



GUEST DIRECTORY

Dubai Academic City
Dubai, UAE



GUEST DIRECTORY

About Us

VOGO Grand Hotel Dubai Academic City is situated in the heart of the Dubai Academic City. The property is conveniently located among academic hubs and popular attractions making it the perfect destination of choice for business and leisure. The 367 rooms are decorated in contemporary décor style and are designed to accommodate your every need.

VOGO Grand Hotel Dubai Academic City offers guests a sophisticated and chic destination with all the necessities for a comfortable and relaxing stay. A truly superior service with a personal touch and the willingness to always go the extra mile guarantees that you are left with unforgettable memories every time you visit VOGO Grand Hotel Dubai Academic City .

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Dubai Academic City

VOGO Grand Hotel Dubai Academic City

Dubai International Academic City, Dubai, UAE P: +971 4 873 0000 www.vogogrand.com

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GUEST DIRECTORY

- Welcome Message.
- Hotel Facilities and Services.
- Rooms Facilities.
- Room Tariff.
- Additional Services.
- Telephone Service.
- Fire safety and Security Procedure.
- Emergency Contact Numbers.

Dear Guest,

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We would love to offer you a warm welcome at VOGO Grand Hotel Dubai Academic City Hotel. Our staff is dedicated to providing you excellent services to make your stay relaxing and enjoyable. This directory offers a comprehensive guide to make your stay in Dubai more comfortable, whether for business or leisure. A manager is on duty around-the-clock to assist you, should you need assistance in particular. Please share your insightful comments and suggestions to enhance our guests' stay.

Wishing you a comfortable and relaxing time at VOGO Grand Hotel Dubai Academic City.

Cordially,

VOGO Grand Hotel Dubai Academic City Management.

HOTEL FACILITIES AND SERVICES

Airport Transfer and Concierge

Whenever you require airport services of transportation, rent a car, city tours and guides, kindly contact Guest Services by dialing "0" 24 hours daily.

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Bell Desk

The Bell Attendant takes care of luggage handling, message and parcel delivery, newspaper on request, mail and assistance with packaging for assistance, kindly contact Guest Services by dialing "0" 24 hours daily.

Business Center

The Business center is located at the Ground floor. We provide services for fax, photocopy or print outs during your stay. Kindly contact Concierge by dialing "0" 24 hours daily. (Charges will be applicable accordingly)

Credit Cards

The hotel accepts all major credit cards - American Express, Visa and Master.

Foreign Currency Exchange

If you require any currency exchange services, Kindly contact Guest Services by dialing "0" 24 hours daily.

Doctor/ Nurse on call

If you require the services of a Doctor/ Nurse / first- aider during your stay, kindly contact Guest Services by dialing "0" 24 hours daily.

Emergency / Fire Alarm Alert

In the event of a fire or any other emergency, immediately dial "0" and our Hotel Emergency team will provide assistance.

Emergency Exits

Emergency exits are clearly indicated on the signage behind your room main door. Should it be necessary to evacuate the hotel, please leave the room immediately in a calm manner. Do not use the elevators and leave your personal belongings in your room. For further information Kindly contact Guest Services by dialing "0" 24 hours daily.

E-mail Services

If you need any assistance in using the E-mail service, Kindly contact Guest Services by dialing "0" 24 hours daily.

Gaming Room

The Gaming Room is located on the ground floor and operational from 9.00am to 9.00pm. For any assistance kindly contact Guest Services by dialing "0" 24 hours daily.

Gym

The Gym is located on the second floor and is operational from 6.00am to 9.00pm. For any assistance kindly contact Guest Services by dialing "0" 24 hours daily.

Masjid / Mosque

The Prayer rooms are located at the lobby level. For further assistance please contact Guest service by dialing "0" 24 hours daily.

Mini Mart

The Mini Mart is located at the lobby level for any assistance, kindly contact Guest Services by dialing "0" 24 hours daily.

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Restaurants & Café

The Garden (All Day Dining)

Offering guests, a selection of foods for breakfast, lunch, and dinner. Shifting to a more laid-back all-day style rather than the more-formalized lunch and supper service with a capacity of 336 Pax, including a space for group dining and outdoor lounging. The seating capacity is as follows: 22 bar counter seats, 224 indoor seats (30 seats for group dining) and 90 outdoor seats.

Located on the lobby level it serves an international buffet and à la carte menu from 06.30am to 02.00am.

Buffet timings:

Breakfast served from 06.30am to 10.30am.

