

# CAMLUX HOTEL

MADE BY CAMEL

Dear Valued Guest,

## Arrangements for guest in quarantine

Due to health quarantine arrangements has tightened by the Hong Kong Government on 18 November 2020, we regret to inform you that our associate is not allowed to enter the room for service during your quarantine period. To ensure you would have a pleasant stay with us, please be advised that the Hotel have the following arrangement for guest in quarantine.

### Housekeeping Service

- Drinking water (7 Days of 12 bottles / 14 days of 24 bottles), toilet paper (10 rolls) and facial tissue (10 boxes) will be arranged in-room upon your check-in. (HKD\$10 will be charged for an additional bottle of drinking water)
- Refreshed linen and room amenities for replenishment will be prepared and placed outside your room on every Wednesday.
- Garbage will be picked up at 12:00 noon daily. Please ensure all trash is packed with garbage bag before leaving it outside your door.
- Housekeeping daily operating hours is from 8:00am to 11:00pm. If guest would like to have additional amenities, please contact our Front Desk at Ext. "0" within the mentioned period.

### Food Delivery

- We accept outside food delivery. Delivery service to room is only available from 8:30am to 9:30pm daily, will be charged for delivery fee of HK\$80.00 per room per day. please ensure your food delivery will be arrived at the Hotel within stated period. If out of the designated time, HK\$40 per room will be charged each time.
- All food delivery payment is not available to bill into your room account, kindly ensure the payment of your order is settled before the delivery.
- Please provide your full name and room number to the service provider for our better arrangement.
- Takeaway order is available at Café 15 daily from 11:30 to 16:30 for breakfast and lunch menu. For order, please contact the team at Ext. "2815"

We appreciate your patience and understanding with the quarantine arrangement. Please do not hesitate to contact our team at Front Desk for enquires or any assistance during your stay.

On behalf of the team, thank you for your stay with us.

Yours faithfully,

Hotel Management  
CAMLUX HOTEL

致 親愛的客人：

## 隔離住宿安排

鑒於 2020 年 11 月 18 日起香港特別行政區政府收緊酒店檢疫安排，於客人隔離期間，我們很抱歉不能夠進入閣下的房間提供任何客房服務。為了讓客人有更好的住宿體驗，酒店會為閣下安排以下的服務。

### 管家服務

- 隔離住宿房間內會為客人準備了 七日提供十二支樽裝水、 十四日提供二十四支樽裝水、十卷卷裝紙巾 及十盒盒裝紙巾（如需額外樽裝水，收費為 HKD\$10/ 支）
- 每逢星期三房務員會於房間外補給房內的日用品及床用織品供客人自行更換
- 房務員於每天中午 12 時收集房內垃圾，請客人將垃圾棄置在垃圾袋中，束好袋口並放置在房門外。
- 管家部服務時間為上午 8 時至晚上 11 時。如需添置任何客房用品，客人可於上述時間內致電內線 0 字與前台聯絡。

### 外送餐飲

- 歡迎客人訂購外送餐飲於房內享用。酒店送餐服務時間為上午 8 時 30 分至晚上 9 時 30 分,指定時間送餐每房每日將收取港幣\$80 元正, 請客人告知外送員須於以上時間內完成外送。
- 如非指定時間送餐每房每次將收取港幣\$40 元正。
- 酒店不會代客人預繳任何外送餐飲之費用，敬請於外送員到達前完成相關的支付。
- 於訂購外送餐飲時，請告知服務商閣下的名字及房間號碼，以便前台職員將外送餐飲送至房間。
- 酒店咖啡室 Café 15 亦有提供早餐及午餐的送餐服務，服務時間為每日上午 11 時 30 分至下午 4 時 30 分。如需訂購，請致電內線 2815 與 Café 15 聯絡。

為此我們就有可能帶來之不便先向客人致歉，亦感謝閣下的諒解。如有任何需要協助的地方，歡迎閣下與酒店前台聯絡。

非常感謝閣下的光臨。

此致  
酒店管理層  
君立酒店