival date & time. To request for shuttle to airport, please coordinate with Front Office (3) three hours before your ETD (Please observe our shuttle schedule in coordination with hotel Front Desk).

Our complimentary shuttle service to and from the airport is non-exclusive.

- **Jeepneys:** Jeepneys are the primary mode of public transportation in Zamboanga City. They operate on specific routes, with fares ranging from PHP 12.00 to PHP30.00. Routes are typically displayed on the side or windshield of the jeepneys.
- **Tricycles:** Tricycles are a convenient option as it can bring you to any destination within city proper. They are widely available and can be hailed directly from the hotel exit. Fares are negotiable, so it is advisable to agree on a price with the driver to your intended destination to avoid being over charge.
- **Taxis:** Taxis are available in the city and can be booked through Grab App. Ensure that the taxi uses a meter or agree on a price with the driver to your intended destination to avoid being over charge.
- **Car Rental Services:** To request for car rental services, please coordinate with Front Office for referrals to an accredited car rental services provider.

## C. CHECK-IN

In compliance with the Philippine Hotel Code, all occupants of the rooms must be properly registered with Front Office by presenting a valid government issued ID with picture and completing the hotel registration form with your signature. Check-In time is after 3:00 PM. However, guests who request for early check-in are subject to room availability and a minimal charge of P500.00 for early check-in fee between 10:00 AM to 3:00 PM. For check-in before 10:00 AM, an additional payment for 1-night room charge prior to the date of arrival must be made.

## D. CHECK-OUT

### DIAL FRONT DESK (2256/2257)

Please be advised that our check-out time is before 12:00 noon. For your convenience, kindly inform the Front Desk at least (2) two hours before your check-out time for housekeeping to check your room and assist with your luggage down. Proceed to Front Office for late check-out request, to extend the validity of your room key and is subject to room availability. A minimal late check-out fee of P250.00/hour will be charge. Late check-out after 6:00 PM will be charge an overnight rate.

## E. SAFETY DEPOSIT BOX

For safety and security of your cash or any valuable items, please make use of the in-room electronic safety deposit box provided inside your room, free of charge, at your convenience. We regret to inform you that **The Hotel will not accept any liability for any valuables lost inside your room.**

### Operating Instructions

#### TO CLOSE OR STORE YOUR VALUABLE ITEMS

1. Open the safe's door and place your valuables inside carefully.
2. Ensure nothing is left outside or obstructing the door from closing.
3. Close the door, enter your 6-digit PIN and press "LOCK", and a "CLOSED" sign will appear on the LED display. Check if it is already "LOCK".
4. Should you change your mind when entering the PIN, simply press the "CLEAR" button and continue with instruction #3.

### **TO OPEN OR RETRIEVE YOUR VALUABLE ITEMS**

1. To unlock the safe, please enter the correct 6-digit PIN used to lock the safe and an "OPEN" sign will appear on the LED display. Check if it is already "OPEN".

### **BEFORE CHECKING OUT**

1. Please make sure to empty your safety deposit box of any valuable items and leave it open.
2. Check for any personal items or belongings left in the room, bathroom, closet or drawers and refrigerator.

## **F. SIGNING PRIVILEGE FOR ROOM CHARGE**

To ensure a smooth and hassle-free experience, guests may choose to make an incidental deposit of **PHP 2,000** per night upon check-in at the Front Office to avail of the signing privilege to charge all your incidental charges to your room. We accept cash deposit only for easy processing of refund should there be any credit balance upon check-out. Additional deposit may be required should the guest exceed his/her credit balance during his/her stay.

For guests without any credit deposit, all transactions in any of our outlets and facilities must be settled in cash or card. Room charge is not accessible.

## **G. GUEST ROOMS**

- a) Each room is equipped with centralized air-conditioning with individual thermostat control, multi-channel cable-TV, Wifi access, refrigerator, hot and cold shower, IDD & NDD telephone and 24-hour standby generator in case of power interruption.
- b) To adjust the aircon temperature control. Check if the switch is ON, then the selector switch is in COOL position. You can adjust the fan speed from selector (1 – low speed, 2 – medium speed and 3 – high speed). And, there is a temperature dial from 10°C to 30°C, please set it at 20°C to adjust for cooler air as this is the maximum coldness our aircon can generate. Take note of our air-condition controller for the aircon is mounted on the corner wall between your bedroom and bathroom.
- c) For proper use of the shower, please lift the shower mixer lever and water will come out from the foot spout. Adjust the lever to your desired water temperature (for hot water, move the lever to the left position and for cold water move the lever to the right position). Press and hold the diverter button to shift

the water flow from the foot spout to the shower head located above the shower mixer. Once water is coming out from the shower head you may release the diverter button.

