TWO MACDONNELL ROAD

Dear Valued Guest

Welcome to Two MacDonnell Road, your home in Hong Kong!

May we take this opportunity to thank you for staying with us and please take a moment to read through this guest service directory where you will find information that is useful for your stay.

Should you require any assistance, please do not hesitate to contact our guest service team at extension "1".

Wishing you an enjoyable and comfortable stay with us.

Yours sincerely,

The Team of Two MacDonnell Road

TWO M
MACDONNELL ROAD
Feel right at home

HOTEL INFORMATION

Hotel Telephone Extension List

- Front Desk ext. 1
- café bar on 8 ext. 8
- Housekeeping ext. 3
- Concierge / Security ext. 644

Information at a Glance

- Check in time: 15:00. Check out time: 12:00
- Wifi password in room (dial 1 to contact Front Desk)
- Local calls (free of charge), IDD (subject to charge)
- Car rental (dial 1 to contact Front Desk)
- Car parking (subject to availability with charge)
- Free scheduled shuttle bus to Central (except Sat, Sun & public holidays)
- Morning call (dial 1 to contact Front Desk)
- Gym 8/F (24 hrs)
- Launderette 8/F (24 hrs)
- Laundry service (dial 3 to contact Housekeeping)
- café bar on 8 (8/F)
- In-room dining (dial 8 to contact café bar on 8)
- Typhoon signal:

- Rainstorm:

For details, please visit the HK Observatory website www.hko.gov.hk

FACILITIES

café bar on 8
café bar on 8 is a place for good food and good fun, set to the stunning backdrop of Hong Kong's lush mountainside and city skyline. Whether you'd like a quick American breakfast, a tempting semi-buffet lunch, or an evening of cocktails and delicious casual dining, you'll find it at café bar on 8.

Communal Room
Our multi-purpose Communal Room (next to the Reception on 8/F) is ideal for socialising and networking, and can even be booked for small parties of up to 12 persons. For enquiries, please contact Reception.

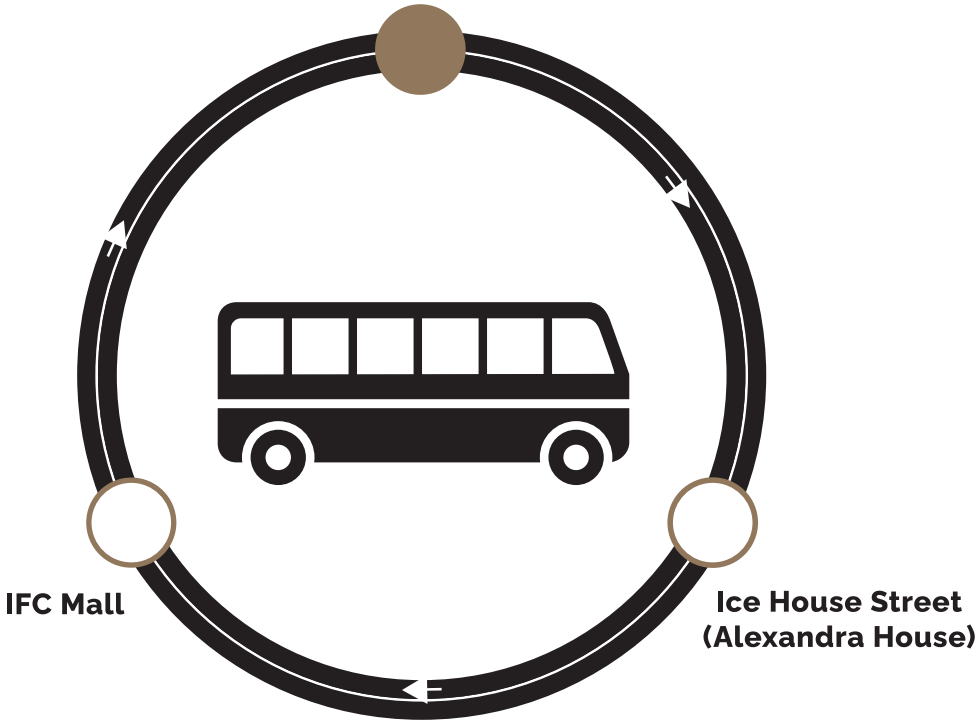
Launderette
Located on the 8/F, the launderette is open 24 hours. Washing and drying with applicable charges inclusive of complimentary washing detergent capsule and fabric softener. Please use your room key to access.

Gym
Our 24-hour gym is located next to the launderette. Please use your room key to access.

