



دليل خدمة الضيوف
GUEST SERVICE
DIRECTORY

| | |
|---|----|
| • <u>Welcome Message</u> | 04 |
| • <u>Hotel Facilities and Services</u> | 05 |
| • <u>The Spa</u> | 07 |
| • <u>Dining at the Resort</u> | 08 |
| • <u>Golfing Facilities and Services</u> | 11 |
| • <u>Meetings and Event Spaces</u> | 12 |
| • <u>Room Facilities</u> | 14 |
| • <u>Telephone Service</u> | 17 |
| • <u>Fire safety and Security Procedure</u> | 20 |
| • <u>Emergency Contact Numbers</u> | 21 |

Dear Guest,

We would love to offer you a warm welcome at **Abu Dhabi Golf Resort & Spa**. Situated in the capital's premier **National Championship Golf Course**, our 172 spacious rooms and suites are decorated in contemporary decor style and are designed to accommodate your every need. Our staff is dedicated to providing you excellent services to make your stay relaxing and enjoyable.

This directory offers a comprehensive guide to make your stay in Abu Dhabi more comfortable, whether for business or leisure. A manager is on duty around-the-clock to assist you, should you need any assistance in particular. Please share your insightful comments and suggestions to enhance our guests' stay.

Whising you a comfortable and relaxing time at **Abu Dhabi Golf Resort & Spa**.

Cordially,
Abu Dhabi Golf Resort & Spa Management



Airport Transfer and Concierge

Whenever you require airport services of transportation, rent a car, city tours and guides, kindly contact Guest Services by dialing “0” 24 hours daily.

Bell Desk

The Bell Attendant takes care of luggage handling, message and parcel delivery, mail and assistance with packaging for assistance, kindly contact Guest Services by dialing “0” 24 hours daily.

Business Center

The Business center is located at the lobby. We provide services for photocopy or print outs during your stay. Kindly contact Guest Services by dialing “0” 24 hours daily.
(Charges will be applicable accordingly)

Credit Cards

The hotel accepts all major credit cards - American Express, Visa and Master.

Foreign Currency Exchange

If you require any currency exchange services, kindly contact Guest Services by dialing “0” 24 hours daily.

Doctor on Call

If you require the services of a Doctor during your stay, kindly contact Guest Services by dialing “0” 24 hours daily (Charges will be applicable accordingly).

Emergency / Fire Alarm Alert

In the event of a fire or any other emergency, immediately dial “0” for Guest Services and our Hotel Emergency team will provide assistance.

Emergency Exits

Emergency exits are clearly indicated on the signage behind your room main door. Should it be necessary to evacuate the hotel, please leave the room immediately in a calm manner. Do not use the elevators and leave your personal belongings in your room. For further information kindly contact Guest Services by dialing “0” 24 hours daily.

E-mail Services

If you need any assistance in using the E-mail service, kindly contact Guest Services by dialing “0” 24 hours daily.

Gym

The Gym is located behind the Falcon Country Club and is operational from 6:00 AM to 12:00 PM. For transportation assistance kindly contact Guest Services by dialing “0” 24 hours daily.

Masjid / Mosque

The Prayer rooms are located at the lobby level. For further assistance please contact Guest Services by dialing “0” 24 hours daily.



Internet

Free Wi-Fi access in our Hotel Rooms and Public Areas, premium internet with charges available as well.

Instruction to connect to the Wi-Fi:

- Open your wireless network connection
- Select the network "Guest-Room /Public" and press connect
- Choose one of the options (free or chargeable)
- Enter your password that is provided to you upon check in
- Launch your Internet browser

You are now on the internet.

For 24 hours technical support, kindly contact Guest Services by dialing "0".

Parking

Parking services are available 24 hours, our valet team will assist to park your car. For any assistance and query, kindly contact Guest Services by dialing "0" 24 hours daily.

Swimming Pools

A swimming pool is located on the first floor of the hotel and operational from 8:00 AM to 8:00 PM. Subsequent swimming pools can be found at the Falcon Country Club open from 9:00 AM to 7:00 PM. For transportation assistance and further inquiries kindly contact Guest Services by dialing "0" available 24 hours daily.





The Spa embodies our health-enhancing philosophy, enabling guests to immerse themselves in a unique world of physical and mental renewal. Guests can enjoy the invigorating power of our signature techniques in one of our six treatment rooms. Available 24 hours daily. To be redirected to The Spa by VOGO and for further information, please contact Guest Services by dialling "0".





