





Dear Valued *Guest,*

It is our pleasure to welcome you to Montana Residence. Whether you are travelling for business or pleasure, we know you have a variety of hotels to choose from, and we are honored that you have selected our hotel. Our professional and friendly staff are committed to ensuring that your stay is both enjoyable and comfortable.

During your stay, we will adhere to our Hotel's Service Commitment by providing you with friendly and courteous service, provide a clean comfortable room - where everything is in working order.

In other words, we promise you an indigenous experience by providing a clean room, friendliest staff and best value while you are our guest.

If you experience any unsatisfactory issues while staying with us, please contact the Front Desk immediately to allow us the opportunity to correct the situation. If, for any reason, we did not correct the problem, or we did not live up to our Service Commitment, we will find a way to compensate you. For direct service, you may contact the Manager on duty.

Again, thank you for choosing our hotel where our promise to you is a memorable indigenous visit. We look forward to serving you now and on future trips to Lagos, Nigeria.

Sincerely,

Akintola Daramola

Managing Director

Address: 16, Oduduwa Way, GRA Ikeja, Lagos
Email: info@montanahotelsng.com | Website: www.montanahotelsng.com
Mobile: +234 803 000 9726 | Phone: +234 805 500 1143

ROOM DIRECTORY

Directory
Of Service

Emergency
& Fire
Procedures



Traveller
Safety Tips



Service
Times



Directory Of Service

HOTEL SERVICES

	DIAL
Operator	0
Reception 1	2902
Reception 2	2903
Room Service	2906
Barber Shop	2908
Duty Manager	0

ACCOUNTS

Accounts are payable upon presentation by means of cash or recognized credit card. Please note the hotel only accepts MasterCard and Visa Card payments. Accounts may only be charged if prior arrangements have been made. We regret cheques are not accepted. Please allow sufficient time prior to departure to process your credit card payments.

ADVANCE RESERVATIONS

For any further reservations at Montana Residence Ikeja Lagos please dial 0 for Reception. Alternatively, please send an email to Info@montanahotelsng.com

AIR CONDITIONING

Air conditioners are located in the room, Kindly maintain 22 degrees.

AIRPORT TRANSPORTATION

Commercial limousine and shuttle bus service from and to Ikeja Airport are available at a reasonable fee. Please call our Front Desk by dialing 0 for any information.

AMENITIES

We have discovered that guests of our hotel simply love our amenities. Blankets, towels, coffee makers and more may be arranged by contacting Front Desk (0).

AREA ATTRACTIONS

Expect a memorable vacation in Lagos State. Our distinctive blend of heritage, contemporary lifestyles, spectacular recreational opportunities, attractions and

events bring more than a million visitors a year for vacations that are always too short. Please contact our Front Desk for sightseeing information.

ATM SERVICE

There are some ATM machines located just opposite the hotel and 5 minutes' walk from the hotel.

AUDIO VISUAL REQUIREMENTS

Please contact our Front Desk.

BANKS

Banking hours are generally Monday to Friday 08h00 to 16h00. Please contact our Front Desk for assistance.

BELL SERVICE

Our Porters are available to assist you with your luggage anytime.

BREAKAGES AND MISSING ITEMS

Please note that you will be held responsible for all/any breakages and/or missing items in your room and will be charged accordingly.

BUSINESS CENTRE

Our Lobby Business Centre is located on the ground floor. Light typing, photocopying and secretarial services are available 24 hours a day at a reasonable charge on self-service basis. Please dial 0.

CAR RENTAL

Reception Staff will gladly assist you to make, change or confirm a reservation. Please dial 0.

CHECK-IN TIME

Check-in time is after 14h00. Early check-in is at the discretion of the hotel and is based on the availability of your room. Call the operator to make your request, or ask the Front Desk staff when you arrive.

CHECK-OUT TIME

If the hotel is fully booked it is unlikely that the hotel will offer you the late check-out option. Please request the hotel reception to keep your luggage until your departure (after having checked out before 12h00). If you really need the room, the final option is to pay for an entire additional night.

CHEQUE CASHING

Due to the limited amount of cash kept on the property, the hotel is unable to provide cheque cashing services.