To turn off the shower, return the shower mixer lever to its closed position.

- d) Rooms are to be used only by the guest for normal peaceful residence. Gambling, use of illegal drugs, prostitution and any other activities in violation of the law are strictly prohibited.
- e) Visitors can be entertained at the hotel lobby or in any of the Hotel's restaurant outlets. Visitors invited by the hotel guests to stay in the room should be properly registered with the Front Desk. In the interest of all hotel guests, non-registered guests are not permitted inside hotel rooms after 10:00 PM.
- f) For your safety and privacy, please keep your door closed and locked at all times. To avoid being disturbed, please activate the **"DO NOT DISTURB"** sign outside the door.
- g) The power supply in your room is controlled by a master switch. To activate the power, please insert the room key card into the hotel energy-saving device (ESD) slot, found on the wall inside the room, near the door, and it will energize all the switches & outlets in the room. This helps save energy when you leave the room by removing the key card, it will deactivate the power.
- h) Cooking or use of cooking appliances inside the room is strictly prohibited.
- i) In-room refrigerator is provided for your convenience. Our refrigerator is only a chiller and its maximum cooling temperature is only up to 5°C. Should you need an ice bucket please feel free to request from room service. Please dial 2250 for room service.
- j) Guestrooms and bathroom amenities are replenished daily based on the number of registered occupants. Additional requests are billable at minimum charge. Other amenities such as towels, drinking glasses & cups are set up for your convenience. For souvenirs, please call Housekeeping for issuance of new or unused pieces with corresponding charges.

- k) Wi-Fi in all guest rooms is complimentary. Select the Network “Garden Orchid Hotel” and the portal will appear and enter the Username and Password provided by the Front Desk upon check-in process.
- l) All rooms at the Garden Wing are designed to be non-smoking rooms. While rooms with private balcony at the Main Hotel are smoking rooms. **“Smoke at the balcony area and not inside the room”**. If evidence of smoking is found in your room (e.g., smoke odor, ash, or cigarette butts), a fee equivalent to 1 room night will be charged to your account. Please also be guided with our no smoking policy in all enclosed air-conditioned areas within the Hotel premises. For your convenience we have provided a designated smoking area at the Main Hotel (curbside ramp near main lobby entrance) and at Garden Wing (2<sup>nd</sup> floor open balcony near Badjao 1).
- m) Exotic fruits are seasonal in this region such as Durian, Mangosteens, Dragon Fruit, Lanzones, Marang, Jackfruit, Rambutan and Manga Wani, usually in the months of July to December. Bringing in of these fruits inside the guest rooms are not allowed as it may attract pests & insects, and may cause permanent stains, foul smells and inconvenience to other guests.

To avoid being charge a cleaning fee of **Php5,000**, please coordinate with our concierge for proper storage or the Café waiter to be serve at the poolside.

- n) Only registered guests with valid identification may request for an additional key card subject to PHP 300 security deposit. The security deposit is refundable upon returning of the key card. Lost or damaged key cards should be reported immediately to the Front Desk for replacement and reprogramming to ensure safety, security and privacy of the guest room. Replacement cost for a lost or damaged key card shall be billed to the guests account in the amount of **PHP 300 per card**.
- o) Please note that pets are not allowed inside the hotel rooms or in any of its premises.
- p) Guest shall not store in the room any gasoline or kerosene products or any highly flammable materials.
- q) Damages to hotel property or any equipment through improper use or carelessness will be charged to guest’s account.

- r) The hotel reserves the right to lock out any guest who fails to settle his/her bills upon demand. Likewise, the hotel also reserves the right to move or store the belongings of a delinquent guest until such time he/she is ready to settle the account.
- s) The hotel reserves the right to refuse accommodation to anyone for a reasonable cause. The hotel may also decline a request for extension of stay, if room will be needed for the next incoming guest/s with prior reservation.

## H. GUEST QUIET POLICY

To ensure a peaceful and enjoyable environment for all our guests, we kindly ask everyone to observe the following quiet policy:

**Quiet Hours:** Please maintain quiet between 10:00 PM to 7:00 AM.

- Keep noise levels to a minimum during this time, including the volume of TVs, music and conversations.
- Be mindful of noise when entering or exiting the room or using shared spaces.
- Avoid leaving your guest room door open, slamming the door or loud activities that could disturb neighboring guests.
- In shared spaces, please keep conversations low and avoid using devices without headphones.
- Repeated noise complaints may result in follow-up actions to ensure all guests enjoy a peaceful stay.

