The Warehouse Hotel

320 Havelock Road, Robertson Quay

Singapore 169628

Frequently Asked Questions

1. What are the check in and check out times?
   a. Our check in time is 2.00pm and check out time is 12.00pm

2. Can I request a late check out or early check in?
   a. Certainly. Late check out and early check in requests are subject to availability. Please call the front desk the day you arrive or depart to see if there is availability. As we are a small hotel with limited inventory, we cannot always grant these requests.

3. What are the charges for a late check out?
   a. If the extension request is within two hours after checking out time, we'd be more than happy to accord you a complimentary late check-out. However, if you require a longer extension, a half day room charge (c/o before 6pm) or a full day charge (c/o after 6pm) would be applicable.

4. Is smoking allowed in the room?
   a. Our hotel is a non-smoking property thus smoking is strictly not allowed in our hotel rooms. Please approach our front desk officer to check on the designated smoking areas.

5. Do you have high speed wireless internet access or wifi available?
   a. Yes, complimentary high speed wifi access is available throughout the whole hotel; in all guestrooms and public spaces.

6. Do you have a gym in the hotel?
   a. We do not have a gym in the hotel however we are located on a beautiful running path along the Singapore River and we also have a rooftop pool.

7. Do you allow dogs/pets?
   a. We love dogs and pets but unfortunately we do not allow them at the hotel.

8. Do you have a business centre?

a. No, we do not have a business centre in the hotel however if you require any printing facilities, please do not hesitate to approach our front office staff and they will advise you on the charges accordingly.

9. Do you have a swimming pool?
    a. Yes, we do have a pool on our rooftop on the second floor of the hotel. It is 1.2m in depth. The operating hours are from 7am to 10pm.

10. Is your swimming pool child friendly?
    a. While we do allow children in our pool, they must be supervised by an adult at all times. Swimming is at your own risk as there is no lifeguard on duty.

11. Do you have a spa in the hotel?
    a. No, we do not have a spa in the hotel. Our helpful front desk staff can point you toward a recommended nearby option.

12. How do I get to the hotel from the airport?
    a. We suggest getting a taxi from the airport which takes 30 mins and costs about $25 SGD to reach the hotel.You can tell your driver your are going to "320 Havelock Road in Robertson Quay." Taxis are safe, regulated, and readily available.

13. What is the nearest MRT Station to the hotel?
    a. The closest MRT station is Clarke Quay MRT station which is 3km away, or a ~10 minute walk.

14. Do you offer free shuttle service from the airport?
    a. We do not provide free shuttle service or any shuttle service from the airport however we'd be happy to set up a car transfer service for you. A one way transfer costs SGD150 for an S Class Mercedes and SGD100 for an E Class Mercedes.

15. Do you have parking space in the hotel?
    a. Yes, we do have parking spaces for our hotel guests however they are first-come first-serve. There are other parking lots nearby that we can recommend: Four Points Hotel (directly next door) and King's Centre.

16. Do you have rollaway beds provided for a third person?
    a. Unfortunately we do not provide extra beds in the hotel aside from cribs. All our rooms are equipped with a king-sized bed. If you are a family of 3 or more (with children older than toddler age), the best arrangement would be to book 2 separate rooms. You may request for adjacent rooms subject to availability.

17. What is the minimum age requirement for checking in?
    a. You must be 21 years of age with a valid official identification to check in to the hotel.

18. What is your cancellation policy/deposit policy?
    a. We require a credit card at the time of booking. Our deposit and cancellation policy depends on the type of room and rates booked.

19. Do you have connecting rooms?
    a. Unfortunately, we do not have connecting rooms available at the hotel.

20. Do you have wheelchair accessible rooms?
    a. Yes, we do have one wheelchair accessible room on the first floor of the hotel. Prior arrangement needs to be made to check for availability.

21. Do you have an early check out charge?
    a. Currently, we do not impose an early check out charge.

22. What are the opening hours of the restaurant and bar?
    The opening hours of our restaurant are as follow;
    a. Breakfast: 7am to 10.30am,
    b. Lunch (weekdays): 11.30am to 2.30pm
    c. Lunch(weekends & public holidays): 10.30am to 2.30pm
    d. Dinner: 6pm to 10pm

23. What mode of payment are accepted in your hotel?
    a. We accept all major credit cards. When you check into the hotel, we will hold the full room charges in your card and on top of that, we'll also collect an incidental deposit of SGD100

per night. This amount will be released back to your card upon check-out should no further services be consumed.

23. Does your hotel provide a baby cot?
    a. We have cribs for children up to 3 years old. The crib size is 24" x 38." Please let us know if you would like to reserve as they are subject to availability.

24. Do you have two single beds in any of the room type?
    a. Our hotel has only one king-sized bed in each room.

25. What is the breakfast timing in the restaurant?
    a. Breakfast is served from 7am till 1030am daily at our restaurant, Po.