

GUEST INFORMATION



Mandala

ACE ALBANY HOTEL

We wish you a pleasant stay at our accommodation.

Welcome to Mandala Ace Albany, where we offer warm country hospitality and an inviting environment to rest and recharge during your travels. Our rooms are designed with comfort and convenience in mind, providing you with everything you need for a memorable stay.

Dine at our own Ryan's Restaurant on-site, loved by locals and travellers alike for mouthwatering dishes and an elegant, casual atmosphere.

The Albany region is known for its natural environment and historical sites. Local 'Misery Beach' is far from a sad spot and is considered as Australia's best beach - a must visit during your stay. The Albany windfarm is quite a sight, with massive wind turbines in a gorgeous natural setting. Visit our reception team for information on tour options to experience the region. Take a trip to Albany's Historic Whaling Station or enjoy a boat cruise departing from Emu Point.

Whether you are in town for business or pleasure, our central location makes exploring the best Albany offers easy. We are just a short walk from local shops, restaurants, and our friendly staff will be more than happy to offer recommendations to assist with anything you need.

Our dedicated staff are here to ensure that your stay is comfortable and enjoyable, and we look forward to welcoming you to our motel. If we can provide any further information or assistance, please do not hesitate to contact us or one of our helpful staff at reception.

Warm regards,

The Mandala Ace Albany Team.

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Dining



RYAN'S RESTAURANT

Ryan's Restaurant provides an elegant, casual setting to start the morning or unwind after dark. The restaurant offers a fully licensed bar. We strongly recommend you book ahead.

[View Restaurant Menus](#)

OPENING HOURS

Breakfast

Monday to Sunday from 7:30 am to 9:30 am.

Dinner

Wednesday to Saturday, from 6:00 pm – 8:15 pm
Sunday, Monday & Tuesday CLOSED

*Public holiday hours may vary.

ROOM SERVICE

Dinner is served from 6:00 pm to 7:45 pm, Monday through Saturday. Please dial 90 on your in-room phone to place an order.

[View Room Service Menus](#)



Guest Information

WIFI ACCESS

Complimentary Wi-Fi is available in all suites and public areas.

Network: Ace Accommodation

Password: WelcometoAce

RECEPTION HOURS

Reception is open Monday - Saturday 7:30am - 8:30pm and 7:30am - 7pm on Sunday's. Public holiday hours may vary. If you need to contact us from your room, please dial 90 to reach us at reception.

CHECK-IN

Check-in is from 2.00 pm. If you require an earlier check-in, please call our friendly team to organise. Early check-in is subject to availability. If arriving after reception hours, we can organise a code for you to access a secure lock box to retrieve your room key after hours.

CHECK OUT

Check-out is by 10.00 am. If you require a late check-out, please request with our friendly team upon check-in, subject to availability. An additional charge may be incurred. Luggage storage is available. Please contact reception.

PARKING

Onsite parking is free of charge for 1 vehicle per room. Additional parking is available onsite.

GUEST LAUNDRY

The guest laundry is located near room #07, at the beginning of Row #1. The laundry contains a washing machine and a dryer. Each machine makes 2 x \$1 coins per load. Washing powder is available to purchase at reception for \$2 per sachet. Each guest room contains an ironing board and iron.

TOILETRIES

Complimentary toiletries are located in the vanity area of your bathroom.

HOUSEKEEPING

Servicing is provided on a request basis only. If your room requires servicing, please advise reception the evening prior.

IN-ROOM APPLIANCES

For your convenience, an electric kettle, hairdryer, iron & ironing board and mini fridge are provided in your room. You will also find a USB charging port located on the back of lamps in room.

IN-ROOM COOKING

In accordance with Government Health and Safety Regulations, cooking is not permitted in Motel units that do not have full kitchen facilities other than beverage, and toast. A toaster can be provided upon request.

MAINTENANCE

We always strive to ensure the highest standards for our property. Should you require any assistance with the maintenance of your room or wish to report any faults, please contact Reception by dialling 9.

AIR CONDITIONING/HEATING

Each unit features its own individually controlled Split System Reverse Cycle Air Conditioner. The air conditioner remote control is located on the wall near the unit. These air conditioners are extremely effective and would be very appreciated if you could turn off the unit when you leave the room. Keep doors and windows closed for optimal efficiency. Please contact reception if you require further assistance or if the unit is not working.