CONCIERGE

Our concierge team are on hand 24hrs a day to assist you with your planning needs and offer a wealth of knowledge of Lagos State and surrounding areas including restaurants, sports and entertainment venues and local attractions. Please dial 0.

COFFEE AND TEA

Each guest room has a 2-cup maker with a complimentary pouch of Coffee and tea.

CREDIT CARD

Visa and Master cards are accepted. For other credit arrangements, please contact our Front Desk.

CRIBS AND COTS

Subject to limited numbers, cots and cribs are available, for a nominal fee. Please contact our Front Desk by dialing 0.

CURRENCY EXCHANGE

U.S. funds may be exchanged through the Front Desk cashier subject to availability. Rates are subject to market conditions. For other currencies, please refer to the local banks.

DISABILITY ROOMS

The hotel can offer rooms specially equipped to accommodate handicapped guest, as well as wheelchairs. Should you need assistance in this regard, please

contact our Front Desk.

DO NOT DISTURB

If you do not wish to be disturbed, please indicate this by hanging the “Do not disturb” sign outside your door. Please note that if this sign is displayed on your door handle, your room will not be serviced until the sign has been removed. Please inform Reception should you not wish to receive telephone calls.

DOCTOR/DENTIST/FIRST AID

A First Aid kit is available at Reception for minor ailments and injuries. Should you require the services of a doctor, dentist or chemist, please contact our Front Desk.

DRY-CLEANING AND LAUNDRY

Laundry bags and forms are located in your room. Same day service (submitted by 11h00 and returned by 16h00) is offered daily. Please complete the slip provided, place with the laundry in the plastic bag and bring to the Front Desk.

ELECTRICAL SUPPLY

The electrical supply in our rooms is 220V. Please contact Reception should you require an adaptor/plug.

Emergency & Fire Procedures

To ensure your safety and comfort, please read the Security/Safety section in this directory along with the Evacuation Instructions on the back of your guest room door. Please see the Emergency Phone List in the Security/Safety section in this directory. Please call Front Desk by dialing 0 if you require immediate assistance.

Should you discover a fire please contact reception immediately by dialing 0.

Please do not attempt to put the fire out yourself, move away from the dangerous area by following the emergency exit signs until you are at the Muster Point/Emergency Assembly Point at the front of the building.

To encourage our guests to develop good safety habits, we offer the following suggestions:

- Investigate safety features of every hotel that you stay in. Locate the fire exits, alarms, extinguishers and fire hoses nearest to your room and how to get to them even under adverse conditions.
- If you leave your room, take your room key with you, do not use the lift, go to the nearest fire exit, stay low and keep away from the smoke.

EVACUATION PROCEDURE

Please take note of the evacuation signs around the hotel. In the event of an emergency, DO NOT PANIC. Advise the Reception immediately by dialing 0.

SURVIVE

If you return, or stay in your room, fill the bath tub with water, wet sheets, and pack them completely around the door. Block vents from which smoke is coming out, call the hotel reception by dialing 0, give him/her your room number and explain that you are staying in your room, stay low if there is smoke in your room.

Keep a wet cloth over nose and mouth. If doors and walls are hot pour water on them using an ice bucket or waste basket.

EXPRESS MAIL/PACKAGES

Express mail and package service are available and may be arranged through the Front Desk (ext. 0). Front Desk will notify you of any packages you may have received.

EMERGENCY EXITS

Please check the back of your guest room door for the emergency exit nearest you.

EMERGENCY LIGHTING

The hotel is equipped with a generator to provide emergency lighting and essential services in the event of a power failure.

EXERCISE/FITNESS ROOM

The exercise area is located on the first floor with the pool. Please comply with the following rules:

- Operating hours are 07h00 to 22h00.
- The exercise area is a limited access facility.
- All users must be 16 years of age or older.
- Only registered guests may use the facility.
- The use of the room is limited to 4 guests at one time.
- Please use the towels that are available within the facility.
- Please advise the Front Desk if there are problems with any of the equipment.
- Alcohol and drugs are not permitted in the exercise area.

Montana Residence has made every effort to provide you with safe and reliable equipment. Your use of this equipment will be deemed as complete acceptance of the responsibilities and physical risks normally associated with this equipment. The use of this equipment shall be at your own risk.

