

# GUEST SERVICES & CONCIERGE

## ACCESSIBILITY

The Resort at Pelican Hill® is dedicated to providing exceptional service to all of our guests, including those with accessibility needs.

### ACCESSIBLE FEATURES & AREAS:

- Accessible guest rooms have a 42-50 inch plasma TV
- Resort bathrooms
- Business center entrance
- Fitness center entrance
- Accessible ATM machine
- Resort has on-site accessible self-parking on every level
- Main entrance
- Meeting rooms
- Pathway to registration desk
- Registration desk
- Restaurants and lounges
- Route to accessible guest rooms
- Self-operating lift at each one of our resort pools
- Service animals allowed for persons with disabilities
- Lift access at all five Spa entrances
- Resort-provided wheelchairs

## AIRLINE TRAVEL

The Concierge has complete airline information and will assist you with booking travel, confirming flights, printing boarding passes and more.

## BABYSITTING

Please contact the Concierge in advance of your plans for a list of licensed and bonded babysitters.

## BAGGAGE SERVICE

Hospitality Services will gladly assist you with your luggage.

## BATHROBES

For your comfort, extra bathrobes are available during your stay or for purchase. Please contact Hospitality Services.

## BEACH

Please contact the Concierge for complimentary Beach Trolley service to Crystal Cove and assistance in planning your beach activities.

# GUEST SERVICES & CONCIERGE

## **BUSINESS CENTER**

Business needs, such as meeting preparation, computers, printers, copiers, facsimiles and notary services, are all available in our Business Center. Please contact Hospitality Services.

## **CAR RENTAL**

Please contact the Concierge for rental car arrangements, ranging from mid-size to exotic options.

## **CONCIERGE**

The Concierge Gallery is a fun and highly interactive resource. Each Concierge desk is equipped with a 65” flat screen HDTV. With the use of touch-screen menus, the televisions display photo and video vignettes covering points of interest in and around the Resort so guests can explore outdoor activities, shopping centers, museums, theaters and more. Once your customized itinerary is created, our Concierge will make all the arrangements.

## **CONVERTERS**

Please contact Hospitality Services for voltage converters.

## **COURIER SERVICE**

The Concierge will schedule timely parcel pickups and deliveries.

## **DO NOT DISTURB**

If you wish not to receive telephone calls, please notify Hospitality Services.

## **DOCTOR/DENTIST**

Please contact the Concierge to address any medical or dental needs.

## **EMERGENCY/EARTHQUAKE**

In the event of an emergency, contact Security by touching “Emergency” on your telephone or 911. We recommend reviewing the Safety Procedures section in this directory before settling in for your stay.

## **FLORIST**

Please contact the Concierge for floral deliveries in the area or beyond.

# GUEST SERVICES & CONCIERGE

## HOUSEKEEPING

For your safety and well-being, housekeeping services occur every three days. To change the frequency or schedule a specific time for your Villa or Bungalow, please contact Hospitality Services.

## INTERPRETER/TRANSLATOR

Please contact the Concierge for assistance.

## ICE DELIVERY

For ice delivery, please contact In-Room Dining.

## IRON/IRONING BOARD

You'll find these items located in each guest room closet for your convenience. For pressing services, please contact Hospitality Services.

## LAUNDRY

The Resort offers same-day or express laundry, dry-cleaning and one-hour pressing services. For detailed information, please refer to the Laundry & Dry Cleaning ticket in your guest room closet or call Hospitality Services.

## LOST & FOUND

If you have misplaced a personal item, please contact Security for immediate assistance.

## LOST LUGGAGE

In the unfortunate event of lost luggage, please contact Hospitality Services.

## MANAGER

Please contact Hospitality Services for the manager on duty.

## MESSAGES

The light on your phone will illuminate if you have voicemail messages. Please contact Hospitality Services for assistance.

## MONETARY EXCHANGE

For currency exchange, please contact Hospitality Services.

## PERSONAL CHECKS

For assistance in cashing personal checks, please contact Hospitality Services.

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## PHARMACY

For pharmacy locations and assistance, please contact the Concierge.

## POSTAGE STAMPS

Postage stamps are available at the Business Center, open daily near the main estate lobby.

## PRIVATE IN-ROOM BAR

Your private in-room bar is stocked with an assortment of beverages and snacks. Please contact In-Room Dining for re-stocking.

## RECREATION

In addition to our Fitness Centers at The Spa and Villa Clubhouse, you can enjoy miles of trails, tennis courts, beaches and other activities in the area. Please contact the Concierge for details.

## RELIGIOUS SERVICES

To locate local services by denomination, please contact the Concierge.

## REPAIRS

If you find anything in need of repair, please contact Hospitality Services. We apologize for any inconvenience.

## RESERVATIONS

For dining, recreation, transportation or any other reservations you may need, please contact the Concierge.

## SAFETY/SECURITY

Security Officers are on staff around the clock. Please contact Hospitality Services for further information or refer to the Safety Procedures section of this directory.

## SAFE/SAFE DEPOSIT BOX

We have included a personal, in-room safe in your Bungalow or Villa. However, we recommend that you secure your valuables in a safe deposit box, available at the Front Desk. For assistance, please contact Hospitality Services.

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## SHOE SHINE

Complimentary shoe shine services are available at your convenience. Simply contact Hospitality Services, place your shoes in the bag provided, and mark the enclosed card to indicate the time that you would like your shoes returned.

## TRANSPORTATION

For car rental, limousine and sedan services, taxicabs or other transportation needs, please contact the Concierge.

## WAKE-UP SERVICE

To schedule a personalized wake-up call, please contact Hospitality Services.

## WEATHER

For updates on weather conditions and forecasts, please contact Hospitality Services or refer to our daily guest newsletter.

## WHEELCHAIRS & WHEELCHAIR ACCESS

We strive to provide easy access to all of the Resort amenities for our valued guests. Please contact Hospitality Services, if we can further meet your needs or provide you with a wheelchair.

## WIRELESS INTERNET

For your convenience, complimentary wireless Internet access is available throughout the Resort.