## I. HOUSEKEEPING

**MAIN HOTEL DIAL (2270)**  
**GARDEN WING DIAL (4470)**

Should you require your room to be serviced, or any maintenance concern to make your stay more comfortable, please contact Housekeeping.

Schedule of Housekeeping Make up Room is from **8:00 AM – 5:00 PM**. Should you wish to have your room cleaned, please activate the **“Make up Room”** sign.

### ***Do Not Disturb (DND) & Service Requests***

- If you do not wish to be disturbed, please activate the “Do Not Disturb” sign.
- To request for “Make up Room” at a specific time, please contact the Housekeeping Department.

## **J. LAUNDRY & PRESSING SERVICE (HOUSEKEEPING)**

**MAIN HOTEL DIAL (2270)  
GARDEN WING DIAL (4470)**

We offer professional laundry and pressing services to ensure you always look your best.

### ***Operating Hours***

- Laundry services are available from 8:00 AM – 5:00 PM daily.

### ***Service Options***

- ***Regular Wash & Fold*** – everyday clothing cleaned and folded.  
Laundry items received today will be delivered the next day between 1:00 PM to 5:00 PM.
- ***Pressing/Ironing*** – wrinkle-free garments.  
Pressing items received today will be returned within 3-4 hours.
- ***Express Service*** – same-day return (extra charges may apply).  
Last collection for express service: Before 12:00 NOON to be delivered before 5:00 PM.

### ***Placing an Order***

- Use the laundry bag provided in your room.
- Fill out the laundry form with item details and complete information with your signature.
- Call Housekeeping (Main Hotel 2270/Garden Wing 4470) for collection.
- Empty garment pockets for any items before sending.
- Inform us of any stains or special care instructions prior to washing or pressing.
- The Hotel will not be responsible for damages to items not labelled for machine washing.



## K. CONCIERGE SERVICES

### DIAL FRONT DESK (2256/2257)

For concierge services and baggage storage or collection, please contact the Front Desk. Concierge services are available from 6:00 AM – 9:00 PM.


## L. CURRENCY EXCHANGE & MAIL, PARCEL/PACKAGE SERVICES


For currency exchange, we only accept US Dollar notes. Buying rate is subject to prevailing market rate plus transaction fee.

For outgoing mail, parcel/package services, the Front Desk will be happy to assist you.


## M. F & B OUTLETS

 **Café (Coffee Shop)** **DIAL 2250**  
Located at the 2<sup>nd</sup> floor of the Main Hotel Lobby, which is an all-day dining restaurant, serving **Breakfast Buffet** daily from **6:30 AM – 9:30 AM**, and **Lunch Buffet** every Sundays from **11:30 AM – 1:30 PM**. Opens daily from **6:30 AM – 12:00 MN** for **A la carte orders**.

 **Lobby Bar** **DIAL 2251**  
Located at the 2<sup>nd</sup> floor of the Main Hotel Lobby, an ideal place to unwind and enjoy refreshing drinks with live-band entertainment every Fridays and Saturdays from **8:30 PM – 12:00 MN**. Opens every Mondays to Saturdays from **5:00 PM - 1:00 AM**.

 **Hanazono (Japanese Restaurant)** **DIAL 993-0629**  
Located at the ground floor of the Main Hotel, serving famous authentic Japanese cuisine, Opens every Tuesdays to Sundays for Lunch from **11:00 AM to 2:00 PM** and Dinner from **6:00 PM to 10:00 PM**.

 **Room Service** **DIAL 2250**  
Available 24 hours. Please refer to the In-Room Dining Menu found on your desk.

 **Poolside Bar** **DIAL 2250**  
Located beside the outdoor swimming pool. Opens daily from **10:00 AM to 7:00 PM**.

## **N. GIFT SHOPPE**

**DIAL 2285**

For your gifts, souvenir items, personal toiletries and snacks, the Gift Shoppe is located at the 2<sup>nd</sup> floor Garden Walk Main Hotel. Opens every Mondays to Saturdays from **8:00 AM to 8:00 PM** and Sundays from **8:00 AM to 5:00 PM**.

## **O. SPORTS & RECREATIONAL FACILITIES**

**POOL DIAL 1155**

**GYM DIAL 1169**

Use of the outdoor swimming pool is free of charge for registered hotel guests. For your safety, please always observe our rules & regulations when using the pool. All minors must be accompanied by their parent/guardian at all times. Towels are available at the clubhouse reception.

For non-guests and visitors, please register at the Main Hotel Front Desk and pay the access fee before using our swimming pool and fitness center facilities.

