



瑞穗天合國際觀光酒店
GRAND COSMOS RESORT
Ruisui - Hualien

Hotel Guide

WELCOME



Thank you for choosing Grand Cosmos Resort Ruisui, Hualien as your home away from home. Grand Cosmos Resort Ruisui, Hualien is the first hotel in Taiwan that offers accommodation choices of luxury villas, a hot spring water park, and spa all in one complex. The hotel is designed in southern European cottage style and also incorporates local cultural elements, aiming to give you the most memorable travel experience. We look forward to welcoming you and offering our best services to help you create unforgettable memory. Should you require any assistance, please do not hesitate to contact our front desk staff. Wish you a pleasant stay.



瑞穗天合國際觀光酒店
GRAND COSMOS RESORT
Ruisui - Hualien

Tariff

Castle	
Superior Room	NT\$32,000
Family Quad Room	NT\$40,000
Family Suite	NT\$88,000
Junior Suite	NT\$88,000
Mansion	
Superior Room	NT\$36,000
Family Quad Room	NT\$48,000
Deluxe Quad Room	NT\$56,000
Grand Deluxe Quad Room	NT\$60,000
Family Suite	NT\$96,000
Grand Villa	
Grand Leisure Villa	NT\$48,000
Grand Watery Villa	NT\$50,000
Grand Superior Villa	NT\$64,000
Grand Royal Villa	NT\$280,000
Grand Deluxe Villa	NT\$300,000
Grand Presidential Villa	NT\$380,000
Family Villa	
Family Villa Quad Room	NT\$52,000
Pet Villa Quad Room	NT\$52,000

- All rates are subject to 10% service surcharge.
- The check-in time is 3:00pm. The check-out time is 11:00am.
- The prices are subject to change without notice.

No.368, Sec.2, Wenquan Rd., Ruisui Township, Hualien County 987, Taiwan(R.O.C)
T: 886-3-887-6000/ RSVN: 886-2-8978-6688 F: 886-3-887-1000
www.grandcosmos.com.tw

Contents

01 Castle

- ◆ Business Center
- ◆ Reading Room
- ◆ The Shop
- ◆ Fitness Center
- ◆ Brick Land
- ◆ Game Room
- ◆ Board Game Room
- ◆ Private KTV Rooms

02 Mansion

- ◆ Cosmos Creation
Concept Store
- ◆ Tea House
- ◆ Fitness Center
- ◆ Little Travellers Zone
- ◆ Interactive Hall

03 Wellness & Spa Center

- ◆ Swimming Pool
- ◆ Water Park
- ◆ Sauna
- ◆ YAWARD SPA
- ◆ Beauty Salon

04 Recreation

- ◆ Race Track
- ◆ Action Base
- ◆ Safari Zone
- ◆ Children's
Electric Vehicles
- ◆ Infinity World
- ◆ Ruisui Market
- ◆ European Shop
- ◆ Lush Garden
- ◆ Chef's Garden
- ◆ Golden Trumpet Tree
Trail
- ◆ Green Yard
- ◆ Taxodium Distichum
Trail

Contents

05 Dining Services

- ◆ Fontaine Cuisine
- ◆ Music Bar
- ◆ International Banquet Hall
- ◆ Multi-Function Rooms
- ◆ PRIME ONE Steak House
- ◆ Mansion Bar
- ◆ Strategic Meeting Rooms
- ◆ Pool Side Bar
- ◆ Ruisui Café

06 Phone Rates and Dialing Instructions

- ◆ Room to Room
- ◆ International Call Rates

07 Concierge Services

- ◆ Check-Out
- ◆ Currency Exchange
- ◆ Internet
- ◆ Fax Services
- ◆ Safety Box Services
- ◆ Luggage Services
- ◆ Transportation
- ◆ Visitors
- ◆ Booking Service
- ◆ Wake-up Call Service
- ◆ Hospitality Items available
- ◆ Ice
- ◆ Laundry Service
- ◆ Laundromat service
- ◆ Electricity
- ◆ Travel Information
- ◆ Lost and Found
- ◆ Notice of Hotel Sanitation
- ◆ The hotel collaborates with the environmentally friendly policies