Indulge in a delightful culinary experience at our hotel restaurant, where you can savor a variety of freshly prepared Italian specialties. Our skilled chefs take great care in crafting each dish to ensure a delicious and memorable dining experience for our guests.

Available Daily | 12:00 Noon - 11:00 PM

Dial Extension/8702



Sacci Pool Bar

Extension of Sacci

A pool bar situated in the vibrant center of Abu Dhabi. It provides a welcoming and energetic ambiance, perfect for those seeking a laid-back experience.

Available Daily | 7:00 AM - 7:00 PM

Dial Extension/8699



fairways



At our hotel, Fairways offers a unique culinary experience that showcases the flavors and influences of three distinct regions: Arabia, Asia and the Mediterranean's northern shore. Fairways is the perfect destination to satisfy your culinary desires.

Available Daily | 6:30 AM - 10:30 PM

Dial Extension/8696



Fairways Bar

Extension of Fairways

Located in the heart of Abu Dhabi, is a restaurant that specializes in serving traditional pub meal. Additionally, it provides live coverage of international sports events for patrons to enjoy.

Available Daily | 4:00 PM - 1:00 AM

Dial Extension/8698





THE LOUNGE

The Lounge offers a modern twist on traditional coffee houses, providing a unique Cafe experience in Abu Dhabi. Whether you're in search of a tranquil coffee, a rejuvenating tea, a decadent pastry or a grab-and-go snack, The Lounge is the perfect destination.

Available Daily | 7:00 AM - 10:00 PM

Dial Extension/8700



Sports Bar

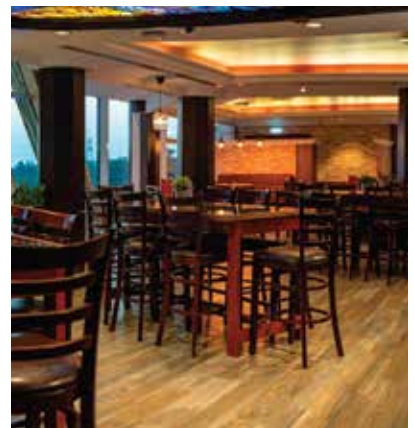
Extension of The Falcon Terrace

If you're a sports fan or casual drinker, our establishment is a must-visit destination. Our unique lounge provides breathtaking views of the Championship Golf Course, adding to the allure of your experience

Monday - Thursday | 3:00 PM - 2:00 AM

Friday - Sunday | 12:00 NN - 2:00 AM

+971 2 885 3555



Café

Extension of The Falcon Terrace

Discover a delightful culinary experience at our renowned cafe restaurant in Abu Dhabi, our dine-in restaurant serves a delectable array of international dishes to cater to all taste buds.

Available Daily | 6:00 AM - 5:00 PM

+971 2 885 3555



Enjoy breathtaking vistas from The Falcon Terrace, offering scenic views of the 9th and 18th holes of the Championship Golf Course. Serving international cuisine and Shisha.

Available Daily | 5:00 PM - 2:00 AM

+971 2 885 3555





The Championship National Course

Set in the shadow of the UAE's national symbol, the 18-Hole National Course, at 7600 yards from the back tees, providing a challenging test for golfers of all abilities. For assistance and more information, please dial "0" to be redirected to the Abu Dhabi Golf Club by Guest Services.

Golf Academy

At Abu Dhabi Golf Club, we have 3 PGA teaching Professionals at your disposal. Lessons can be given in groups of 5-7 people, with one designated golf coach learning the basics of the sport. For assistance and more information, please contact Guest Services by dialling "0".

The Range - Powered by TrackMan

The Range houses The TrackMan Range, a flexible golf-ball tracking solution with tour-proven technology and the industry's best Virtual Golf, Practice, and Entertainment software. For assistance and more information, please contact Guest Services by dialling "0".





Experience the versatility of Abu Dhabi Golf Resort with our eleven distinct event spaces. From elegant indoor ballrooms to expansive outdoor venues, our array of options caters to gatherings of all scales and styles.



Masters Ballroom

Weddings, Conferences, Seminars

Air-conditioned, Private Garden

Banquet: 300



Major West/East

Meetings, Conferences

Air-conditioned, AV Setup, can be divided into 2 rooms

Banquet: 100



Boardroom

Meetings, Reception, Bridal Room

Air-conditioned, Av Setup

Banquet: 40



Albatross

Meetings

Air-conditioned, AV Setup

Banquet: 12



Experience the versatility of Abu Dhabi Golf Resort with our eleven distinct event spaces. From elegant indoor ballrooms to expansive outdoor venues, our array of options caters to gatherings of all scales and styles.