Operating procedure: Check that the 'mode' is in the correct setting for either heating or cooling. i.e. the circle symbol is for cooling, and the sun is for heating.

SPA BATHS

Warnings: Under no circumstances turn the spa bath on without water covering the main jets. Children must not be left unsupervised in or around the spa bath. Do not sit against the spa inlet valve or allow hair to become entangled near the inlet, which could result in serious injury.

Operating procedure: Fill the bath to cover the jets. To turn the spa on, simply press the ON/OFF button. Continually pressing the ON/OFF button may cause an airlock, in which case contact reception.

DAMAGES

Damages will be assessed and charged to the credit card we have on file. All guests are liable for any damage caused during their stay.

SECURITY

Please ensure that all doors to your room are secured at all times. Chains are provided on guest room doors for extra privacy. Please do not leave valuables in your car.

LOST PROPERTY

We do not accept responsibility for lost items. Any lost property items are retained for a period of 2 weeks, after which any uncollected items will be disposed of or given to a local charity.

SMOKING/ VAPING

Smoking and vaping are NOT PERMITTED in public areas and guest rooms. A \$150 fee will be charged on evidence of smoking or vaping in the rooms. Please consider other guests and smoke or vape well away from guest rooms.

NOISE REGULATIONS

Please respects other guests by limiting the noise between 9 pm and before 8 am. If you have any guests visiting, we ask that they leave by 9 pm. Please note that Management reserves the right to terminate, without refund, the booking of any guest who makes excessive noise at any time.

PET POLICY

NO pets are permitted on the property or in motel rooms per Government Health Regulations, with the exception of Certified Service Animals.

FIRST AID

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

EMERGENCY EVACUATION PLAN

Please take the time to note the emergency diagram on the back of your door. In the event of an evacuation emergency, assemble in the rear car park near the restaurant.

FOR FIRE, AMBULANCE, POLICE, DIAL 000 VIA IN-ROOM PHONE OR YOUR MOBILE

ROOM SERVICE



DINNER

Available Monday to Saturday, from 6 pm – 7:45 pm. Dial 90 to place your order with reception.

TO START

Ryans Seafood Chowder served with crusty bread	24	Pork Belly Bites Succulent twice cooked pork belly, finished in a sticky Asian sweet soy sauce with a Thai garnish <i>gf</i>	19
Garlic Bread four slices v	9.5	Bruschetta served on crusty baguette, topped with crumbled feta & a balsamic glaze (2 slices) v	9.5
Bowl of Garden Salad	6		

MAINS

Ace Beef Burger Homemade beef patty, lettuce, tomato, egg, bacon & cheese with tomato sauce - served with chips	24	Angus Scotch Fillet 300g Served with a choice of 2 and a sauce Sauces: Pepper, Mushroom, Creamy Garlic Sides: Chips & Salad OR Mash & Vege	50
Vegetarian Burger Vegetarian patty, lettuce, tomato, cheese, avocado & chutney - served with chips	24	Chicken Parmigana Classic parmigiana, served with chips & salad	32
Steak Sandwich Fillet steak in Turkish bread with bacon, cheese, onion, tomato, beetroot, lettuce & barbeque sauce - served with chips	24	Roast served with roast potato, pumpkin and steamed vegetables <i>gf available</i>	28
Vegetarian Gnocchi Potato Gnocchi, brown sage butter, blistered cherry tomato, roast pumpkin, spinach, pinenuts	32	Fish served with chips - choose grilled, pan fried or battered	30

EXTRAS

Seasoned chips & tomato sauce or sour cream and sweet chilli sauce	4
Steamed vegetables	8
Mash potato	6
Garlic prawn topper	6

CHILDRENS

Bangers & mash or chips & vegetables	11
Nuggets & chips with tomato sauce	11
Battered flathead & chips with tomato sauce	11
Kids ice-cream sundae	7

DESSERTS

Chocolate Panna Cotta with chocolate and kahlua sauce & cream or ice-cream	12.5
Sticky Date Pudding Butterscotch Sauce & cream or ice-cream	12.5
Lemon Cheesecake with cream or ice-cream	12.5
Apple Crumble with creme anglaise and cream or ice-cream	12.5
Chocolate Self-Saucing Pudding with cream or ice-cream	12.5
Ice-cream Sundae with nuts & topping with cream or ice-cream	11