GUEST SERVICES

RECEPTION

Reception staff are available 24 hours. Please dial 9. Hotel reception external number is 6766 7000.

WI-FI

Free high speed NBN wi-fi is available for hotel guests.
Select: Rydges Guest Network
Password: Tamworth

AIRPORT TRANSFERS & TAXIS

We would be delighted to assist you with these arrangements. We offer upscale hotel limousine transport for a fee. Please ensure you organise in advance - visit reception or dial 9.

AIR CONDITIONING

Your air conditioner provides heating & cooling & is pre-set at the optimum temperature for your comfort. Note: your room card must be in the power slot to operate.

AT YOUR SERVICE

Our team of proud Tamworth locals who work, live & play in our neighbourhood are only too eager to share their local knowledge with you... all you have to do is ask! Visit reception or call 9 for insider tips on what to see & do in the North West/New England region.

BAGGAGE

Please contact reception should you require assistance with your luggage or would like it to be stored.

BATHROOM AMENITIES

Luxurious Thankyou amenities & hairdryer are located in the vanity area of your bathroom. Thankyou is an Australian social enterprise committed to creating world class products that exist to help end extreme poverty. To purchase additional items such as a toothbrush or razor, please contact reception on 9.

BBQ AREA

A guest barbeque area is located at the western end of the property, adjacent to the pool. There is no charge to use, however we request you leave the barbeque area clean for the next guest. Barbeque utensils are available from reception.

BLANKETS & PILLOWS

Additional blankets & pillows are available on request. Dial 9.

BYO

BYO alcohol is not permitted in The Workshop Kitchen, Coal Bunker Bar & our function venues. You are only permitted to consume privately bought alcohol in the privacy of your room.

CHARGING POINTS

There are several power points with USB charging ports in your room. The main charging hub is located above the desk.

CHECK OUT TIME

Check out is prior to 10am. To request a late check out, contact reception on 9. Please note this is subject to availability.

COMPLIMENTARY COFFEE & TEA

Espresso coffee pods & specialty teas are available in your room at no charge.

COTS & HIGHCHAIRS

Complimentary baby cots & highchairs are available for use. Please contact reception to arrange.

CREDIT CARDS

The hotel accepts major credit cards including American Express, Diners, Mastercard & Visa. Payments by credit card will incur a transaction fee reflecting bank charges incurred by the hotel by card payments. Fees are subject to change & applicable fees will be confirmed on check in. Payment by cash & Eftpos do not incur transaction fees.

DRY CLEANING

We are happy to arrange your dry cleaning requirements. Please drop your dry cleaning garments to reception prior to 8am to ensure same day delivery Monday to Friday.

EMERGENCY SERVICES

For ambulance, police, fire & emergency rescue, call triple zero (000).

EXCESS CLEANING FEE

If your room requires additional cleaning after you check out, an excess cleaning fee will apply. This will be charged at the discretion of management as to the time & external cleaning services required.

FAN

State of the art noiseless fans are in rooms for your comfort. To operate, use the remote control mounted next to the door entrance. Press fan icon (on/off) button & press (+/-) button to increase/decrease fan speed. A fan light is operated by the sun icon (on/off) button & press (+/-) button to increase/decrease light brightness.

FIRE EVACUATION PLAN

Assembly points are located on the Fire Evacuation Plan found on the rear of your entrance door.

FIRST AID

A first aid kit is located at reception. Please let us know if we can be of assistance.

GIFT VOUCHERS

Gift vouchers can be purchased at reception for a monetary value, overnight stay or dining experience at The Workshop Kitchen.

GO GREEN PROGRAM

Make the eco friendly choice & save! If you are staying more than one night & decline your room being serviced you will receive a $10 Food & Beverage credit (for each day you forgo a housekeeping service) to use in the restaurant or bar. Call reception on 9 to arrange.

GYM & SAUNA

The gym & sauna are open from 5am to 10.30pm - a key is available at reception. Adults must accompany children under the age of 16 years.

IN ROOM APPLIANCES

Should you require any assistance with your in room appliances, please contact reception on 9.

IRONING FACILITIES

An iron & ironing board are located in your wardrobe.

LAUNDRY

A fully equipped guest laundry, located next to room 114, is available at no charge & is open daily from 7am to 9pm. Detergents can be purchased from reception.

MAINTENANCE

Please contact reception if there is anything in your room that is not operational & we will endeavour to rectify immediately.

MEETINGS & EVENTS

The hotel offers delicious catering, attentive service & superb function spaces to ensure your special event, meeting, conference (or wedding! is a success. The hotel features 6 upmarket venue spaces for a range of corporate & social events for up to 200 people:
Guy Kable Room | Courtenay Room
Mitchell Room | Monty's | Boardroom
Powerhouse Garden

Call reception on 9 for a tour of our event spaces, an Events Pack or email Events_powerhousetamworth@evt.com to enquire.

MINI BAR

We've curated a mix of sweet, savoury & chilled options for you to enjoy in room. Your fully stocked mini bar is refreshed daily & fees apply.

MISSING IN ROOM ITEMS

Please note in room items such as the phone charger are checked daily & any missing items at the time of departure are chargeable to your account.