Eagle

Meetings

Air-conditioned, AV Setup

Banquet: 20



Hotel Events Lawn

Weddings, Corporate Functions, Team Building

Outside, Golf Course View

Banquet: 700



Shaheen

Meetings

Air-conditioned, AV Setup

Banquet: 22



Falcon Country Club

Corporate Functions, Family Days, Birthday Parties

Outside

Banquet: 1300



The 172-rooms hotel comprises of Deluxe Single , Deluxe Double, Junior Suite, Executive Suite, Renewal Suite, Presidential Suite. All rooms are fully air-conditioned and equipped with high-speed Wi-Fi, a personal safe, a mini-bar and offers guests 24-hour room service.

Additional Services/Amenities

If you would like to use our additional services, please contact our Guest Services by dialling “0”. The additional services are available complimentary upon request 24 hours daily. For your added convenience, we will be happy to provide the necessary extra amenities.

1. Blankets
2. Adaptors
3. Bathrobes
4. Bathroom Slippers
5. Weighing Scale
6. Duvets
7. Ethernet Cable
8. Face Cloths
9. Pillows
10. Towels
11. Iron & Ironing Board
12. Sewing Kits
13. Shower Caps
14. Razor / Shaving Cream
15. Toothbrush / Toothbrush
16. Comb
17. Sanitary Napkins
18. Notepads
19. Pen / Pencils
20. Envelopes
21. Letterhead
22. On call prayer mat
23. On call Quran

Air Conditioning

Each room features an individual climate control thermostat located on the wall. If you require any assistance kindly contact Guest Services by dialling “0”.

Check-Out

Our standard Check-out time is 12:00 noon however if you need to schedule a late check-out, feel free to call the front desk by dialling Guest Services at “0”. Late Check-out requests are subject to availability and may include a fee.

Channel List

Our TV’s have a total list of 60 channels and a TV remote. If you require any further assistance kindly contact Guests Services by dialling “0” 24 hours daily.

Room Facilities



| Channel No. | Channel Name |
|-------------|----------------------|
| 1 | ADGR WELCOME |
| 2 | ADGR |
| 3 | ADGR LIVE |
| 4 | Abu Dhabi TV HD |
| 5 | Al Arabiya HD |
| 6 | Al Emarat TV HD |
| 7 | CNN International HD |
| 8 | Dubai One HD |
| 9 | Dubai Racing 2 |
| 10 | Dubai Racing HD |
| 11 | Dubai sports 2 HD |
| 12 | Dubai Sports HD |
| 13 | Euronews HD |
| 14 | France 24 English HD |
| 15 | MBC 2 HD |
| 16 | MBC 3 HD |
| 17 | MBC 4 HD |
| 18 | MBC Action HD |
| 19 | MBC Bollywood HD |
| 20 | MBC Drama HD |
| 21 | MBC Maser |
| 22 | MBC Max HD |
| 23 | Al Sharqiya TV |
| 24 | TV5 Monde Orient HD |
| 25 | YAS SPORTS HD |
| 26 | Abu Dhabi Sport 1 HD |
| 27 | Abu Dhabi Sport 2 HD |
| 28 | Aghani Aghani HD |

| Channel No. | Channel Name |
|-------------|--------------------------|
| 29 | MBC+ Drama HD |
| 30 | Saudi TV |
| 31 | Bahrain TV |
| 32 | BBC World News Arabic HD |
| 33 | TRT Arabi |
| 34 | Nat Geo Abu Dhabi HD |
| 35 | TRT World |
| 36 | Dubai Sports 3 |
| 37 | Al Hadath |
| 38 | ZAD TV |
| 39 | Asharq News |
| 40 | Sky News Arabia HD |
| 41 | KSA Sports 2 |
| 42 | Bahrain Quran |
| 43 | Bahrain International HD |
| 44 | Thikrayat TV |
| 45 | Rotana Khalejiya |
| 46 | LBC |
| 47 | Dubai TV |
| 49 | Sama Dubai |
| 50 | Sharjah TV |
| 51 | France 24 Français |
| 52 | France 24 Arabic |



Coffee / Team Makers

A Coffee/Tea Makers and complimentary supplies (including 4 mineral water bottles) to enjoy hot beverages are available in your room.

Do Not Disturb

If you wish not to be disturbed kindly press the "Privacy" button.

