

THE WESTIN

EXCELSIOR
ROME

Hotel Directory

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WESTIN SIGNATURE PROGRAMS

HEAVENLY BED®

Nurturing you in multiple layers of comfort, our world renowned Heavenly bed® features lush sheets, down cushioning and our patented pillow-top mattress, which cradles and contours to your body. A restful night's sleep energizes your body and brain for a fresh new outlook to start the day.

WESTIN KIDS CLUB®

We offer our young guests some special friendly amenities. They also enjoy food and beverage discounts.

WestinWORKOUT® Fitness Studio (located on the -1 floor)

Whether it's how you jump-start your day or where you go to wind down, our WestinWORKOUT® Fitness Studio will entice you to exercise a little longer. Our spacious first-class gym is well equipped with a variety of energizing cardio, strength and stretching options, along with supplies to keep you hydrated and entertained.

IN-ROOM SPA

Indulge in the experience of a spa getaway in the privacy and comfort of your own room. With a menu of custom treatments developed especially for the in-room experience, your room will be transformed, and so will you. Contact WestinWORKOUT® Fitness Studio by dialing 2895 or 2896 (from 09:00 am to 09:00 pm) seven days a week to book a massage.

COMING AND GOING

BELL SERVICE/LUGGAGE ASSISTANCE

Our Service Express® attendants are available to assist you with your luggage needs (24 hours a day).

CHECKOUT TIME

Checkout time is at 12:00 noon.

LIMOUSINE SERVICE

The Concierge Desk, will be happy to assist you with your limousine transport needs.

PARKING/VALET

Daily and overnight Garage and Valet parking facilities are available. Contact our Concierge for any assistance you might require regarding parking.

RESERVATIONS

For reservations at The Westin Excelsior Rome or any other Marriott hotel or resort, visit:

<https://www.marriott.it/help/global-phone-reservation-numbers.mi>

TAXI SERVICE

Contact the Concierge desk to have a taxi prearranged.

TRAVEL INFORMATION

Contact the Concierge Desk for maps and other information on travel in and around the Rome area.

OUR AMENITIES AND SERVICES

CONCIERGE

Our Concierge is delighted to provide you with information about the Rome area including restaurants, sports and entertainment venues and other local attractions. Our Concierge Desk is located in the lobby next to the hotel's main entrance and can be reached by dialing extension 2720.

DO NOT DISTURB

Should you wish to ensure your privacy, please place the do not disturb sign on the guestroom outer door handle. You may also contact Service Express® to request blocking of telephone calls, or to request a preferred time for your room to be serviced.

EMERGENCY SERVICES

Please refer to “*Emergency, Safety and Security*”.

For immediate emergency assistance, press the emergency button on your guestroom phone or dial 9.

FORGOTTEN AN ITEM?

We will be happy to provide you with the following items:

- Adapters
- Bath gel
- Bath mat (rubber)
- Bathrobe
- Bathroom scale
- Bed/Bath linens (additional)
- Bed board
- Cellular phone charger
- Clothes brush
- Comb
- Contact lens solution
- Cotton swabs/Cotton balls
- Curling iron
- Deodorant
- Disposable razor
- Fan
- Feminine hygiene items
- First aid items
- Flower vase
- Hangers (additional)
- Laundry detergent (for hand washables)
- Mouthwash
- Nail file
- Nail polish remover

OFFICE SUPPLIES

- Highlighter
- Paper clips
- Post-it notes
- Stapler
- Plastic bags
- Religious texts
- Sewing kit
- Shaving cream
- Shoe mitt
- Slippers
- Toothbrush
- Toothpaste

WESTIN KIDS CLUB ITEMS

- Bed rails
- Board games
- Booster seat
- Bottle warmer
- Diaper genie
- Diapers and wipes
- Heavenly Crib®
- High chair
- Potty seat
- Step stool

OUR AMENITIES AND SERVICES

HAIR DRYERS

Hair dryers are provided in each guest bathroom.

