



Feeling at home

# In Your Room

Q1: I notice you offer a complimentary bar in rooms, that's great! But I don't drink alcohol, could I request to change what's inside the mini bar?  
Yes, we are flexible in our service. You can make your change within the items in your private bar fridge. Simply contact our staff and we will try our best to arrange what you need for you.

Q2: Am I allowed to take the Handy phone out from the room when I explore the city?  
Sure. The Handy phone is our complimentary service for guests during the stay. Free local calls, international calls to 25 countries and 3G mobile data keep connected all the time. Remember to fully charge the device before use and just place it back in the room before check-out.

Q3: I am very picky about pillows, does your hotel have other types of pillows to provide other than the ones in the room?  
In our Club and Suite rooms, we offer a range of pillow styles. Please refer to your in-room pillow menu and feel free to contact our staff. We offer both soft and hard feather pillow for our ICON room guests. But if you have other preferences, just let us know.

Q4: I'm coming with a baby (6 months), are there any amenities that can be arranged for him / her?  
Baby amenities are available at your request which include but not limited to baby cot, electric warmers and sterilizers, as well as corner protectors for toddler, call us at "0" for assistance.

Q5: Your in-room stationery set is lovely, can I buy them as souvenirs?  
Thank you, yes! We will be glad for you to buy the in-room stationery set as your ICON souvenir.



Way to your heart

# Wine & Dine

Q1: Can I make special arrangements in your restaurants to surprise my partner?

GREEN - Yes, you can. It is our pleasure to make your special occasion memorable! Please contact GREEN for details. THE MARKET - Our Pastry team are ready to arrange a special dessert to surprise your loved one!

Above & Beyond - We are pleased to tailor-make special menus according to your preference.

Q2: I love your desserts! Do you do take-away orders?

Certainly. There is a wide range of desserts in GREEN. If you dine in, you may also request a personal greeting on the plate as you wish.

Q3: Can I have a drink or enjoy an afternoon tea at the Above & Beyond lounge anytime?

All hotel room guests are welcome to enjoy our lounge facilities all day until midnight. Club-floor guests can enjoy complimentary breakfast from 6:30am to 10am, afternoon tea from 3pm to 5pm and happy hour cocktails from 6pm to 8pm. All food and drinks are charged on consumption for non-club floor guests.

Q4: I am allergic to a number of things, such as dairy products and nuts. How could I make sure I will have suitable food to eat in your restaurants?

GREEN - We care about our diners' wellbeing, a range of allergic-free food items are available. Please inform us your allergies and dining preferences when making reservation.

THE MARKET - We will show you around the buffet area and let you know which food items are suitable and which to avoid. If possible, let us know your allergy when you make booking so that we could take care of you better.

Above & Beyond - We offer a variety of alternative dishes and recipes according to guests' dietary instructions. Please let us know in advance and we should tailor-make menu to cater your special needs.

Q5: I need to attend a meeting at 6:30am just before your restaurant opens, can you make an exception to arrange a quick breakfast for me?

There's an in-room dining menu in every room. You can relax in your room anytime without worrying about the restaurant opening hours. For rooms that include breakfast, special breakfast box can be arranged with prior notice. Overnight menu is available before 6:30am.





Need a hand?

# Our Services

Q1: As a pioneer hotel that's passionate about local culture and community, do you provide green services?

Definitely. We reduce our carbon footprint with the introduction of a fully electric transportation fleet, consisting of an electric hotel shuttle bus, two Tesla Model S and a BMW i3. Besides, our sensors switch off all high efficiency LED lights and other electric functions when a space is not being used.

Q2: Do you have doctors in the hotel in case of emergencies?

No, we don't have doctors in the hotel, but we can always make arrangement for you if needed. Guests are advised to have medical and travel insurance secured.

Q3: I'm new to Hong Kong and I need help with getting around, can you help?

Yes, we have electric shuttle buses that run every 20 minutes between hotel, closest MTR Station and main shopping district in Tsim Sha Tsui.

Besides, BMW i3, hire car and other alternative transport options can be arranged upon request. Simply approach our concierge at 1025 if you require any assistance.

Q4: I have a few hours to spend before boarding, can you suggest an iconic activity to do in Hong Kong?

There are many wonderful places to visit even for just a few hours, such as a morning in Stanley, or a half-day hike in Sai Kung. Our knowledgeable concierge can suggest a few tours or book activities for you depending on your preference. Alternatively, you can enjoy the facilities in our Timeless Lounge. Please contact our concierge at 1025 for arrangement.

Q5: I know that Hotel ICON is a teaching institution of The Hong Kong Polytechnic University, do students work in this hotel?

We have 360 full time staff, alongside student interns from The School of Hotel and Tourism Management (SHTM) who are trained by our professional hoteliers. We are dedicated to making your stay pleasurable in our ICON universe where talents interweave.

Q6: Is there any Hotel ICON in other countries?

Hotel ICON is a unique and standalone hotel in only Hong Kong.



At your fingertips

# Our Services

Q1: I forgot to bring my swimsuit! What can I do?

No worries, we have swimsuits ready at the Health Club for you to buy any time.

Q2: I'm not a corporate traveller, can I still book your boardroom for private use?

Yes. Executive board room is complimentary for Club and Suite guests for up to 1 hour everyday non-accumulative; ICON room guests can also book the board room upon request.

Q3: I really enjoy the book selections you have in the Above & Beyond on 28/F, can I borrow them from the lounge to my room?

You are welcome to borrow them and take to your room. Please approach our colleagues in the lounge for assistance.

Q4: I have already checked out of my room but I have nowhere to go with my luggage, what can I do?

Not a problem. Our Timeless Lounge is a relaxing and luxurious space with light refreshments for you when you need a place to rest in-between schedules. Our concierge can take care of your luggage if needed.