FAX AND PHOTOCOPY SERVICES

To have a fax or have photocopies made, please see the Front Desk staff. Fax and copy service is available 24 hours a day for a minimal charge.

FIRST AID

Should you require any assistance, please contact our Front Desk by dialing 0.

GENERAL MANAGER

If you would like to speak to the General Manager, please contact Front Desk.

GUEST COMMENTS

Your feedback is invaluable to us in our efforts to improve our facilities and services. Please be so kind as to complete our feedback card provided in your room and at Reception.

GUEST INFORMATION

Silverbird Galleria

The shopping and cinema complex is situated in Victoria Island, just 40 minutes' drive from Montana Residence Ikeja Lagos.

Ikeja Golf Course

9-Hole golf course, 5 minutes' drive from the hotel.

Ikeja Mall

The shopping and cinema complex is situated in Ikeja, just 20 minutes' drive from Montana Residence Ikeja Lagos.

Tarkwa Bay

Tarkwa Bay is a sheltered beach within the harbor breakwater, easily accessible by boat from Tarzan Jetty at Maroko or under Falomo Bridge on Victoria Island.

Lekki Conservation Centre

Established in 1990, the 78-hectare Nature Reserve at Lekki Conversation Centre (LCC) is one of the most resourceful nature conservation centers in West Africa. LCC has, amongst other facilities, a central building and a bird hide overlooking a spectacular swamp look-out for birds and reptiles.

The Muson Centre

The Musical Society of Nigeria is Situated in King George V Street, in Onikan and is comprised of Music Recital Halls, am Amphitheatre, Exhibition Halls, a restaurant and a bar.

The National Theatre

Constructed in 1977 as the principal forum for the International Festival of Black Arts and Culture, it has now become accepted as the prime Centre for performing arts in the country.

Lekki Market

Open from sunrise to sunset, Lekki, market offers visitors a true Lagosian

experience. Stall holders sell a dazzling array of African Masks, carvings and other beautiful artifacts. These includes Nigerian beadwork, cloth and artwork, as well as a fresh produce market where locals sell fresh fruits, vegetables, herbs and spices along Lekki-Epe Expressway.

GUEST SUPPLIES

Additional GUEST supplies and toiletries, e.g., razor, toothbrush, toothpaste, etc., are available at Reception.

HAIR DRYER

Hair dryers are available in all guest bathrooms for your convenience.

HOUSEKEEPING

Our housekeeping staffs are scheduled to service your guest room between 08h00 to 16h00 each day. Should you require service at a specific time during your stay, please contact the Front Desk by dialing 0.

If you require additional blankets, extra pillows, baby baths, cots, and stationery. Please dial 0.

INTERNET

Complimentary high-speed wireless internet is available throughout the hotel for the duration of GUEST's stay. Kindly obtain a voucher from Reception. An internet workstation with printing capabilities is available on the ground floor for your convenience.

IRON AND IRONING BOARD

Iron and Ironing Board are available in all guest bathrooms for your convenience.

KEY CARD/REGISTRATION CARD

Please remember to keep your Key Card and Registration Card safe and with you at all times. This might be required when charging items to your room.

Should you lose your key/electric card, please immediately notify the Front Desk. For your own protection, you will be asked for identification. Please return your key card to the Front Desk upon check-out.

LOCAL TELEPHONE CALLS

Please contact our receptionist for assistance by dialing 0.

LOST AND FOUND

The hotel has a lost & found section which is part of our Housekeeping Department. In line with local regulations, non-valuable lost and found items will be stored for a period of three months and after which, the items will be discarded. Valuable items are handed over to the local police authorities after a period of six months.

LUGGAGE ASSISTANCE

To assist you with your luggage needs, please contact our Front Desk any time.

LUGGAGE STORAGE

Arrangements can be made with Reception for the temporary storage of luggage, packages and other articles. Please contact Reception if you need your luggage to be collected and stored. Please note that we cannot accept any responsibilities for loss or damage of property.

MAIL/PARCELS/POSTAL SERVICE

Outgoing mail may be left at the Front Desk and arrangements can be made to have it delivered at a reasonable charge.

MAINTENANCE

Great care is taken to ensure your room is in good working order. Should you experience any problems however, please contact Reception and we will endeavor to have the issue dealt with as quickly as possible.