**Swimming Pool** – All swimmers are required to wear appropriate swimming attire for men, women and children. The outdoor Swimming Pool is located at the ground floor beside the La Azotea. Outdoor swimming pool opens daily from **7:00 AM to 8:00 PM**.

**Fitness Center** – All users are required to wear appropriate gym attire with rubber shoes. The Fitness Center is located at the ground floor of Garden Wing, complete with modern cardiovascular, strength training and high intensity training equipment with separate sauna for men and women. Opens every Mondays to Saturdays from **7:00 AM to 8:00 PM**.

## **P. BUSINESS CENTER**

**DIAL 2260/2261**

Located at the 2<sup>nd</sup> floor Main Hotel Lobby. The Business Center provides the following services such as scan, photocopying, and printing services as well as computer/LCD projector rental. Opens every Mondays to Sundays from **8:00 AM to 5:00 PM**.

## **Q. SALES & EVENTS OFFICE**

**DIAL 2260/2261**

The Sales & Events Office located at the 2<sup>nd</sup> floor Main Hotel, accepts bookings for parties, meetings, seminars, conventions, weddings and other

business and social activities in any of the following functions rooms, subject to advance reservation and confirmation. Opens every Mondays to Sundays from **8:00 AM to 5:00 PM.**

Posters, streamers and notices bearing commercial advertisements are not allowed inside the Hotel premises. Only hotel sponsored events, Companies with whom the Hotel has sponsorship arrangements with or have functions in the Hotel may post streamers, posters or notices inside the Hotel premises or areas approved by management.

Parking in the Hotel is free and on a ***“first come, first served”*** basis.

<b>FUNCTION ROOM</b>	<b>MAXIMUM CAPACITY</b>
▪ <b>CONVENTION CENTER</b>	<b>800</b>
▪ <b>GARDEN DECK</b>	<b>120</b>
▪ <b>ORCHID BALLROOM</b>	<b>200</b>
▪ <b>LA AZOTEA</b>	<b>80</b>
▪ <b>POOLSIDE</b>	<b>120</b>
▪ <b>WALING WALING 1</b>	<b>18</b>
▪ <b>WALING WALING 2</b>	<b>30</b>
▪ <b>WALING WALING 3</b>	<b>40</b>
▪ <b>MEETING ROOM DOOR #3</b>	<b>10</b>
▪ <b>LOBBY BAR</b>	<b>50</b>
▪ <b>BADJAO 1</b>	<b>50</b>
▪ <b>BADJAO 2</b>	<b>100</b>
▪ <b>BADJAO 3</b>	<b>80</b>
▪ <b>YAKAN 1</b>	<b>50</b>
▪ <b>YAKAN 2</b>	<b>100</b>
▪ <b>YAKAN 3</b>	<b>80</b>
▪ <b>SUBANEN</b>	<b>300</b>
▪ <b>THE BALLROOM</b>	<b>400</b>
▪ <b>THE THEATER</b>	<b>472 SEATS</b>

## **R. LA BELLA TRAVEL AND TOURS**

**DIAL 991-1931**

For your local tour arrangement, ticketing needs or booking services, please visit the La Bella Travel & Tours, located at the 2<sup>nd</sup> floor Main Hotel lobby. Opens every Mondays to Fridays from **8:00 AM to 5:00 PM**.

## **S. LOST & FOUND**

**DIAL FRONT DESK (2256/2257)**

Please call Main Hotel Front Desk concerning any lost items or upon discovery of any lost and found items please turn over to the Main Hotel Front Desk for proper recording and safekeeping.

## **T. EARTHQUAKE, FIRE SAFETY & EXIT INFORMATION**

**DIAL "0"**

### **IN CASE OF FIRE**

Garden Orchid Hotel is equipped with fire alarm system. In the unlikely event of an emergency in the building, please remain calm. The few minutes it would take you to read this information could be a good investment in the event of an emergency.

The fire exits on your floor are clearly marked. Should there be heavy smoke, you may have difficulty locating these exits, so familiarize yourself with the location of the nearest fire exit.

- Count the number of doors between your room and the nearest fire exit.
- Check the location of the fire extinguishers/hoses and alarms in the corridor of your floor.
- Please note of the exit plan located behind your guestroom door.
- Study the air-conditioning ON and OFF controls in your room.

### **IF YOU DISCOVER A FIRE**

- Activate the nearest fire alarm.
- Call the Hotel Operator by dialing "0" to notify the location of the fire.
- Evacuate the building using the nearest fire exit. Do not use the elevators. Take your room key with you.
- If the fire is small, use the fire extinguisher to put out the fire and report your action to the Hotel Operator.
- Close the door against the fire if you are unable to leave your room.