08 Emergency Evacuation Guidelines

- ◆ Safety notice
- ◆ Smoke Detector Rules
- ◆ Smoke-Free Environment
- ◆ Emergency Evacuation Guidelines
- ◆ When entering your room
- ◆ When detecting fire or smoke in your room
- ◆ When hearing the fire alarm go off and having to evacuate your guest room
- ◆ When hearing the fire alarm go off and the surface of your door is hot
- ◆ When an earthquake occurs

01

Castle

01

Castle



Business Center

Location / 1F, Castle

Opening hours / 07:00 – 22:00

The Business Center is your personal mobile office, where you can find all the office equipment you need to catch up with any work emergency, complete with free broadband connection. A library of newspapers, magazines and books is also available for your perusal at leisure.

01 Castle



Reading Room

Location / 1F, Castle

Opening hours / 24/7

If you are ever caught by a reading bug while on the road, head to the quiet, elegant Reading Room and immerse yourself in the wide selection of literary pleasure.

01

Castle



The Shop

Location / 1F, Castle

Opening hours / 08:00 – 22:00

Slow your pace, enjoy some retail therapy, and bring back a memory from your journey. The Shop is stocked with a variety of unique local snacks and travel necessities to satisfy your every need on this journey.

01 Castle



Fitness Center

Location / B1, Castle

Opening hours / 08:00 – 22:00

Stay fit and rejuvenate at the well equipped Fitness Center, and easily keep up your energy level while you are on the road.

◆ Please help yourself to bottled water and towels provided in the fitness center

01

Castle



Brick Land

Location / B1, Castle

Opening hours / 08:00 – 22:00

A specially designed space for preschoolers, the Brick Land is fitted with a variety of toys and play structures that will keep your little ones stimulated and entertained.

◆ Please wear socks in the Brick Land.

01

Castle



Game Room

Location / B1, Castle

Opening hours / 08:00 – 22:00

The Game Room is packed full of arcade machines where every family member can engage and have a blast.

01

Castle



Board Game Room

Location / B1, Castle

Opening hours / 08:00 – 22:00

Enjoy some cozy group fun in the Board Game Room, where you can indulge in all your favorite board games in a comfortable space.

◆ NT\$600+10%/ per hour.

◆ Reservation required, please dial 9 on your room phone.

01 Castle



Private KTV Rooms

Location / B1, Castle

Opening hours / 08:00 – 22:00

Feeling like a rock star? Head to one of the private KTV rooms to put on a show and belt out your favorite songs.

- ◆ NT\$2,000+10%/ 2 hours.
- ◆ Reservation required, please dial 9 on your room phone.

02

Mansion

02

Mansion



Cosmos Creation Concept Store

Location / 1F, Mansion

Opening hours / 08:00 – 22:00

Moving Life, Memory Travel!

We believe travel is an extension of life experiences beyond memory. Cosmos Creation is a diverse platform offered by Cosmos Hotels and Resorts, using the 3C concept of culture, customization and creativity to provide themed hotel experiences and lifestyle ideas. This manifests in a one – stop shop full of unique locally designed products such as travel necessities, lifestyle products, souvenirs and more.

