



Radlett  
RESIDENCES

# Guest Service Directory



Campos Street, Caritan Sur  
Tuguegarao City,  
Cagayan, Philippines



Globe: +63 (0) 917 190 7733  
Smart: +63 (0) 919 007 2533



radlett.residences@gmail.com



## Welcome!

We would like to wish you a warm welcome to **Radlett Residences – Tuguegarao**, where genuine care and comfort of our guests is our goal. To enjoy the services and facilities of the residence, this Guest Service Directory will provide you with some useful information.

## We are always here...

Personalized onsite assistance is available 24 hours a day, please feel free to call or message us on WhatsApp/Viber using one of the numbers detailed below. We are also available in Room 101 should you wish to come and visit us.



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Thank you for choosing to stay with us and we hope that you have an enjoyable experience with us.

Radlett Residence Team



# Room Services



### **Breakfast in Bed**

We offer a variety of Asian breakfast options as well as a Western option to choose from. A breakfast menu is available in your room. Please book your breakfast with us by 4.00 PM the day before.



### **Room Cleaning**

Your room will be refreshed daily; we will remove your trash, make your bed and tidy the bathroom. Full cleaning is made every 3 days. Additional supplies are available.



### **Unlimited Tea, Coffee & Water**

A complimentary bottle of water is available in your fridge. Room 101 is available 24 hours a day for you to re-fill your water or to take a flask of hot coffee or tea back to your room.





# Room Amenities



### Kitchenette Facilities


Your kitchenette is equipped with crockery, cutlery, a mini fridge and a safety box. An inventory is available in the drawer. Dishwashing liquid and drying cloths are also provided.



### Netflix

Your room has a smart TV with free Netflix. Using your remote control select Netflix button

- Netflix should start and Room Numbers displayed
- Please only select your Room Number and watch as much as you like!

To return back to regular TV channels please select Source Selection  on your remote control.



### Sofa Bed

Our Deluxe Queen Bed Studios have a sofa bed option. Should you wish to use this, please let us know. Additional charges may apply.



### Wi-Fi Access

Your room has its own Wi-Fi.  
Please use the following code to connect.



### No Smoking

Please be aware that all rooms are strictly no smoking including e-cigarettes/vaping.



### Environmental

Radlett Residences makes every effort to minimise its impact on the environment, please support these initiatives:

- The energy saving card reduces your electricity consumption when not in the room.
- Please re-use your towels by hanging to dry after use.
- Bed linen and towels will be automatically changed every 3 days
- Shampoo and soap is in refillable dispensers.
- All tableware and cutlery is washable.
- Drinking is provided in reusable bottles.
- Public area lighting operates using motion sensors
- The building utilizes solar power to supplement its energy consumption.
- All recyclable waste is separated before disposal.



# Facility Amenities



### Room 101

We might not have everything that you need in your room, so we keep Room 101 available for all guests 24 hours a day, offering free of charge:

- As much tea, coffee and water that you want
- Microwave
- Iron & ironing boards
- Hairdryers
- Board games and cards
- Reading books

And with exception to the microwave, you can take whatever you like back to your room!

We also have a small selection of beverages and snacks for sale which you may consume in your room or the roof garden.



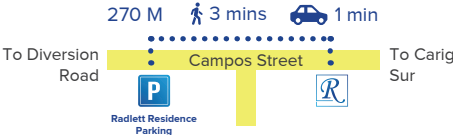
### Roof Garden

The roof garden is available from 6.30 AM to Midnight daily. We request that for the comfort of other guests you keep the area clean and tidy and avoid loud noise. Please take any kitchenette items back to your room with you.



# Residence Guest Parking

We have off-site parking a short distance away. You are welcome to park your car yourself, however, we can provide valet service at pre-arranged times.



# Check-out Time

Our check-out time is 12.00 noon. We will be more than happy to extend your check-out at no charge should this not affect our operation or other guest arrival. Please contact us in advance to let us know and we will do our best.

# Safety and Security

A fire extinguisher is located in the kitchenette of your room and also available in all corridors. They are also available in the corridors. The room is also equipped with a smoke detector. Please familiarize yourself with your emergency route displayed on the back of your door.

An emergency evacuation button can be found on the wall of the staircase of each floor. In the event of an emergency please push it in full and the alarm will sound continually.

If you hear the alarm bell, please leave your room immediately and exit the building via the main entrance.



## House Rules

For your comfort and those of other guests, please do ensure to follow our House Rules and be aware of our terms and conditions:

- All occupants must be registered, and valid ID provided.
- Up to 2 visitors per room are permitted. Visitors may enter between 11.00 AM and 10.00 PM.
- Loud music, noise and parties are not permitted at any time.
- All rooms are strictly non-smoking. Rooms that have been smoked in will incur a fine of up to Php 2,500 for the residence to close the room for occupation and to deep clean the room.
- Candles, matches, lighters, gas burners or any other naked flames must not be used in the rooms.
- Guests will be responsible to pay for any loss or damage caused to Radlett Residences.
- Firearms, knives or any other weapons are not allowed in the residence.
- Always ensure that you lock your room when you leave and close the main gate of the residence residence when leaving.
- Radlett Residences is not responsible for any loss or damage of any personal belongings. A safety box is provided in the room for your use.
- Guests are responsible for themselves and their children.
- Children under the age of 16 must not be left unattended.
- Guest stay at their own risk, Radlett Residences are not responsible for any claims of injury, sickness or loss of life.