Effective on 4 May 2026

SHUTTLE BUS SCHEDULE

Two MacDonnell Road



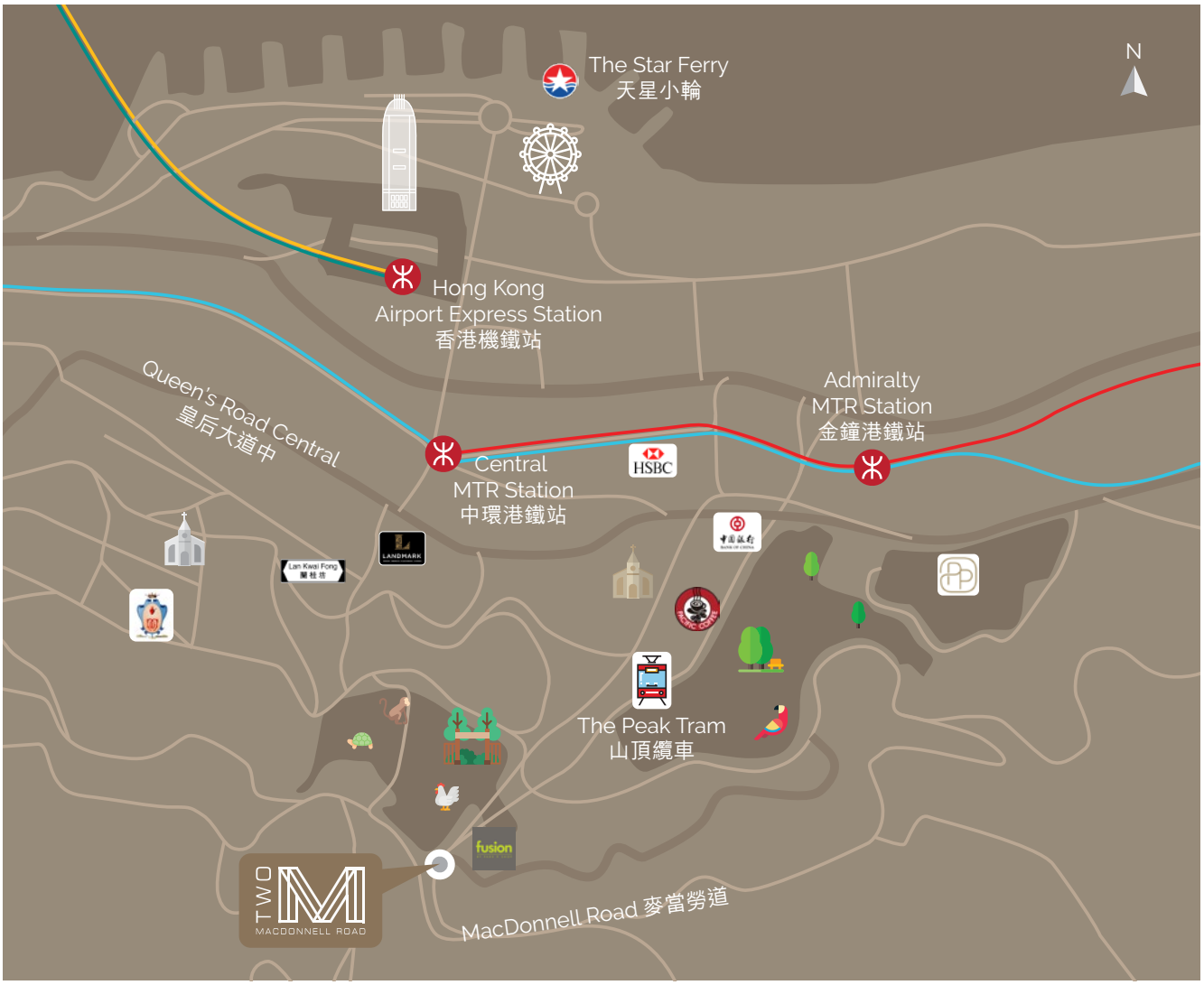
	Two MacDonnell Road	Ice House Street (Alexandra House)	IFC Mall
AM	0730	0735	0740
	0800	0810	0815
	0830	0840	0845
	0900	0910	0915
PM	1645	1655	1700
	1730	1740	1745
	1820	1830	1835
	1915	1925	1930

- Shuttle bus service is available from Monday to Friday only (exclude public holidays)
- The above mentioned time schedules may vary depending on traffic condition

Scan for e-shuttle bus schedule

LOCATION MAP

Situated amongst the tranquil beauty of Central Mid-Levels, yet just minutes away from the hustle and bustle of CBD, the Hotel is close to many tourist attractions and shopping hubs.