PETS

Guide dogs & hearing dogs are welcome at the hotel. However, no other pets are permitted on site.

PHONE CHARGER

A wireless phone charger is provided in each room next to the main bed.

PRIORITY GUEST REWARDS

Sign up to our complimentary rewards program for some serious perks. Join at reception today or visit pgr.com.au

Earn points with every stay to redeem exclusive offers & free nights. Enjoy 10% off the best online price & drink & dine at a discount. Restrictions apply.

ROOMS (ACCESSIBLE)

We offer a 1 Bedroom Apartment with a king bed & separate living area & a King Room with a king bed in the main living area. Specialised features include: parking space right outside the room, ramps are easy access, larger doorways & large open bathroom with fold down shower chair, hand rails & floating vanity.

ROOM SAFE

King Rooms & Family Rooms are fitted with a safe. The safe can be operated using any credit card or by inserting a unique numerical code. Please ensure that the safe is left open upon your departure.

ROOM SERVICING

Rooms are serviced & refreshed daily between 8.30am & 1.30pm. If you prefer not to have your room serviced, please advise reception & place the Privacy Requested sign on your door.

SMOKING

Our building is a 100% smoke-free environment including inside rooms & guest areas. A cleaning fee of $550 will apply for breaching our smoking policy - this fee covers carpet, cushion & curtain cleaning & deodorizing. Should you wish to smoke, ashtrays are provided outside your accommodation & you must close every door/window & mindfully respect your neighbours.

SOAP AID

The hotel is a proud Soap Aid Ambassador. The housekeeping team collect used hotel soaps for Soap Aid which recycles & sends the newly created bars of soap to communities facing major hygiene challenges in Australia & around the world.

SWIMMING POOL & SPA

The outdoor resort style swimming pool & spa, located at the western end of the hotel, are open from 6.30am to 10.30pm. Adults must accompany & supervise children under the age of 16 years.

TESLA DESTINATION CHARGING STATIONS

Two Tesla Destination Charging Stations are available at the hotel for guests. Call reception on 9 for details.

TV

All rooms have smart TVs with Foxtel.

USEFUL WEBSITES

www.powerhousetamworth.com.au

www.powerhousemotorcyclemuseum.com.au

www.destinationtamworth.com.au

www.tamworthpowerstationmuseum.com.au

www.tcmf.com.au

www.bom.gov.au (weather)

GOOD TO KNOW

HOTEL HISTORY - THE FIRST CITY OF LIGHTS

In 1888 Tamworth became the first town in Australia & the southern hemisphere to provide its residents with electric street lighting. Surprisingly, it took another six years before Melbourne would switch on its electric streetlights & another 10 years before Sydney.

The hotel was built on an old power station or 'power house' site, hence the name! The power station operated for 67 years, closing in 1955 whenit could no longer meet the demands of the growing city. It was demolished in 1983 & the new Powerhouse Hotel opened on this site in December 1986.

During the building phase of the hotel, efforts were made to retain as much as possible from the original site. In our reception, foyer & throughout our rooms you will see artworks of the power station, its original staff & displays of historic electrical items. For further information regarding this unique history, visit the Tamworth Powerstation Museum in Peel Street.

The obelisk at the front of the hotel was erected to celebrate the history of Tamworth as the First City of Lights.

POWERHOUSE MOTORCYCLE MUSEUM

The Powerhouse Motorcycle Museum, located adjacent to the hotel, is a 'must see' for any bike enthusiast.

The museum houses a private collection of over 50 motorcycles in pristine order from the 1950s to the 1980s. Among the treasured models are vintage BSA Gold Stars, Ducatis, Triumphs, Hondas & Velocettes to name a few brands. The museum is also home to a rare limited edition F4 MV Agusta Series. All motorcycles have been immaculately restored to concourse condition, plus there are some limited edition current models.

Open 7 days, from 9am to 5pm.
Closed Christmas Day.

An admission fee applies & includes complimentary tea & coffee.

SLIM DUSTY & JOY MCKEAN SUITE

Room 131 in the hotel is affectionately named the Slim Dusty & Joy McKean Suite. Australian country music legend & icon, Slim Dusty & his wife Joy McKean stayed in thissuite every year of the Tamworth Country Music Festival over three decades. The Dusty-McKean musical partnership produced over 100 albums, sold eight million records in Australia & earned 45 Golden Guitar Awards.

INNKEEPERS ACT NOTICE – LOSS OR DAMAGE TO GUEST PROPERTY

(Act No 24.1968. Section 7)

Under the Innkeepers Act 1968, an innkeeper may in certain circumstances be liable to make good any loss of or damage to any guests' property even though it was not due to any fault of the innkeeper or any servant in his employ.

The liability however:

- Extends only to the property of the guests who have engaged sleeping accommodation at the inn.
- Is limited to $100 to any one guest except in the case of property which has been deposited, or offered for deposit, for safe custody.
- Does not cover motor vehicles or other vehicles of any kind or any property left in them, or horses or other live animals.

This notice does not constitute an admission either that the Act applies to these premises or that liability thereunder attaches in any particular case.