02

Mansion



Tea House

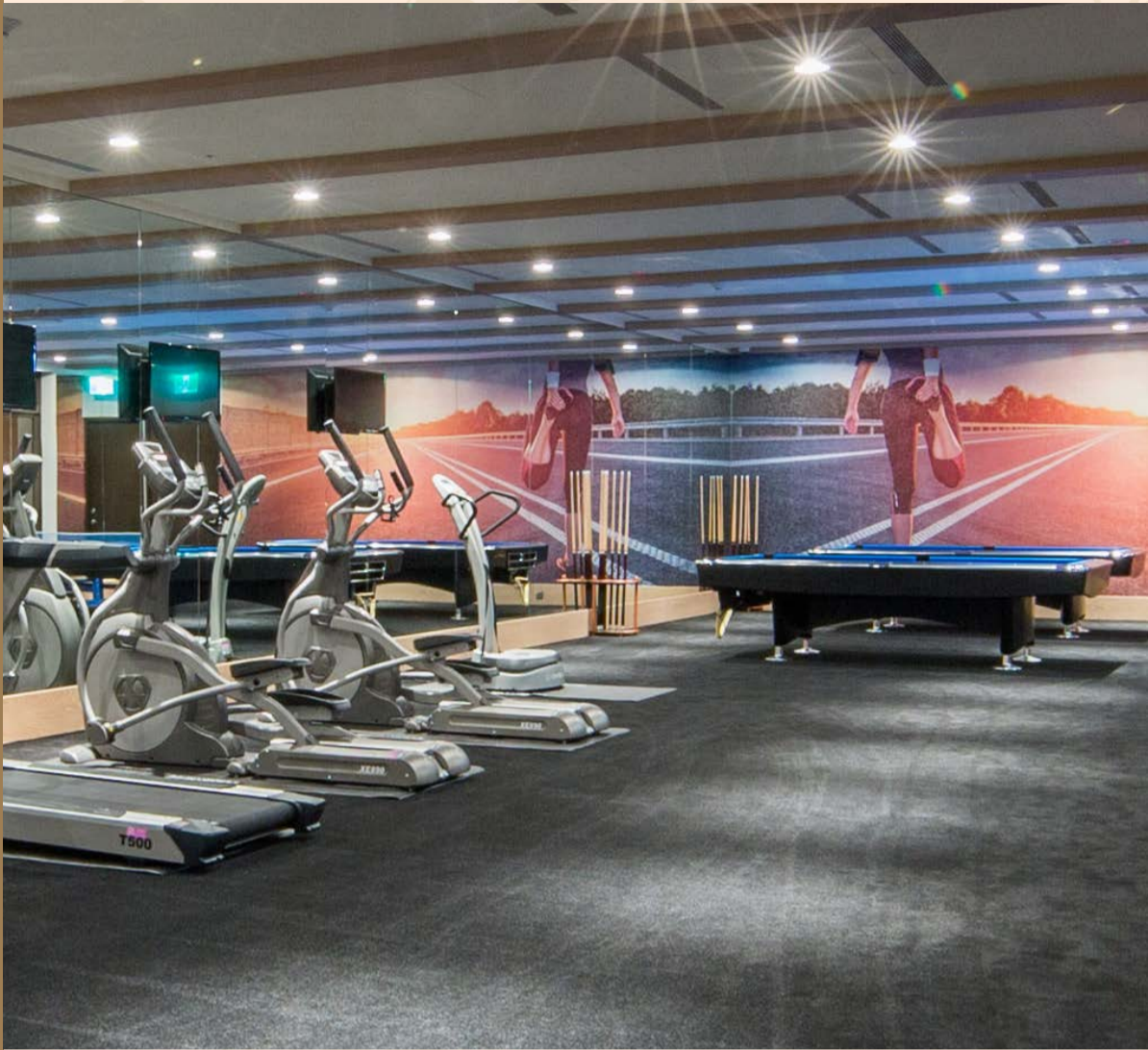
Location / 1F, Mansion

Opening hours / 08:00 – 22:00

Stock up on goodies and memories for your travel. The elegant and spacious Tea House has a wide variety of unique products, gifts, local specialties and high quality Taiwanese tea and utensils that will keep your travel memories alive.

02

Mansion



Fitness Center

Location / B1, Mansion

Opening hours / 08:00 – 22:00

The well – lit and spacious fitness center is fitted with state – of – the – art exercise equipment, allowing you to stay at your best while on the road.

◆ Please help yourself to bottled water and towels provided in the fitness center

02

Mansion



Little Travellers Zone

Location / B1, Mansion

Opening hours / 08:00 – 22:00

A dedicated play space for your precious little ones. It is full of toys, play structures and interactive fun.

◆ Please wear socks in the Little Travellers Zone.

02

Mansion



Interactive Hall

Location / B1, Mansion

Opening hours / 08:00 – 22:00

With abundant natural light passing through large panes of ceiling high windows, curved seats helping audience reacting with the stage, and the latest audio and video equipment increasing the enjoyment of watching shows, Interactive Hall will be a perfect venue for any type of events.

- ◆ Space rental: NT\$5,000 + 10% per hour
- ◆ Setup fee: NT\$2,000 + 10% per hour

03

Wellness & Spa Center

03

Wellness & Spa Center



Swimming Pool

Location / B1, Wellness and Spa Center

Operating Hours / 08:00 - 22:00

The standard sized 7-lane, 25-meter indoor pool is surrounded in serenity blue. Have a rigorous workout or some family splash fun, and take a break on one of the colorful lounge chairs.