Dry Cleaning and Pressing

We offer Dry Cleaning, Laundry and Pressing facilities on a daily basis. Items collected before 09:00 AM will be returned on the same day. Express services is available for extra charges after. Laundry bags & Laundry listh can be found in your wardrobe. For assistance please dial "0".

Extra Bed

If you wish to request an extra bed for your stay, we offer this service at AED 150 net per night. To request the extra bed and for further information, please dial "0".

Forgot Something?

We want your stay with us to be comfortable. Please remember we have complimentary toiletries available if you need them. Just give us a call at Guest Services by dialing "0".

Luggage Services and Storage

In case you need any assistance with your luggage, kindly contact Concierge by dialing Guest Services at "0", available 24 hours daily.

Reservation

For any reservation regarding rooms, restaurant, banquet hall and meeting rooms' queries, kindly contact our 24-hour Guest Services by dialing "0".

Safety Deposit Box

Each of our rooms has a safety deposit box. We suggest reading the operation manual. Please note that the hotel is not responsible for any valuables left in rooms. For more help, kindly contact Guest Services by dialing "0".

Wake-Up Call

If you wish to receive a Wake-Up call, kindly contact Guest Services by dialing "0" 24 hours daily.

In Room Dining

If you require any room services, please dial "0" for 24 hours assistance. You can find our "Room Service Menu" by scanning the QR code on the Guest Directory Stand located on the writing desk.

Water

Four bottles of water is complimentary on a daily basis and is located closer to the coffee/tea maker. Kindly contact Guest Services for further assistance by dialing "0" 24 hours daily.



Telecommunications within the Emirates is one of the most modern facilities. For assisted calls (local and international) kindly dial "0" for Guest Services. All international calls will be charged accordingly.

| United Arab Emirates Country Code | 971 |
|-----------------------------------|-----|
| Abu Dhabi | 2 |
| Al Ain | 3 |
| Dubai | 4 |
| Ajman | 6 |
| Sharjah | 6 |
| Umm Al Quwain | 6 |
| Ras Al Khaimah | 7 |
| Fujairah | 9 |
| Khorfakkan | 9 |

| Country | Dial Code |
|---------------------|-----------|
| Afghanistan | 93 |
| Albania | 355 |
| Algeria | 213 |
| American Samoa | 1-684 |
| Andorra | 376 |
| Angola | 244 |
| Anguilla | 1-264 |
| Antarctica | 672 |
| Antigua and Barbuda | 1-268 |
| Argentina | 54 |
| Armenia | 374 |
| Aruba | 297 |
| Australia | 61 |
| Austria | 43 |
| Azerbaijan | 994 |
| Bahamas | 1-242 |
| Bulgaria | 359 |

| Country | Dial Code |
|--------------------------|-----------|
| Burkina Faso | 226 |
| Burundi | 257 |
| Cambodia | 855 |
| Cameroon | 237 |
| Canada | 1 |
| Cape Verde | 238 |
| Cayman Islands | 1-345 |
| Central African Republic | 236 |
| Bahrain | 973 |
| Bangladesh | 880 |
| Barbados | 1-246 |
| Belarus | 375 |
| Belgium | 32 |
| Belize | 501 |
| Benin | 229 |
| Bermuda | 1-441 |
| Bhutan | 975 |

| Country | Dial Code |
|--------------------------|-----------------|
| Kazakhstan | 7 |
| Kenya | 254 |
| Kiribati | 686 |
| Kosovo | 383 |
| Kuwait | 965 |
| Kyrgyzstan | 996 |
| Laos | 856 |
| Latvia | 371 |
| Lebanon | 961 |
| Lesotho | 266 |
| Liberia | 231 |
| Libya | 218 |
| New Zealand | 64 |
| Nicaragua | 505 |
| Nigeria | 234 |
| Niger | 227 |
| Niue | 683 |
| North Korea | 850 |
| Northern Mariana Islands | 1-670 |
| Norway | 47 |
| Oman | 968 |
| Pakistan | 92 |
| Palau | 680 |
| Palestine | 970 |
| Panama | 507 |
| Papua New Guinea | 675 |
| Paraguay | 595 |
| Peru | 51 |
| Philippines | 63 |
| Pitcairn | 64 |
| Poland | 48 |
| Portugal | 351 |
| Puerto Rico | 1-787, 1-939 |