- Landmark 置地廣場
- Lan Kwai Fong 蘭桂坊
- HSBC Building 匯豐銀行總行大廈
- BOC Tower 中銀大廈
- IFC Mall 國際金融中心商場
- Pacific Place 太古廣場
- Hong Kong Zoological and Botanic Gardens 香港動植物公園
- Hong Kong Park 香港公園
- Edward Youde Aviary 尤德觀鳥園
- The Hong Kong Observation Wheel 香港摩天輪
- fusion by ParknShop fusion 超級市場
- Pacific Coffee 太平洋咖啡
- Hong Kong Catholic Cathedral of the Immaculate Conception 聖母無原罪主教座堂
- St. John's Cathedral 聖約翰座堂
- Canossa Hospital (Caritas) 嘉諾撒醫院

View location on Google map

TELEVISION CHANNELS

1	TVB – Jade
2	TVB Plus
3	TVB News Channel
4	TVB – Pearl
5	Phoenix Hong Kong Channel
6	RTHK 31
7	RTHK 32
8	RTHK 33 (CCTV-1)
9	RTHK 34 (CGTN Documentary)
10	HOY International Business Channel
11	HOY TV
12	HOY Infotainment
13	ViuTVsix
14	ViuTV
15 - 18	now Sports Premier League 1 - 4
19 - 25	now Sports 1 - 7
26	beIN SPORTS 3
27	beIN SPORTS 4
28	beIN SPORTS 5
29	Discovery Channel
30	Phoenix Chinese Channel
31	Hotel Information Channel
32	HBO
33	CINEMAX
34	now Baogu Movies
35	Animax
36	AXN
37	CNN International
38	CNBC
39	BBC – World News
40	Bloomberg TV
41	now NEWS Channel
42	now Business News Channel

1	無線電視翡翠台
2	TVB Plus 綜合頻道
3	無線新聞台
4	無線電視明珠台
5	鳳凰衛視香港台
6	港台電視31
7	港台電視32
8	港台電視33 (中央電視1台)
9	港台電視34 (中國環球電視網紀錄頻道)
10	HOY國際財經台
11	HOY TV
12	HOY 資訊台
13	ViuTV6
14	ViuTV
15 - 18	now 體育英超1 - 4台
19 - 25	now 體育1 - 7台
26	貝因體育3台
27	貝因體育4台
28	貝因體育5台
29	探索頻道
30	鳳凰衛視中文台
31	酒店資訊頻道
32	HBO
33	CINEMAX
34	now 爆谷台
35	Animax 動漫台
36	AXN
37	CNN 國際新聞網絡
38	全國廣播公司商業頻道
39	英國廣播公司 - 國際新聞
40	彭博電視
41	now 新聞台
42	now 財經台

NOTES TO GUESTS

We strive to provide our guests with an exceptionally clean, safe and friendly hotel experience. The following house rules have been established based on industry standards, management and operational procedures. These house rules are considered a part of our reservation agreement with you. As our hotel guests, by reading and signing your hotel registration, you are agreeing to abide by all of our house rules, terms and conditions, and procedures. These house rules are presented here to help promote our guests' safety and enjoyment and to ensure that guests are aware of the understandings between Two MacDonnell Road (the Hotel) and the guests. Our house rules may change from time to time, so please check back often.

ADDITIONAL BEDDING

A limited number of rollaway beds and baby cots are available upon request and availability is on a first-come, first-served basis. Rollaway is subject to applicable charge per bed per night, whereas baby cot is free of charge. Maximum capacity of rollaway or baby cot is one (1) per applicable room.

CHECK-IN REQUIREMENTS

Guests must be at least 18 years of age to check in at Two MacDonnell Road. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (HKID card, Mainland Travel Permit for HK and Macau Residents, Passports, etc) at check-in. A valid, signed, and pre-approved credit card in the name of the guests' registration are also required.

LATE CHECK-OUT REQUESTS

Subject to hotel's availability at time of request and cannot be confirmed ahead of time.

GUESTS REGISTRATION

Guests are required to provide valid contact information including first and last name, address, phone number, email address and signature. The names of all guests occupying the room must be registered according to the Fire Safety Ordinance as well. Each hotel room can accommodate up to a designated number of guests according to different room types. At least one adult must be a staying guests in each Hotel room when accompanied with children or teenage under age 18.

- Studio room: 2 guests
- 1 Bedroom Suite: 3 guests
- 2 Bedrooms Suite: 4 guests

LOST & FOUND POLICY

Two MacDonnell Road assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. The Hotel is not responsible for any item left behind by guests. However, any item, with the exception of perishable ones, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to 3 months. Records of Lost & Found items are retained for 5 years. Reasonable effort will be made to notify the guests that an item has been found. Perishable items, underwear and miscellaneous toiletries are discarded. While we attempt to contact the guests, if guests contact information is incorrect or cell phone mailbox is full and we are unable to contact the guests during the 3 months' holding period, the unclaimed item(s) will be thrown away or disposed of accordingly by Two MacDonnell Road.