Lunch served from 12.00noon to 03.30pm.

Dinner served from 07.00pm to 11.00pm.

Sky Pool Bar

A selection of alcoholic, non-alcoholic beverages and à la carte menu are available from 09.00am to 06.00pm at the pool side located on the second floor.

Internet

Free Wi-Fi access in our Hotel Rooms and Public Areas.

Instruction to connect to the Wi-Fi:

- (1) Open your wireless network connection
- (2) Select the network " VOGO Grand Hotel - Guest" and press connect
- (3) Enter your password that is provided to you upon check in.
- (4) Launch your Internet browser

You are now on the internet.

For 24 hours technical support, Kindly contact Guest Services by dialing "0".

Parking

Parking services are available subject to availability for any assistance and query, kindly contact Guest Services by dialing "0" 24 hours daily.

Swimming Pool

Swimming is located on the second floor and operational from 8.00am to 8.00pm. For any assistance kindly contact Guest Services by dialing "0" 24 hours daily.

We Value Your Opinion

At VOGO Grand Hotel ® we truly care about your experience.

If there is anything we can do to improve your stay, please contact the front desk or dial "0" for assistance.

After your stay is completed, we would sincerely appreciate you taking a few minutes to share your comments about your experience with us.

After your stay, you will be receiving an email invitation for completing an online survey. Once completed, Best Western Rewards® members will receive complimentary bonus points into their free loyalty program membership.

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Not a Best Western Rewards® member yet?

Kindly meet our front desk agent to enroll or visit www.vogogrand.com

ROOM FACILITIES

The 367-room hotel comprises of Standard Single, Standard Double, Executive Twin, Executive King, Deluxe & Premium Rooms. All rooms are fully air-conditioned and equipped with high-speed Wi-Fi, an LED TV, a personal safe, a mini-bar and offers guests 24-hour room service.

ROOM TARIFF	
ROOM TYPES	RACK RATE
Standard Single	1200
Standard Double	1400
Executive King	1500
Executive Twin	1500
Deluxe	1800
Premium	2200

The above rack rate is subject to 10% Municipality fee, 10% Service Charge, 5% VAT and AED 10 Tourism Dirham Fee are applicable. Room rates are subject to change.

Additional Services

If you would like to use our additional services, please contact our guest service team. The additional services are available complimentary upon on request 24 hours daily. For your added convenience, we will be happy to provide the necessary extra amenities.

1. Blankets.
2. Adaptors
3. Bathrobes,
4. Bathroom slippers.
5. Weighing Scale
6. Duvets
7. Ethernet cable
8. Face Cloths
9. Pillows
10. Towels
11. Iron & Ironing board
12. Sewing Kits
13. Shower Caps
14. Razor/ Shaving cream
15. Toothbrush/Toothpaste
16. Comb
17. Sanitary Napkins
18. Notepads
19. Pen / Pencils

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- 20. Envelopes
- 21. Letterhead

Air Conditioning

Each room features an individual climate control thermostat located on the wall. If you require any assistance kindly contact Guest Services by dialing "0".

Check-Out

Our standard Check-out time is 12:00 noon however if you need to schedule a late check-out, feel free to call at the front desk. Late check-out requests are subject to availability and may include a fee.

Channel List

Our TVs have a total list of 90 channels and a TV remote. If you require any further assistance kindly contact Guest Services by dialing "0" 24 hours daily.

Coffee / Tea Makers

A Coffee/Tea Maker and complimentary supplies (including 2 mineral water bottles) to enjoy hot beverages are available in your room.

Do Not Disturb

If you wish not be disturbed kindly place the "Privacy Please" sign on the door. The sign can be found behind your room main door handle.

Dry Cleaning and Pressing (to be confirm)

We offer Dry cleaning, Laundry and Pressing facilities on a daily basis. Items collected before 09:00 am will be returned on the same day. Express service is available after 09:00 am. Laundry bags and laundry list can be found in your wardrobe. For assistance, please dial "0".

Express Check-Out

For Express Check-out, kindly contact Guest Services by dialing "0" 24 hours daily.

Electricity

The electricity supply is 220/240 volts; razor outlet is 155-240volts. Do not use the razor socket in the bathroom for other electrical appliances.

Electric/ USB Outlets

All electric/ USB (Type - A) outlets in your room are off when your room card (key) is not inserted in the control box. If you would like an additional card/key so that you may charge any appliances, please get in touch with our front desk agent. The outlet next to the working desk is always available for your usage. For any further assistance please contact Guest Services by dialing "0" 24 hours daily.