HOUSEKEEPING

Our housekeeping staff is scheduled to service your guestroom or suite between 7:30 am and 10:00 pm. Should you require service outside these hours or at a specific time during your stay, please contact Service Express®.

ICE

Contact Service Express® to have ice delivered to your room.

IN-ROOM SAFE

Please refer to *"Emergency, Safety and Security"*.

IRON AND BOARD

Due to local legislation regarding fire prevention the in-room use of irons is strictly prohibited. We apologize for any inconvenience.

LAUNDRY/DRY CLEANING

Please deposit your laundry in the laundry bag, fill in the form and contact Service Express®. We offer same-day service Monday through Saturday (no dry cleaning on Saturday). Pickup Express pressing is also available for a nominal fee. It's by 9:00 am for return by the same day (by 6:00 pm).

LOST AND FOUND

The Housekeeping department holds all found articles. Please inquire by contacting Service Express®.

MEDICAL SERVICES

For a listing of local hospitals, physicians and dentists, please contact Service Express®. For medical emergencies, press the emergency button on your guestroom phone or dial 9.

NEWSPAPER

For special requests contact the Concierge.

OUR AMENITIES AND SERVICES

REFRESHMENT CENTER

For your convenience, each guestroom and suite features a stocked automatic refreshment center. It operates through sensitive sensors so that each item, if moved, will immediately be posted on the hotel room bill, even if not consumed. Please refer to the price list, or contact Service Express® for additional information.

RESTAURANT AND BARS

Please refer to *"Food, Fitness and Free Time"*.

ROOM SERVICE/IN-ROOM DINING

Nourishing and delicious meals and snacks are available 24 hours a day. Please refer to the in-room dining menus located on your desk. You can also choose from our healthful *"Eat Well"* menu.

SAFE-DEPOSIT BOX

Please refer to *"Emergency, Safety and Security"*.

SHOE SHINE

Please contact Service Express® with your shoe shine request.

TURN DOWN

Turn-down service is provided from 6:00 pm to 10:00 pm and consists in refreshing the room for the night. Please contact Service Express® to request turn down service.

VOICE MAIL

For information on how to retrieve messages please contact Service Express®.

WAKE-UP CALL

Contact Service Express® to arrange a wake-up call.

WestinWORKOUT® Fitness Studio (located on the -1 floor)

Gym open 24 hours, access with room key. Indoor heated pool opens from 09.30 am to 08.30 pm. Massage service on request in the comfort of your room. Please contact WestinWORKOUT® Fitness Studio by dialing 2895 or 2896 from 09:00 am to 09:00 pm to book a massage.

A PLEASURE DOING BUSINESS

BUSINESS CENTER

Our Business Center is available for all of your office needs 24 hours a day. Services include printing, photocopying and internet access. The Business Center is located on the lobby level.

EXPRESS MAIL/PACKAGES

Express mail and package service is available and may be arranged through the Concierge Desk.

INTERNET

The Westin Excelsior Rome is proud to offer wireless internet connection. Please contact Service Express® for additional information or assistance. Free limited wifi connection available.

MAIL (OUTGOING AND INCOMING)

Outgoing mail with appropriate postage may be left at the Concierge desk. Incoming mail and packages are delivered directly to guestrooms upon receipt. Should an item be delivered to the hotel before you arrive, a note will be put in your file and the hotel will hold the item until your arrival.

PHOTOCOPYING

Photocopying is available through the Business Center or the Front Desk/Concierge Desk for a nominal fee.

PRINTING

The Business Center can accommodate your printing needs. For information kindly contact Service Express®.

SALES AND CATERING SERVICES

For conventions, meetings and special events information, contact Service Express® for connection to a sales representative.

STAMPS

Postage stamps may be purchased at the Concierge Desk.

FOOD, FITNESS AND FREE TIME

RESTAURANT AND BARS (Lobby level)

DONEY RESTAURANT: serves breakfast from 07:00 am to 11:00 am and delicious meals from 11:00 am to 10:30 pm.

