



SAFETY ADVICE

FIRE EVACUATION FOR GUESTS

- In the unlikely event of an evacuation please proceed to the nearest assembly point, clearly marked outside in front of the hotel.
- Location of the nearest fire exit is stated on the floor plan on the door inside each guest room.
- When the fire alarm activates, follow the instructions of the public announcement.
- If you are in your room, take the key and lock the door behind you. Follow the green illuminated signs in the public area to the nearest emergency exit.
- Do NOT use the elevators. Elevator service will not be available when the fire alarm is activated.
- Do not enter the building. An announcement will be made advising when it is safe to re-enter the hotel.

EMERGENCY CALLS

- Police 999
- Ambulance 998
- Fire Department 997
- If you discover fire or smoke, sound the hotel fire alarm by activating the nearest pull station or alert the hotel by dialing '0' via your room phone.

SMOKING

Smoking inside the hotel, including shisha, is strictly prohibited. Smoking inside your room will activate the fire alarm and a deep cleaning charge will apply. Do not tamper the smoke detectors.

LEGOLAND® Hotel is a family friendly hotel. Please only use dedicated outdoor smoking areas, located near the main entrance and outside the fenced pool area.

COOKING

It is not allowed to cook inside the room. The kettle must only be used to heat water for coffee or tea.

ENHANCED ROOM CLEANING

Your room has been fully sanitized including all play elements and high touch points, in line with our enhanced cleaning procedures. However, should you have any issues with the cleanliness of your room at any point of time, please do not hesitate to contact Guest Services ASAP.

DOCTOR ON CALL

If you require medical assistance, please contact Guest Services. A doctor on call can be arranged upon request. Please note this service should be paid for directly to the doctor at the time of the visit.



HOTEL INFORMATION

BABY COT & TRUNDLE BED

If you require a baby cot or the trundle bed underneath the kids bunk bed, please contact Guest Services.

CHECK IN & OUT TIMES

Check-in time is 3:00pm and Check-out time is 11:00am. Extensions and late check-outs are subject to availability and additional charge.

IRON & IRONING BOARD

Available upon request, please call Guest Services to be delivered to your room.

LAUNDRY SERVICE

Same day laundry service is available for items received before 9:00 am.

LOST & FOUND

If you have forgotten or lost any item, please contact Guest Services.

LEGO® BRICKS IN THE ROOM AND THEMED INVENTORY

Enjoy playing with the loose bricks. When finished, please do not remove from the room and leave for others to play after you.

We request all our guests to handle the special themed furniture with care. The LEGO® models and themed interior in the room are a decorative item for an authentic stay in your LEGO inspired room. It is prohibited to remove items or forcefully break the items. In the event that items are missing or forcefully broken, a replacement charge applies.

MINI FRIDGE

For child safety we do not fill the mini fridge. Refreshments are via Room Service or from the vending machine located near the elevator on each floor.

POOL TOWELS

Kindly pick up towels from the towel kiosk located at the Hotel Pool. Towels can be used at the Hotel Pool and Water Park. A deposit may be charged to the room until used towels are returned to the pool kiosk. Please do not use the room towels for the Pool or Water Park.

PRAYER ROOMS

Prayer Rooms are located on the Ground Floor. In your guest room, please follow Qibla prayer direction indicated on the ceiling. Prayer Mats are available in the room and the Quran is available upon request.

SAFE

For your convenience and safety, an in room safe can be found inside the desk in your room. The hotel is not responsible for valuables left in your room or in the room safe.

PETS

Pets are not allowed in the hotel.

WAKE UP CALL

To place a wakeup call, please contact Guest Services.