Forgot Something?

We want your stay with us to be comfortable. Please remember we have complimentary toiletries available if you need them.

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Just give us a call at the Front Desk by dialing "0".

Luggage Services and Storage

In case you need any assistance with your luggage, kindly contact Concierge by dialing "0" 24 hours daily.

Reservation

For any reservation regarding rooms, restaurant, banquet hall and meeting rooms' queries, kindly contact our 24hr Guest Services team by dialing "0" 24 hours daily.

Safety Deposit Box

Each of our rooms has a safety deposit box. We suggest reading the operation manual. Please note that the hotel is not responsible for any valuables left in rooms. For more help, kindly contact Guest Services by dialing "0" 24 hours daily.

Wake-Up Call

If you wish to receive a Wake-up call, kindly contact Guest Services by dialing "0" 24 hours daily.

Room Service

If you require any room services, please dial "0" for 24 hours assistance. You can find our "Room Service Menu" by scanning the QR code on the Guest Directory Stand located on the writing desk.

Early Express Breakfast

Early Express Breakfast is available one hour before breakfast starts. For pre-order the guest must be able to place an order by 10 PM latest the night before. Early Express Breakfast is available from our "Room Service Menu." For more help, kindly contact Guest Services by dialing "0" 24 hours daily.

Water

1 liter of water is complimentary on daily basis and is located closer to the coffee/tea maker. Kindly contact Guest Services for further assistance by dialing "0" 24 hours daily.

TELEPHONE SERVICE

Telecommunications within the Emirates is one of the most modern facilities. For assisted calls (local and international) kindly dial "0" for Guest Services. All international calls will be charged accordingly.

United Arab Emirates Country Code	971
Abu Dhabi	2
Al Ain	3
Dubai	4
Ajman	6
Sharjah	6

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Umm Al Quwain	6
Ras Al Khaimah	7
Fujairah	9
Khorfakkan	9

COUNTRY	DIAL CODE
Afghanistan	93
Albania	355
Algeria	213
American Samoa	1-684
Andorra	376
Angola	244
Anguilla	1-264
Antarctica	672
Antigua and Barbuda	1-268
Argentina	54
Armenia	374
Aruba	297
Australia	61
Austria	43
Azerbaijan	994
Bahamas	1-242
Bulgaria	359
Burkina Faso	226
Burundi	257
Cambodia	855

COUNTRY	DIAL CODE
Bahrain	973
Bangladesh	880
Barbados	1-246
Belarus	375
Belgium	32
Belize	501
Benin	229
Bermuda	1-441
Bhutan	975
Bolivia	591
Bosnia and Herzegovina	387
Botswana	267
Brazil	55
British Indian Ocean Territory	246
British Virgin Islands	1-284
Brunei	673
Egypt	20
El Salvador	503
Equatorial Guinea	240
Eritrea	291

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COUNTRY	DIAL CODE
Cameroon	237
Canada	1
Cape Verde	238
Cayman Islands	1-345
Central African Republic	236
Chad	235
Chile	56
China	86
Christmas Island	61
Cocos Islands	61
Colombia	57
Comoros	269
Cook Islands	682
Costa Rica	506
Croatia	385
Cuba	53
Curacao	599
Cyprus	357
Czech Republic	420
Democratic Republic of the Congo	243
Denmark	45
Djibouti	253
Dominica	1-767
Dominican Republic	1-809, 1-829, 1-849
East Timor	670
Ecuador	593
Hungary	36
Haiti	509
Honduras	504
Hong Kong	852
Hungary	36

COUNTRY	DIAL CODE
Estonia	372
Ethiopia	251
Falkland Islands	500
Faroe Islands	298
Fiji	679
Finland	358
France	33
French Polynesia	689
Gabon	241
Gambia	220
Georgia	995
Germany	49
Ghana	233
Gibraltar	350
Greece	30
Greenland	299
Grenada	1-473
Guam	1-671
Guatemala	502
Guernsey	44-1481
Guinea	224
Guinea-Bissau	245
Guyana	592
Haiti	509
Honduras	504
Hong Kong	852
Liechtenstein	423
Lithuania	370
Luxembourg	352
Macau	853
Macedonia	389