CAFE' DONEY: open daily from 7:00 am to 11:00 pm.
Make it your meeting point for a coffee, an aperitif or an after-dinner drink and do not miss the delicious temptations prepared by our Chef.

ORVM BAR: open daily from 9:30 am to 1:00 am.
Enjoy a cocktail or a snack in the unique atmosphere of our ORVM Bar, where a modern and elegant art deco style, gives a touch of today to the classical and refined ambience of The Westin Excelsior.

EAT WELL: at Westin we believe that feeling well starts with the right food for you. That's why we aim at offering nutritional options which might contribute to your general wellbeing. We guarantee our ingredients are purchased responsibly and flexibly processed. Our dishes are created with care to meet individual preferences and requests without compromising on flavor or satisfaction.

TELEVISION

For your viewing pleasure, we offer an entertaining variety of over 30 channels.

THEATERS/CINEMAS

For local theater and cinema listings, visit our Concierge Desk.

SPORTING ACTIVITIES

For information on schedules of local sporting events, contact our Concierge Desk.

SWIMMING POOL

Visit our indoor pool located inside the WestinWORKOUT® facility on the -1 floor, open from 09:30 am to 08:30 pm.

EMERGENCY • SAFETY • SECURITY

Because your safety is our first priority, The Westin Excelsior Rome is equipped with the most updated fire protection systems. We ask that you please be prepared. Know the location of stairway exits and fire alarms. In case of fire, do not use the elevators.

A map with information on the emergency exits nearest your room is located on the back of your room door. Please identify the nearest fire exits and stairways. In the event of a fire, you will hear an alarm. Leave the building as soon as possible using the nearest, safe, emergency exit. Avoid using the lifts or going back to your room to retrieve your personal belongings. If you think you might require special assistance in the event of an evacuation please inform the Reception.

IF YOU DISCOVER A FIRE OR SMOKE IN YOUR ROOM:

- Call Service Express®.
- Take your room key, exit the room and close the door behind you.
- Alert others in the area.
- Walk to the nearest stairway and exit the building (do not use the elevators).
- If smoke is present, stay low.

IF YOU ARE ORDERED TO EVACUATE YOUR ROOM AND THE DOOR IS NOT HOT:

- Exit with caution: feel the door. If the door is not hot, open it slightly and look in both directions for the nearest exit sign.
- Take your room key, exit the room and close the door behind you.
- Walk to the nearest stairway and exit the building (do not use the elevators).

IF YOU ARE ORDERED TO EVACUATE YOUR ROOM AND THE DOOR IS HOT:

- Do not open the door.
- Call Service Express®.
- Stuff wet towels or clothes under the door and in air vents to keep out smoke and fumes.
- Remain calm and wait for further instructions.
If you cannot exit, your room is the safest place to be.
- If you think you need to open a window for air, avoid breaking the window because you may need to close it to prevent the spread of smoke.

EMERGENCY • SAFETY • SECURITY

IN-ROOM SAFES

For your convenience, complimentary in-room safes are located in each guestroom inside the wardrobe. Follow the instructions located on the safe.

Please note: under state law, the hotel is responsible for loss only when articles are stored in safe-deposit boxes (available at the Front Desk at no charge).

ROOM DOORS AND WINDOWS

Your room door is equipped with a double locking system. Lock your door from the inside while occupying your room. For additional security, use the safety latch. Be sure your guestroom door is locked and secure openings to balconies or patios before retiring or leaving your room.

ROOM KEY

Safeguard your room key as you do with your residence key. If you lose your room key or if it is stolen, report it to the front desk immediately. Deposit your room key at the front desk when checking out. Do not leave your key in your room.

SAFE-DEPOSIT BOXES

Safe-deposit boxes can be obtained free of charge at the Front Desk, Subject to availability. Do not leave any valuables in your room.

If you have any other questions regarding our procedures, please contact Service Express®.

If at any time during your stay you notice anything of a suspicious or alarming nature, or have need of any special assistance, please contact the management.

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