◆ Please wear proper swimming wear before entering.



Water Park

Operating Hours

08:00 – 12:00 / 13:00 – 17:30 / 18:00 – 22:00

Outdoor Waterslide Opening Hours

08:00 – 10:00 / 13:00- 15:00

The Water Park is the first water park in Taiwan to feature both hot spring pools and family pools. From cold to hot, indoor to outdoor, the 108 uniquely shaped pools are spread over the vast park ground, surrounded by beautiful landscaping and majestic mountains beyond, perfect for family getaways year – round.

The composition of the hot spring in the hotel is similar to one of three Japanese ancient springs “Arima Onsen”. The iron – rich hot spring water turns light yellow and murky at the surface due to oxidation, and is therefore dubbed the Golden Spring. The park has four areas: the Golden Spring Pools, the Golden Bar Pools, the indoor/outdoor Water Jet Massage Pools and Kids Pools. Hope from one pool to the next, the fun never ends!

- ◆ Outdoor opening area is subject to weather conditions
- ◆ Please wear proper swimming wear before entering.

03

Wellness & Spa Center



Sauna

Location / 3F, Wellness and Spa Center

Operating Hours / 08:00 - 22:00

The spacious, elegant sauna has a variety of water therapy pools, a steam room, an oven and an infrared tanning facility, everything you need to relax and rejuvenate.

3

Wellness & Spa Center



YAWARD SPA



Location / 3F, Wellness and Spa Center

Operating Hours / 12:00 - 23:00

It is located in the Wellness and SPA Center on the 3rd floor with comfortable and private spaces. YAWARD SPA fuses ingenious techniques from the east with the west based on the principles of Equality, Harmony, Balance, and Nature to create the unique aromatherapy techniques; the fine selection of natural fragrant essential oils soften the tense body, allowing one to temporarily get rid of the stress and concerns, thereby creating a refreshing and relaxing aromatherapy experience for visitors to calmly feel the harmony and balance of the body and the mind.

- ◆ Hotel guests enjoy 10% off.
- ◆ Reservation required, please dial 3730/3731 on your room phone for more information.

03

Wellness & Spa Center



Beauty Salon

Location / B1, Wellness and Spa Center

Operating Hours / 14:00 - 22:00

Enjoy beauty services while relaxing in peaceful and welcoming surroundings. The Beauty Salon will make you feel fresh and bring you a wonderful vacation.

◆ Reservation required, please dial 3730 on your room phone for more information.

04

Recreation

04

Recreation



Race Track

Location / Please enter through the Family Villa ground floor.

Operating Hours

09:00 – 11:00 / 15:00 – 17:00 / 19:00 – 21:00

Get your adrenaline fix with the mini race cars at the Race Track and challenge your maximum speed.

*The minimum height requirement is 120cm, and the weight limit is 100 kg.

*Please wear pants or shorts, do not wear dresses.

*Please wear sneakers, do not wear slippers



Action Base

Location / B1, Family Villa. Please enter through the stairs in front of Family Villa.

Operating Hours

08:30 – 10:30 / 14:30 – 16:30 / 18:30 – 20:30

Even little kids can enjoy car racing sensation here! Action Base offers a venue for children-exclusive bumper cars, which serve as great eye-hand coordination capability training for these little car racers. Let your kids indulge themselves in thrilling car bumping and racing at lightning speeds.

04

Recreation



Safari Zone

Operating Hours

09:30 – 10:30 、 16:00 – 17:00

Stretch out your bow, aim at your target and “woosh!” your arrow hits the bullseye! “Safari Zone” offers archery sets with suction cup arrows that provide the high-speed sensation of arrows shooting forward for adults and kids alike. Our professional staff would be guiding you on-site, so that you could also become a highly skilled hunting archer!

*The minimum height requirement is 140cm.



Children's Electric Vehicles

Location / Beside Chapel

Operating Hours

Jun – Oct / 08:00 – 09:00 、 16:00 – 18:30

Nov – May / 09:00 – 11:00 、 15:00 – 17:00

Operating hours are subject to change without prior notice. Please refer to on-site notice.

Watch your kids have the time of their lives driving the mini electric cars around the colorful children's race track! Family vacation is never as fun and easy.