MESSAGES

Any message received will be sent to your room as soon as possible.

NEWSPAPERS

Local daily newspapers are available at Reception.

NON-SMOKING

Montana Residence is over 100% non-smoking. Should anyone smoke in your non-smoking guest room during your stay, an additional USD50 charge will be applied to your account for the cost of purification. We hope you will respect the fact that many individuals today have severe allergies. Thank you for your cooperation.

PARKING

Complimentary parking is available for all registered hotel guests. The hotel cannot be responsible for items left in vehicles on the hotel property.

PET POLICY

For the convenience of other guests and in an effort to help us provide the cleanest and most sanitary accommodations possible, pets are not permitted.

POOL AREA AND TOWELS

The swimming pool is located on the first floor with the gym, and is provided for the enjoyment of all GUESTS. Please note that Children under 16 years of age are to be accompanied by an adult at all times. Pool towels are available from the gym. Please do not use your bathroom towel in the pool area. There is no lifeguard on duty so please familiarize yourself with the posted safety rules. Swim at your own risk.

RESERVATIONS

For reservations please call +234 805 5001 143; +234 903 0009 726 or mail to Info@montanahotelsng.com

RESTAURANT RESERVATIONS

Please contact Reception for a reservation at our Restaurant.

SIGHT SEEING TOURS

Please contact our Front Desk for sightseeing information.

SECRETARIAL SERVICES

Please refer to the Front Desk.

SECURITY

Your safety and security are of the utmost concern to those of us who welcome you as our GUEST. Please familiarize yourself with the Safety guidelines provided in this directory. If a security need arises, please contact the Front Desk for immediate attention. Please dial 0.

SAFETY DEPOSIT BOXES

We regret that we cannot accept responsibility for the loss of valuables left in GUESTS' rooms. Please ensure that valuables are locked away in the safe provided in your room.

SUNDRIES

We truly care about your stay. If you've forgotten something, we have a variety of sundry items available at the Front Desk. Please dial 0.

TAXIS

Please contact our Front Desk for any taxi requirement.

TURNDOWN SERVICE.

Turndown service is available upon request.

WAKE-UP CALLS

Please dial 0 to contact our Front Desk to make morning call.

WHEEL CHAIR ACCESS

All guest rooms have been specially designed for wheelchair accessibility. These rooms are available at no additional charge.

ROOM SERVICE

Nourishing and delicious meals and snacks are available from our lobby restaurant 24 hours a day. You will find a room service menu located in this folder.

TRANSPORTATION

For information regarding airport transportation, please see the listing entitled

“airport transportation” in this directory. For any other transportation, please contact our Front Desk.

Traveller Safety Tips

- Do not answer the door in a hotel room without verifying who it is. If a person claims to be an employee, call the Front Desk and ask if someone from their staff is supposed to have access to your room and for what purpose.
- When returning to your hotel late in the evening, use the main entrance of the hotel. Be observant and look around before entering parking lots.
- Close the door securely whenever you are in your room and use all of the locking devices provided.
- Do not needlessly display guest room keys in public or carelessly leave them on restaurant tables, at the swimming pool, or other places where they can be easily stolen.
- Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
- Do not invite strangers to your room.
- Place all valuables in the hotel safe deposit box. Do not leave valuables in your vehicle.

Service Times

BREAKFAST

"The Perfect way to start your day" Breakfast is served in our Lobby Restaurant on the ground floor. Breakfast Times: Monday to Sunday: 6:30 Am to 10:00 Am on Weekdays and 6:30 Am to 11:00 Am on Weekends and Public Holidays. A buffet breakfast is available.

LUNCH AND DINNER

Dial 2906

Lunch is served from 12h00 to 15h00 and dinner from 18h00 to 22h00 daily. Please contact the Restaurant to make a reservation or to view our menus.

BAR & LOUNGE

Our bar is located on the ground floor, next to the Restaurant and operates from 08h00 – 00h00.

POOL DECK BAR

Our pool bar is located on the first-floor terrace and operates from 16h00 – 22h00

ROOM SERVICE

Dial 2906

Room service is available 24 hours a day. A room service menu is located in this folder.

