TANOA INTERNATIONAL NADI, FIJI

HOTEL INFORMATION

Please call reception at anytime by dialing 0 from your in-room phone.

HOW TO USE YOUR TELEPHONE

Local calling: Dial 9 for an outside line, then the local number without the area code.

International calling:

1. Dial 9 for an outside line.
2. Dial 00 for international access.
3. Dial the country code, followed by the area code and the telephone number.

Note: Charges will be logged directly to your room account.

TO CALL BETWEEN GUEST ROOMS

To call another room located in the hotel, dial 4 and then the room number required.

INTERNET

Complementary WIFI is available throughout the main public areas of the hotel including the restaurants, bar and the hotel lobby. Should you require additional data, you can log into the premium plan and a charge will be logged on your room account.

WATER SUPPLY

The Tanoa International Hotel receives mains water supply and is completely safe for drinking. Bottled water is also available in the restaurants or call room service on 1517 to order.

AIRPORT TRANSFERS

Nadi International and Domestic Airport is 2.8 kilometers from the hotel. Allow 10 minutes in normal traffic for travel from the hotel to the airport. Please call reception to book a complimentary transfer.

FOOD AND BEVERAGES

Mint Café is open daily from 6am (call 1511).
Garden Court Restaurant is open daily from 6am to 10pm for breakfast, lunch, dinner and snacks (call 1517).
Fresh Pizza and Tandoor is open daily from 12pm for lunch, dinner and snacks (call 1518).
Bula Bar is open daily from 8am until late for light snacks and drinks (call 1520).
Ikkyu Japanese Restaurant is open for lunch and dinner from Monday to Saturday (call 1550)

ROOM SERVICE

Room service is available 24 hours a day. Please refer to the In-Room Dining menu. Please note we do not allow B.Y.O. in any of our outlets or guest public areas. Please call 1517 to make a room service order.

HEALTH AND BEAUTY SPA - DIAL 1526

Our beauty spa is open from 9am - 5pm. Please call 1526 to make an appoinment.

GYMNASIUM

The gym is located on the ground floor of the central building and is available for guest use between 6am - 9pm. Please observe the safety and warning signs in the gym. The hotel accepts no responsibility for any injury sustained while in the gym. Children under the age of 16 must be supervised by an adult.

TENNIS COURT

Enjoy the use of two flood-lit tennis courts during your stay with us. Call reception to book the courts and any equipement you require.

SWIMMING POOL

Swimming pool hours are between 9am - 7pm. Please observe all safety and warning signs located in the pool area. The hotel accepts no responsibility for any injury sustained while in the pool. Children under 12 must be accompanied by an adult.

HOUSEKEEPING

For any special in-room needs or services, please contact reception. Should you wish your room to be serviced at a specific time, we will make every effort to accommodate your request.

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NO SMOKING
All rooms in the hotel are strictly non-smoking. You may smoke on the room balconies.

CHECK-IN / CHECK-OUT TIMES
Our check-in time is from 2pm and check-out is 11am. If you wish to check-out at an alternative time, please notify reception. Our staff will do everything possible to accommodate your request. A surcharge may apply if you wish to check-out late. The hotel also has day room hire rates available if you wish to retain your room until a late flight departure. Please contact reception for details.

EMERGENCY PROCEDURES
For your safety, your room is equipped with a smoke detector. Emergency evacuation instructions are detailed on the back of your door, and we would urge you to take the time to familiarize yourself with them. To report a fire, call reception. You will also note that individual blocks have emergency phones on the wall, pick up the phone and it will direct you to the emergency line.

LOST AND FOUND
Please contact housekeeping for any lost property enquiries.

SELF-LAUNDRY FACILITY & DRY-CLEANING
Guest laundry facilities are provided in the Block 100, 200, 300 and 400 accommodation areas. Washing powder and tokens can be purchased at reception. A laundry and dry-cleaning service is also available through an external provider from Monday to Saturday. Charges will apply. There is an iron and ironing board available in your room closet.

LUGGAGE
Storage is available for guests with a late departure, or if you are leaving the hotel for a short duration.

ROOM KEY CARD
Please retain your room access keycard issued to you on arrival. If you require a new card, please contact reception.

SAFE DEPOSIT BOXES
A safe is located in your wardrobe with instructions. Should you require assistance, please contact reception. The hotel will not be responsible for any loss of valuables from guest rooms.

SECURITY
Please contact reception if you require assistance from security. The hotel is patrolled regularly, however, we do advise you also make full use of the peephole on your room door and ensure the door is locked at all times.

TANOA GIFT SHOP
The Tanoa International Hotel gift shop is located next to the Ikkyu restaurant by the pool. Please call 1565 to contact them. The majority of Nadi's retail shops generally open from 8.30am - 5.30pm daily, with some open until 9pm. For further information on shopping please contact reception.

TAXIS
Available 24 hours. Please contact reception or simply have the porters organize one at the lobby entrance.

WAKE-UP CALLS
If you wish to have a wake-up call, please contact reception. Alternatively, you may also wish to use the clock radio located beside your bed.

DOOR LOCK
Your door lock is equipped with a security locking mechanism for your safety. We suggest in the interests of personal safety that this security lock is used whenever you are in your room.

CURRENCY EXCHANGE
You may change foreign currency (notes only) to Fiji dollars at reception, 24 hours a day.