- ◆ Children's height must be below 120 cm or weight below 30 kg.
- ◆ Adult supervision is required at all times.

04 Recreation



Infinity World

Operating Hours

Hopscotch

Little Hitters 09:30 – 11:00 /16:30 –18:30

Sharp Shooter 09:30 – 11:00 /16:00 –18:00

Merry-Go-Round /Mine Train/ Teacup Rides

JumpingYuzubby/ Pony Rides/ Train Rides / Mini Flight

June to October

15:00 – 20:00

November to May

10:00 – 12:00 /15:00 –20:00

The Infinity World is an outdoor playground that fulfills children's infinite imagination. No matter kids want to be a little warrior running through bouncy castles, or hop on a train to start an adventure, their dreams will come true in this magic Infinity World.



Ruisui Market

Location / Courtyard of Castle (Behind the lobby counter)

Operating Hours

15:00 – 20:00 (subject to weather)

Find everything local in the Ruisui Market, from native grown fruits and vegetables, unique local snacks and specialties, to aboriginal crafts, products and designs. Collect souvenirs and memories along the way to further enrich your everyday life.

04

Recreation



European Market

Location / Courtyard of Castle (Behind the lobby counter)

Operating Hours

15:00 – 20:00 (subject to weather)

Providing selected European brands, making you feel like Europe.

In case of rain, it will be relocated to The Shop on the 1st floor of Castle.

04

Recreation



Lush Garden

Location / Beside Castle

Operating Hours / 24/7

Away from the bustling city, embrace nature here in the beautifully landscaped Lush Garden, where you can slow down your steps and admire the ever changing face of the seasons.



Chef's Garden

Location / Please enter from the side door next to the Children's Electric Vehicles.

Operating Hours

15:00 – 17:00 (subject to weather)

Welcome to the Chef's Garden. Amidst the greenery, herbs, fruits, vegetables, flowers, and crops are all carefully planted by the hotel team and nourished by the crisp air, land and water of Hualien. A gift from nature presented to you. The hotel offers "Stone Boiling" ingredients according to the season, so you can taste the freshness of the produce and experience the DIY fun of picking plants and cooking.



Golden Trumpet Tree Trail

Location / The entrance is located at the end of the Family Villa area.

Operating Hours / 06:00 – 19:00

The golden trumpet trees are worth the visits in every season: the blooms in spring, the seeding in summer, the fullness in fall, and the withered beauty in winter. The trees are at its prime in spring, when the golden flowers bloom with the first crackling of the spring thunders. The falling petals of gold create a dreamy path in the garden.

04 Recreation



Green Yard

Location / The entrance is behind Family Villa.

Operating Hours / 07:00 – 17:00

Behind Family Villas there lies a field of green grass with pencil – shaped outdoor art pieces and a maze, where families can immerse themselves in nature.

- ◆ Adult supervision is required at all times.



Taxodium Distichum Trail

Location / The entrance is behind Children's Electric Vehicles

Operating Hours / 06:00 – 19:00

The Bald Cypress Trail next to the Mansion is one of the most popular photo spots on the resort ground. The trail is particularly breathtaking in deep autumn, when the trees as well as the trail are covered in bright yellow and red leaves.

05

Dining Services

05

Dining Services



Fontaine Cuisine

Location / 1F, Castle

Operating Hours

Breakfast / 07:00 – 10:30

Dinner / Main Seating 17:20 – 19:00

Second Seating 19:30 – 21:10

Fontaine Cuisine adopted its name from the distinctive French town “Fontainebleau”, which is shortened from French “fontaine – belle – eau”, meaning pure and refreshing spring. Surrounded by the pristine nature of Hualian, Fontaine Cuisine provides a series of nutritious and delicious dishes bursting with international flavors, all using locally sourced choice ingredients. In addition, the highly visual interactive kitchen also serves authentic fare from around the globe such as Thailand, Japan, Malaysia and Vietnam. Let Fontaine Cuisine take you on a culinary journey.

◆ Please dial 3331 on your room phone for reservation.



Music Bar

Location / 1F, Castle

Operating Hours

Afternoon Tea / 13:00 – 17:00

Bar / 17:00 – 24:00

Walking through an elegant and quaint alley there is the vintage style Lobby Lounge, offering a full bar and a colorful international menu. Enjoy a moment of memorable escape in its muted opulence every night.