| Country | Dial Code |
|--------------------------------|-----------|
| Qatar | 974 |
| Republic of the Congo | 242 |
| Reunion | 262 |
| Romania | 40 |
| Russia | 7 |
| Rwanda | 250 |
| Saint Barthelemy | 590 |
| Mongolia | 976 |
| Montenegro | 382 |
| Montserrat | 1-664 |
| Morocco | 212 |
| Mozambique | 258 |
| Myanmar | 95 |
| Namibia | 264 |
| Nauru | 674 |
| Nepal | 977 |
| Netherlands | 31 |
| Netherlands Antilles | 599 |
| New Caledonia | 687 |
| Saint Martin | 590 |
| Saint Pierre and Miquelon | 508 |
| Saint Vincent & the Grenadines | 1-784 |
| Samoa | 685 |
| San Marino | 378 |
| Sao Tome and Principe | 239 |
| Saudi Arabia | 966 |
| Senegal | 221 |
| Serbia | 381 |
| Seychelles | 248 |
| Sierra Leone | 232 |
| Singapore | 65 |
| Sint Maarten | 1-721 |
| Slovakia | 421 |

| Country | Dial Code |
|------------------------|-----------|
| Slovenia | 386 |
| Solomon Islands | 677 |
| Somalia | 252 |
| South Africa | 27 |
| South Korea | 82 |
| South Sudan | 211 |
| Spain | 34 |
| Sri Lanka | 94 |
| Sudan | 249 |
| Suriname | 597 |
| Svalbard and Jan Mayen | 47 |
| Swaziland | 268 |
| Sweden | 46 |
| Switzerland | 41 |
| Saint Helena | 290 |
| Saint Kitts and Nevis | 1-869 |
| Saint Lucia | 1-758 |
| Tanzania | 255 |
| Thailand | 66 |
| Togo | 228 |
| Tokelau | 690 |
| Tonga | 676 |
| Trinidad and Tobago | 1-868 |
| Tunisia | 216 |

| Country | Dial Code |
|--------------------------|-----------|
| Turkey | 90 |
| Turkmenistan | 993 |
| Turks and Caicos Islands | 1-649 |
| Tuvalu | 688 |
| U.S. Virgin Islands | 1-340 |
| Uganda | 256 |
| Ukraine | 380 |
| Syria | 963 |
| Taiwan | 886 |
| Tajikistan | 992 |
| United Arab Emirates | 971 |
| United Kingdom | 44 |
| United States | 1 |
| Uruguay | 598 |
| Uzbekistan | 998 |
| Vanuatu | 678 |
| Vatican | 379 |
| Venezuela | 58 |
| Vietnam | 84 |
| Wallis and Futuna | 681 |
| Western Sahara | 212 |
| Yemen | 967 |
| Zambia | 260 |
| Zimbabwe | 263 |



In case of a fire, break the glass of the nearest fire alarm point. If you spot a fire, you can immediately call Guest Services by dialing “0” and describe the fire or smoke in full detail.

When you hear the fire alarm / evacuation message nonstop, leave the area and gather where it is indicated.

The hotel’s main entrance would serve as the assembly point in case of an emergency. Before leaving, lock all doors and if possible turn off the air conditioning. As quickly as possible, our hotel emergency team will be there to direct you to the emergency assembly point.

Important Notes to Remember for Safety & Security Procedures

- Familiarize yourself with the nearest emergency exit indicated on the map behind the door.
- Always leave via the fire stairs and exit.
- Do not use the elevators
- Do not stop to collect personal belongings.
- Do not re-enter the building unless authorized to do so by the hotel personnel.

For Your Safety and Safety of Others

- We request that you do not smoke in the nonsmoking rooms (penalty will apply)
- Do not empty ashtrays into the waste basket
- Ensure that electrical appliances are turned off after use.
- Exercise caution when using matches or candles.



In Case of an Emergency, You can Call The Following Numbers While Anywhere in The UAE:

| EMERGENCY CONTACT NUMBERS | |
|---------------------------------|-----|
| POLICE | 999 |
| AMBULANCE | 998 |
| FIRE DEPARTMENT (Civil Defense) | 997 |
| COASTGUARD | 996 |
| ELECTRICITY FAILURE | 991 |
| WATER FAILURE | 922 |





Experience the versatility of Abu Dhabi Golf Resort with our eleven distinct event spaces. From elegant indoor ballrooms to expansive outdoor venues, our array of options caters to gatherings of all scales and styles.



Falcon Terrace

Weddings, Corporate Functions,
Large-scale Dinners

Outside, Golf Course View

Banquet: 300



Falcon Corner

Concerts, Corporate Days, Team Building

Outside, Private

Banquet: 2000



Lemon & Lime

Weddings, Corporate Functions

Indoor, Natural Daylight

Banquet: 100