



Grand Hotel Melbourne

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Welcome to Grand Hotel Melbourne

We are delighted that you have chosen to stay with us.

Grand Hotel Melbourne offers a unique blend of historic grandeur and contemporary comfort in the heart of the city.

Built in the early 1890s to serve as the headquarters for the Railway Administration Offices, Grand Hotel Melbourne is one of the city's most treasured landmarks.

This directory has been created to help you find valuable information you need and to get the most out of your stay. Our Duty Managers are on hand daily to help you with specific requests via extension 9.

Our team is dedicated to anticipating your needs and making sure your visit will be a memorable one.

We offer discounted rates on direct reservations, please contact the hotel for the best available rate on future stays.

Enjoy your stay and once again, welcome.

Yours sincerely

A handwritten signature in black ink that reads "Denis Croke". The signature is written in a cursive style with a horizontal line underneath the name.

Denis Croke

General Manager



Air Conditioning

Each room has an individual thermostat and fan. The room key must be in the power slot for the air-conditioning to work.

Airline Boarding Passes

Reception can assist with the printing of airline boarding passes. You can forward boarding pass emails to reception@grandhotelmelbourne.com.au for printing.

Airport Transfers

Reception can assist with booking direct airport transfers by taxi or private car (cost is approximately \$60). Skybus also departs from Southern Cross station every 10 minutes, tickets can be purchased online at a discounted rate.

BBQ

BBQs are located in our courtyard next to the pool area. They are free of charge for our guests. Please clean up after yourselves, and note that glass is not permitted in the pool area.

Bathrobes

Bathrobes are available on request. Please call extension 9.

Blankets

Blankets are available upon request. Please call extension 9.

Breakfast

Breakfast at Gaylords Restaurant is currently on hold due to Covid 19.

We are delighted to be partnering with Grainstore on Little Flinders St. This cafe is one of the best in Melbourne and guests receive a special Grand al la carte menu and special discounts. The cafe bill can be added to your room charge.



Check-out

Check-out time is 11.00am. Reception can assist with complimentary luggage storage. Late check-outs are available upon request and subject to availability. Charges apply after 12 noon.

Early check outs prior to 8am – please settle your account the night before you depart with reception and leave your key either in your room or on the reception desk.

Dining – Gaylord Restaurant

The restaurant is open for dinner daily from 5.30-11.00pm

Dishwasher

Dishwasher tablets can be found under the sink. Please call housekeeping via extension 9 for more tablets.

DVD Players

DVD players and a huge library of DVDs are available upon request. Please dial extension 9.

First Aid

Please dial extension 9 for any first aid or ambulance requirements.

Grand Staircase

Guests are welcome to visit the grand staircase, with access from the rear of the restaurant. Please see Reception for assistance.

Gym

The gym is located on the ground floor next to the swimming pool. Facilities include a treadmill, exercise bikes, rowers and free weights. Spare towels are located in your wardrobe. Opening hours are from 6.00am – 10.00pm.

History of the Grand Hotel

Please ask Reception for a copy of our fascinating history. You are also welcome to ask for a tour of the beautiful Grand Staircase.

Hotel Operator

Please dial extension 9



Housekeeping Service

Please dial extension 9 for any housekeeping needs. This includes room servicing, extra towels and refreshment of supplies. Shavers, slippers and toothbrush kits are also available upon request. Sewing kits can be found in your wardrobe.

WiFi

WiFi is Complimentary in the lobby and restaurant areas. Look for network Grand Hotel Melbourne. When you open an internet browser you will receive a prompt for a room number.

Please see Reception for a log-on code.

Irons & Ironing Board

These are located in your wardrobe.

Laundry & Dry-Cleaning Services

A laundry is located on Level 5 for your convenience. Please see reception for a room key. Washing powder and machine use is provided upon request and complimentary washing powder.

Library

Our library is located on the ground floor. Guests are welcome to borrow books whilst staying in the hotel or exchange a book.

Lost & Found

Please contact our housekeeping department on extension 9 if you have misplaced an item.

Luggage Storage

Reception will assist you with our complimentary luggage storage service.

Nespresso Machine

Nespresso machines are available in our Executive rooms. Coffee pods are \$1 each. Please dial extension 9 if you require more pods.

Oven

Please dial extension 9 if you require assistance.



Parking

Parking is available 24 hours per day. The charge for this service is \$35 per night, and allows unlimited access to your car. Public self-parking is available at Crown Casino or Secure Parking, 522 Flinders Lane. Charges apply.

Public Transport

Melbourne has an extensive network of trams, trains and buses. Trams are free in the CBD area. A Myki card is required for travel beyond the CBD on the tram, and for all buses and trains. Myki cards are available from Reception, railway stations and 7-Eleven stores. Please see reception for specific routes. Southern Cross Station and popular tram stops are within 200 metres of the hotel. Trams 11, 48 will take you to Bourke St Mall and the popular historical Tram 30 and 35 city circle loop are just near the hotel/

Radio

The Executive rooms have an i-pod docking station. Radio stations are also available through the television or via bedside radio clocks.

Reception Hours

08:00hrs to 18:00hrs Sundays to Thursdays

08:00hrs to 20:00hrs Friday and Saturdays

Room Service

Room service is currently unavailable due to Covid 19.

Pool, Spa & Sauna

The pool, spa and sauna are located on the ground floor, with access via our courtyard (or internally if raining – see reception). The opening hours are from 6.00am – 10.00pm. Pool towels are available from Reception. Children under 16 must be supervised at all times by an adult. Please do not take glass in to the pool area.

Safes

Safes are located in your wardrobe or upon request by dialling extension 9.

Switchboard

Please dial 9 for assistance.

Taxis/Limousines

Please dial 9 for bookings. We offer a competitive limousine service also – charges apply.



Telephone

To call room to room dial 7 and then the room number. For an outside line dial 0 and then the number. Please dial 9 for the operator. Please dial 682 for room service during restaurant hours.

Television

A full range of free to air, AM and FM radio, and digital channels are available.

Umbrellas

Umbrellas are available for hire from Reception. A \$30.00 deposit will be refundable upon return of the item. You are also welcome to purchase the umbrella.

Visitors

For your safety and security all visitors must register at Reception by checking in with phones and a QR code.. After 11pm no visitors are permitted at the property except for registered guests for the safety and security of all in-house guests. No parties or large groups of people are permitted in the apartments without prior approval by Management. Grand Hotel Melbourne has a NO PARTY POLICY. Guests will be asked to leave the property if this policy is not adhered to.

Wake Up Calls

Please dial extension 9 to arrange your wake-up call. Please place your call before 11pm, the night before

Wheelchairs & Mobility Aids

The hotel has two wheelchairs available for complimentary guest use. Alternatively, Travellers Aid at Southern Cross Station has mobility aids available for hire including electric scooters, prams, walking sticks, walking frames, wheelchairs and crutches.