- ◆ We do not serve alcohol to anyone under 18.
- ◆ Music Bar's live performance hours are between 21:00-23:00, Friday~Sunday.
- ◆ Please dial 3330 on your room phone for reservation.

05

Dining Services



International Banquet Hall

Location / B1, Castle

The majestic International Banquet Hall has a 5-meter high ceiling with a beamless interior that can accommodate up to 60 tables without a stage, and is fitted with state – of – the – art video and audio equipment and an elaborate lighting system. Whether it is a summit meeting, a luxurious wedding, a trendy product launch or a group party, our dedicated team will be at the standby to create the best event that is tailored to your needs.

◆ Reservation required. Please dial 9 on your room phone for more information.

05

Dining Services



Multi-Function Rooms

Location / B1, Castle

The bright and spacious multifunction rooms offer great flexibility in accommodating different event types and sizes. The latest equipment and our professional event team will ensure you a smooth and succesful event experience.

◆ Reservation required. Please dial 9 on your room phone for more information.

05 Dining Services



PRIME ONE Steak House

Location / 1F, Mansion

Operating Hours /

Breakfast 07:00 – 10:30

Lunch 12:00 – 14:00

Dinner

-Main Seating 17:20 – 19:00

-Second Seating 19:30 – 21:10

(Operating hours are subject to change.)

Prime One Steak House at Taipei Garden Hotel has been a foodie favorite and a trendy spot in the city for years. Now for the first time, travellers can enjoy its top-notch menu outside of Taipei, and dine at Grand Cosmos Resort Ruisui, Hualien.

Prime One Steak House offers the best steaks sourced from the U.S. and Australia, as well as top quality pork chops, chicken and seafood entrees, all served with locally sourced ingredients expertly prepared by an experienced chef team and warmly serviced by well trained staff.

The interior of the restaurant is designed by the award – winning Taipei Basic Design Center, which has won numerous domestic and international accolades, including the Red Dot Design Award, the iF Design Award in Germany, the IDSA Award in the U.S., and the Good Design Award in Japan. The restaurant lobby is enclosed by spectacular wood beams curved to shape like a birdcage, while the dining area is elegant and secluded, infused with subtle design elements of a southern European cottage.

◆ Please dial 3331 on your room phone for reservation.

05

Dining Services



Mansion Bar

Location / 1F, Mansion

Operating Hours / 14:00 – 17:00

The classy and elegant PRIME ONE Bar offers soft drink & cocktails, where you can find a quiet moment of escape at your leisure.

- ◆ We do not serve alcohol to anyone under 18.
- ◆ Please dial 3332 on your room phone for reservation.

05

Dining Services



Strategic Meeting Rooms

Location / 1F, Mansion

Stately and spacious conference rooms are available to accommodate various group sizes, each equipped with the latest video and audio technologies, perfect for meetings, trainings or other special events. Dedicated staff is onsite to provide customized services to ensure a smooth and successful meeting.

◆ Reservation required. Please dial 9 on your room phone for more information.



Pool Side Bar

Location / 1F, Water Park

Operating Hours / 11:00 – 17:00

The elegant and spacious Pool Side Bar is located inside the semi – circular building on the edge of the Water Park. Need some energy boost between splashing? Head to the Pool Side Bar and enjoy a wide variety of dessert items, beverages and beers on draft.

- ◆ We do not serve alcohol to anyone under 18.
- ◆ Please dial 3333 on your room phone for reservation.

05

Dining Services



Ruisui Café

Location / 2F, Water Park

Operating Hours / 11:00 – 17:00

Located on the second floor, the Ruisui Café overlooks the merriment of the Water Park, where you can enjoy a relaxing cup of delicious coffee while embraced by beautiful mountains.

◆ Please dial 3333 on your room phone for reservation.