## **IF EVACUATING UPON HEARING THE ALARM**

- Do not panic, take your room key and move cautiously.
- Feel the door and handle with the back of your hand. If the door or handle is abnormally warm or hot, DO NOT OPEN the door. Your room may be the safest place to be. If the door is not hot, open it carefully but be ready to close immediately, if necessary.
- If there is smoke in the corridor, bend low or crawl on hands and knees if necessary.
- Stay calm and proceed to the nearest fire exit. Walk down the staircase and hold the handrail going to La Azotea (evacuation area).
- Do not use the elevator.
- If the exit is blocked, go back to your room or to the roof.

## **IF YOU MUST REMAIN IN YOUR ROOM**

- If trapped inside your room, do not panic, remain calm and alert.
- Call the Hotel Operator Dial "0" to inform them of your location.
- Turn off the air-conditioning inside your room.
- Fill the bath tub with water.
- Stuff wet towels & sheets around the door seals and air vents.
- Use the waste basket to bail water from the bathtub if the smoke seeps in.
- Remove the drapes from the windows and breathe through a wet towel.
- If smoke still enters your room, make a tent over your head with a wet blanket.
- As a last resort, if the room becomes too smoke-laden, it may be necessary to open your window slightly. If the windows do not open, break one with a chair or drawer. DO NOT break the window if smoke or flames are rising from the lower floor.
- Most fatalities occur from inhalation of smoke and poisonous gases, not from burning. Always stay low to the ground if there is any smoke present. Never use the elevator. Cover your nose with wet towel.
- Should you have a physical condition, which may affect you in case of emergency, please inform the Front Desk now as cases of such nature can be included in the Hotel's emergency plan.

### **IN CASE OF MAJOR EARTHQUAKE**

- Familiarize yourself with emergency exits.
- Identify safe spots in your room, such as under sturdy furniture.

### **DURING AN EARTHQUAKE**

Stay inside and follow the “Duck, Cover and Hold” method:

- **Duck** in an open doorway, corner of a supporting wall or under a table.
- **Cover** you head and neck under sturdy furniture or a doorway.
- **Hold** on until the shaking stops.
- Protect your head from falling debris and stand underneath a strong structure like a structural beam or wall. Walk calmly down to the evacuation site outside the building once the tremors stop, as aftershocks are likely to occur.

## **U. SECURITY**

### **DIAL FRONT DESK (2256/2257)**

The Hotel has 24-hour security personnel patrolling regularly. However, we recommend that you make full use of the door viewer and double lock your guest room door before retiring for the evening. Employees of the hotel are required to wear an ID or Name Plate with their uniform for identification. Please call Front Desk should you require any assistance.

## **V. BRINGING IN OF FIREARMS/DEADLY WEAPONS**

The bringing in of firearms or deadly weapons within the Hotel premises is prohibited, except for the Hotel Security Guards and Presidential Security detail accompanying the President and the Vice-President of the Philippines and those authorized by the Hotel Management.

Firearms or deadly weapons must be deposited at the Security Office. Anybody who fails to deposit his/her firearm or deadly weapon at the Security Office shall be asked to leave the Hotel Premises. Violation of this rule will be reported to the proper authorities.

Military and Police escorts in uniform or civilian attire must coordinate and present themselves to the Security Office for verification of their ID, MO, MR and other pertinent papers.

## **W. WAKE-UP SERVICE**

### **DIAL “0”**

Wake-up call service is available 24 hours for an early flight or important meeting, please contact the Operator by dialing “0”.

## **X. TELEPHONE DIALING INSTRUCTIONS**

**DIAL "0"**

- **To Call a Guest Room** – dial the floor number + the room number (Example: To call room 201, dial 2201).
- For assistance, please call the Operator **Dial "0"**.

## **Y. FIRST-AID ASSISTANCE**

**DIAL FRONT DESK (2256/2257)**

First-aid medicines that do not require Doctor's prescription are available at the Front Desk upon request. However, should any guest needing immediate doctor or medical attention, the Hotel may assist in bringing a seriously sick or injured guest to the nearest accredited Hospital. All corresponding charges shall be the responsibility of the guest. Borrowing of wheelchair and other medical apparatus such as BP, thermometer, hot compress and ice bag is subject to availability. Please coordinate with the hotel Front Desk.

## **Z. OTHER INFORMATION**

**DIAL FRONT DESK (2256/2257)**

Should you have further queries or require any assistance during your stay, please do not hesitate to contact the Hotel Front Desk.