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COUNTRY	DIAL CODE
Iceland	354
India	91
Indonesia	62
Iran	98
Iraq	964
Ireland	353
Isle of Man	44-1624
Israel	972
Italy	39
Ivory Coast	225
Jamaica	1-876
Japan	81
Jersey	44-1534
Jordan	962
Kazakhstan	7
Kenya	254
Kiribati	686
Kosovo	383
Kuwait	965
Kyrgyzstan	996
Laos	856
Latvia	371
Lebanon	961
Lesotho	266
Liberia	231
Libya	218
New Zealand	64
Nicaragua	505
Nigeria	234
Niger	227
Niue	683
North Korea	850

COUNTRY	DIAL CODE
Madagascar	261
Malawi	265
Malaysia	60
Maldives	960
Mali	223
Malta	356
Marshall Islands	692
Mauritania	222
Mauritius	230
Mayotte	262
Mexico	52
Micronesia	691
Moldova	373
Monaco	377
Mongolia	976
Montenegro	382
Montserrat	1-664
Morocco	212
Mozambique	258
Myanmar	95
Namibia	264
Nauru	674
Nepal	977
Netherlands	31
Netherlands Antilles	599
New Caledonia	687
Saint Martin	590
Saint Pierre and Miquelon	508
Saint Vincent & the Grenadines	1-784
Samoa	685
San Marino	378
Sao Tome and Principe	239

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COUNTRY	DIAL CODE
Northern Mariana Islands	1-670
Norway	47
Oman	968
Pakistan	92
Palau	680
Palestine	970
Panama	507
Papua New Guinea	675
Paraguay	595
Peru	51
Philippines	63
Pitcairn	64
Poland	48
Portugal	351
Puerto Rico	1-787, 1-939
Qatar	974
Republic of the Congo	242
Reunion	262
Romania	40
Russia	7
Rwanda	250
Saint Barthelemy	590
Saint Helena	290
Saint Kitts and Nevis	1-869
Saint Lucia	1-758
Tanzania	255
Thailand	66
Togo	228
Tokelau	690
Tonga	676
Trinidad and Tobago	1-868
Tunisia	216

COUNTRY	DIAL CODE
Saudi Arabia	966
Senegal	221
Serbia	381
Seychelles	248
Sierra Leone	232
Singapore	65
Sint Maarten	1-721
Slovakia	421
Slovenia	386
Solomon Islands	677
Somalia	252
South Africa	27
South Korea	82
South Sudan	211
Spain	34
Sri Lanka	94
Sudan	249
Suriname	597
Svalbard and Jan Mayen	47
Swaziland	268
Sweden	46
Switzerland	41
Syria	963
Taiwan	886
Tajikistan	992
United Arab Emirates	971
United Kingdom	44
United States	1
Uruguay	598
Uzbekistan	998
Vanuatu	678
Vatican	379

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COUNTRY	DIAL CODE
Turkey	90
Turkmenistan	993
Turks and Caicos Islands	1-649
Tuvalu	688
U.S. Virgin Islands	1-340
Uganda	256
Ukraine	380

COUNTRY	DIAL CODE
Venezuela	58
Vietnam	84
Wallis and Futuna	681
Western Sahara	212
Yemen	967
Zambia	260
Zimbabwe	263

FIRE SAFETY AND SECURITY PROCEDURE

In case of a fire, break the glass of the nearest fire alarm point. If you spot a fire, you can immediately call guest services by dialing "0" and describe the fire or smoke in full detail.

When you hear the fire alarm / evacuation message nonstop, leave the area and gather where it is indicated. The hotel's main entrance would serve as the assembly point in case of an emergency. Before leaving, lock all doors and if possible, turn off the air conditioning.

As quickly as possible, our Hotel Emergency team will be there to direct you to the emergency assembly area.

Important notes to remember for Safety & Security Procedures

- Always familiarize yourself with the nearest emergency exit indicated on the map behind the door.

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- Always leave via the fire stairs and exit.
- Do not use the elevators.
- Do not stop to collect personal belongings.
- Do not re-enter the building unless authorized to do so by the hotel personnel.

For your safety and safety of others

- We request that you do not smoke in the room.
- Do not empty ashtrays into waste basket.
- Ensure that electrical appliances are turned off after use.
- Exercise caution when using matches or candles.

EMERGENCY CONTACT NUMBERS

In case of an emergency, you can call the following numbers while anywhere in the UAE:

EMERGENCY CONTACT NUMBERS	
POLICE	999
AMBULANCE	998
FIRE DEPARTMENT (Civil Defense)	997
COASTGUARD	996
ELECTRICITY FAILURE	991
WATER FAILURE	922

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