06

Phone Rates and
Dialing Instructions

06 Phone Rates and Dialing Instructions

Room to Room

- Dial the building code and then the 3 – digit room number.
Castle Code : 1
Mansion Code : 2
Grand Villa Code : 5
Family Villa Code : 6
E.g., to connect with Room 102 of Family Villa, please dial 6102.
- Local calls (within Hualien County): Dial 0 + number. Call rate: NT\$2/min
- Domestic long – distance calls (outside Hualien County): Dial 0 + area code + number. Call rate: NT\$4/min
- Domestic mobile calls: Dial 0 + 10–digit mobile number. Call Rate: NT\$15/min
- International calls: Dial 0 + 002 or 009 + country code + number. Call rates vary according to each country.
- Collect calls (International calls via AT&T): Dial 0–100 (international call center) then inform the operator that you would like to place a collect call.

06 Phone Rates and Dialing Instructions

International Call Rates

【Asia】

Hong Kong: NT\$12/min

China–Beijing, Shanghai, Guangzhou: NT\$14/min

China–All other cities: NT\$15/min

Singapore: NT\$15/min

Japan/ South Korea: NT\$15/min

The Philippines, Malaysia, Thailand, India, Macau: NT\$21/min

Vietnam: NT\$40/min

Turkey, Guam and other Asian countries/regions: NT\$35/min

【Oceania】

New Zealand/Australia: NT\$15/min

Other Oceanian regions: NT\$37/min

【Europe】

England: NT\$16/min

France/Germany: NT\$18/min

Spain/Italy/The Netherlands/Belgium/Luxembourg/Switzerland:
NT\$23/min

Sweden/Norway/Denmark/Ireland: NT\$23/min

Russia/Other European Countries/regions: NT\$36/min

【America】

The United of States (including Hawaii and Alaska): NT\$7/min

Canada: NT\$7/min

Mexico: NT\$37/min

Argentina/Other Central and South American Countries:
NT\$45/min

【Africa】

Republic of South Africa/Other African Countries: NT\$45/min

07

Concierge Services

07 Concierge Services

Check-Out

Check – out time is by 11 a.m. Late check outs are based on availability of the day and will charge extra fees.

Currency Exchange

The front desk in both Castle and Mansion offer 24-hour currency exchange services.

Internet

Wi-Fi is available throughout the resort. To enjoy the Wi-Fi service, please select the network name 'GCR-AP' and the password is on the key cardholder.

Fax Services

The front desk in Castle and Mansion provide fax sending and receiving services to hotel guests without extra charge. Please dial 9 on your room phone for more information.

Safety Box Services

Each guest room is equipped with a in-room safe. Please follow the instructions on the safety box. The hotel is not liable for loss, please keep your valuables safe.

Luggage Services

Hotel provide luggage deposit services for hotel guests.

Transportation

Hotel provides free shuttle service for hotel guests between the hotel and Ruisui Train Station at regular intervals.

To Hualien Airport, Hualien Train Station or car rental service are available upon request. Please check with front desk in Castle and Mansion, or dial 9 on your room phone.

Visitors

Due to safety concerns, visitors have to leave hotel by 23:30.

07 Concierge Services

If you require assistance with any of our services below, please contact front desk or dial 9 on your room phone.

- **Booking Service**
If you would like to make reservations, please do not hesitate to contact us.
- **Wake-up Call Service**
Please contact us if you would like to set up the wake – up call.
- **Hospitality Items available**
Hotel provide the hospitality items list for service in room, such as neck shoulder massager, facial steamer, pillow menu, etc. Please contact us if needed.
- **Ice**
We provide ice makers in Castle and Mansion. Please contact us if need further assistance.
- **Laundry Service**
For laundry service, please put your items in the laundry bag, fill out the laundry form and contact us.
- **Laundromat service**
Comfortable and clean clothes make traveling comfier. 24-hour coin-operated self-service washing machines and dryers are available on the ground floor of the hotel behind Infinity World, satisfying travelers' needs for doing laundry.
- **Electricity**
All electrical outlets in the guest rooms run at 110 volts. Please check the specification before using your appliances. If you require a converter or adaptor please contact us and we will help you on this matter.
- **Travel Information**
For more information of attractions or local events please contact us and we will help you on this matter.
- **Lost and Found**
Please be aware of your belongings, and contact us for lost and found service if needed.