PARKING

All vehicle(s) must be listed on the registration at check-in. Parking is subject to availability with charge. All vehicles are parked at the risk of the owner. Two MacDonnell Road shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the premises. If a vehicle is left in the hotel parking lot after the guests have checked out without the written consent of the Hotel, the Hotel reserves the right to have the vehicle towed at the owner's expense. There is no vehicle repair service on the Hotel premises.

ROOM KEYS

Room key cards are issued to registered guests. No room key will be issued to non-registered guests or youth under the age of 18. ID is required if you have misplaced your key and Front Desk Guests Service Agent will ask you a question to verify your identity before a new key card is issued. Please return all room key cards to Front Desk upon check-out.

WIFI ACCESS

Access to our WiFi is free for our registered guests. The Hotel WiFi access code is subject to change without prior notice. The strength of the WiFi signals depends on the room's location, the status of our WiFi equipment and interference from other local wireless signal.

100% SMOKE-FREE
Two MacDonnell Road is a 100% smoke-free hotel. For safety and to assure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls and furniture, we do not permit smoking tobacco, marijuana, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense or cigars,

Smoking area is situated outside of the Hotel across the street from the front entrance.

CANDLE, INCENSE, ESSENTIAL OILS
Candle burning, incense, the use of diffusing or vaporizing of patchouli oil or other strong-smelling plant-based essential oils or synthetic products and objects emitting a foul odor are prohibited in our Hotel. These items and activities will be treated as smoking, a fine accessed, and the guests may be evicted with no refunds.

DAMAGE TO HOTEL PROPERTY
During your stay with us, please take care of all hotel properties. Guests are responsible for any damage caused to the allocated room, its furnishings, utensils, fixtures, fittings and equipment in such room by any act, omission, default or neglect of the guests, it's invitees or representatives and to indemnify the Hotel for any caused damages accordingly.

Guests shall not make any alteration or addition to or removal of any fixtures without prior approval in writing by the Hotel's management. Any such modification made by guests must be restored to the former condition by the Hotel. Guests is liable to the Hotel for any loss or damage that may result from such alternation or addition.

ELECTRICITY
Usage of guests' own electrical appliances must comply with Hotel's power voltage, socket adaptor standard and must not be overloaded at any time. The guests must also be cautious not to overload the power supply by switching on too many electrical devices in room to avoid power outage. Hotel Management reserves the right to intervene should dangerous electrical appliances be connected which could be a fire safety hazard.

FOOD WARMING
Kitchen appliances are for food warming purpose only. Guests must comply with Hotel's guidance on using the induction cooker (with ventilation fan and A/C switched on and level of heat not exceeding 3-4) so as to avoid fire hazard.

INFESTATION
The cleanliness of our rooms is extremely important to our guests. If you bring any infestation into your room or onto our hotel premises, the Hotel may charge you for any and all costs and expenses, including immediate or urgent response requirements and loss of room revenue that the Hotel deem necessary to address the infestation.

NOISE BEHAVIOUR
Two MacDonnell Road reserves the right to judge acceptable levels of noise or behaviour of clients, guests or representatives, who must take all steps for corrective action as requested by the Hotel. In the event of failure to comply with management requests, the Hotel may terminate the booking, stop any event immediately and / or ask the client to vacate the Hotel premises immediately without being liable for any refund or compensation.

PETS & ANIMALS
Guests shall not bring into or keep any pet or animal in the Hotel premises.

RESTRICTED ACCESS AREA
Except in emergency situations, guests are refrained from using the emergency staircases and staff elevator, going up to the roof or entering areas where there is machinery, areas where the Hotel property is stored or other areas where guests and visitors are not permitted.

SAFETY & SECURITY ACT
Guests' safety is the Hotel's highest priority. The Hotel may from time to time, without prior notice and without refund or compensation, restrict the number of persons having access to the Hotel or close the Hotel or any part of it temporarily, due to capacity, inclement weather or special events, to ensure safety, security or order, or if we consider that the circumstances so require.

Guests shall avoid engaging in any unsafe act or other act that may impede the operation of the Hotel or any associated facility. Guests shall not keep any contraband goods, explosives, inflammable goods, acid or alkaline chemical products or any stuff or materials, which may be detrimental to the Hotel premises.

The Hotel reserves the right to enter Hotel rooms at any time for emergency maintenance, security, safety of our guests and property and other purposes.

USAGE OF ROOM
Rooms and reservations are for guests' personal use only and may not be re-sold or used for tour groups, corporate events, marketing, promotional or other business purposes. Unauthorized usage purpose by guests will result in termination of booking by the Hotel without being liable for any refund or compensation.

TWO M
MACDONNELL ROAD

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resv@mr2.com.hk
2132 2132