08

Emergency Evacuation
Guidelines

08 Emergency Evacuation Guidelines

Safety notice

- To prevent theft or loss, please make sure to keep the room key safely.
- Please contact front desk immediately if you lose the room card.
- Please make sure to lock the room door and use the portable door lock when you are back to the room.
- Please do not allow any strangers to enter your room before the verification from front desk.
- Each room is equipped with an electronic safe. The hotel is not liable for loss, please keep your valuables safe.
- Do not leave your valuables in the car.
- Do not disclose your itinerary to strangers.
- Do not disclose your hotel name and guest room number to strangers.
- Be aware of your belongings when checking out.
- If you detect any suspicious person, activity or situation, or you are aware of any emergency or require special assistance, please contact the front desk in Castle or Mansion immediately.

Smoke Detector Rules

- Smoke detectors are installed for your safety. Any attempted acts of sabotage will be reported to the police.
- Do not intentionally activate the fire alarm for any purpose other than an emergency. Violators will be reported to the police.

Smoke-Free Environment

- All the public facilities and indoor area of resort, including guest rooms and public areas are entirely smoke-free.

08 Emergency Evacuation Guidelines

Emergency Evacuation Guidelines

- The resort facilities adhere to the strictest safety and quality standards, and are equipped with the latest fire safety and alarm systems. In case of any emergency, please follow the guidelines below to ensure your safety.
- Please stay alert and pay attention to exits when you are on a high level floor.

When entering your room

- Familiarize yourself with the evacuation map behind your room door and identify the direction of the nearest emergency exits.
- Make sure the flashlight inside the drawers is functional.

When detecting fire or smoke in your room

1. Dial 9 on your room phone immediately and inform the staff your name and location.
2. Leave your room immediately with your room card, and make sure to close the door.
3. Warn people nearby about the situation.
4. Activate the fire alarm near you.
5. Do not take elevators and take the nearest stairs instead to exit the building.
6. Stay low in smoke to pass.

08 Emergency Evacuation Guidelines

When hearing the fire alarm go off and having to evacuate your guest room

1. Carefully touch the handle and surface of your door to check their temperature; if they are not hot, slowly open the door and find the nearest emergency exits.
2. Leave your room immediately with your room card, and make sure to close the door.
3. Do not take elevators and take the nearest stairs instead to exit the building.
4. Stay low in smoke to pass.
5. If the emergency exit is blocked, return to your room and stay calm. Dial 9 on your room phone and inform the staff of your name and location.

When hearing the fire alarm go off and the surface of your door is hot

1. Do not open the door!
2. Dial 9 on your room phone immediately and inform the staff of your name and location.
3. Seal the door jamb and the bottom completely with wet towels, and turn off the AC to prevent smoke from seeping into your room.
4. Please stay calm and wait for the rescue. If you cannot evacuate immediately, your guest room will be the safest place.

When an earthquake occurs

1. Please follow the emergency announcement instructions and do not panic.
2. Open your room door immediately.
3. Stay away from windows and protect your head with a pillow.
4. Cover your head to prevent being hit by falling objects if you are in a public area inside the resort.
5. Do not take elevators and take the nearest stairs instead to exit the building.
6. If you are in an elevators, the safety system will be activated and stop at the nearest floor. Please leave the car as soon as possible.
7. Stay calm and follow the instructions of the staff after the earthquake. Thank you for your cooperation.

08 Emergency Evacuation Guidelines

Notice of Hotel Sanitation

1. According to the government regulations, the hotel is entirely smoke-free.
2. To ensure a pleasant stay for you and other guests, please do not make loud noises.
3. For sanitary reasons, pets are only allowed in Pet Villa Rooms. Guide dog is allowed.
4. If you are suffering from any infection or contagious disease, please inform the staff immediately.
5. If you feel ill or any uncomfortable during your stay, please inform the staff immediately.
6. If you find anything that needs improvement or you require any assistance, please inform the staff immediately.

The hotel collaborates with the environmentally friendly policies

1. In response to being eco-friendly and loving the earth, the hotel suggests you do not change the bedsheets, duvet covers, pillowcases, and towels during your stay, to reduce the environmental pollution caused by detergents.
2. Please remove the room key card and turn the air-conditioner off when you leave the guest room during your stay to save energy and protect the earth.
3. In response to the international green trend of decreasing plastic waste from disposable commodities, the hotel has launched the "decrease plastic waste and love the earth" promotion, where we encourage you to bring your own commodities to support plastic waste reduction.



瑞穗天合國際觀光酒店
GRAND COSMOS RESORT
Ruisui - Hualien