

Grand Park Orchard Brings Free Data and Seamless International Connectivity Service to All Hotel Guests with ‘handy’ In-Room Solution

Singapore, 28 January 2014: Grand Park Orchard, Park Hotel Group’s flagship hotel and Singapore’s most fashionable hotel, is the first hotel in Singapore to equip all 308 guestrooms with a complimentary smartphone solution personalised to guests as an in-room amenity elevating the experiences of guests while ensuring unrivalled seamless connectivity and convenience. This unique, all-in-one service pampers guests with unlimited international and local calls, unlimited 3G data and Wi-Fi tethering capabilities, an informative city guide, attractive promotions, as well as other interesting features.

Located at the heart of Singapore’s premier shopping and entertainment district – Orchard Road, Grand Park Orchard will integrate the innovative **handy** smartphone in all 308 luxurious rooms and suites by 3 March 2014. The implementation comes after a month of testing, during which Grand Park Orchard received consistently positive feedback about this value-added service from its guests. Survey results showed that 98% of guests found **handy** useful, while 100% of them said that service standards improved through **handy**; 90% of guests also mentioned that they will consider staying at Grand Park Orchard again because of **handy**, and would definitely recommend the hotel to their friends.

Each personalised **handy** smartphone is available for guests as soon as they enter their guestroom, giving them instant access to free unlimited local and international phone calls (currently to 27 countries – including popular destinations such as Indonesia, India, United States, China, Germany, United Kingdom, France, Australia, Hong Kong, Japan and South Korea) and complimentary, high-speed data connectivity. The unlimited 3G Internet connectivity also allows for easy Wi-Fi tethering to other mobile devices such as laptops and tablets.

The full list of 27 countries for unlimited IDD calls to fixed line and mobile phone includes:

Australia +61	Bangladesh +880	Brunei +673	Canada +1
China (mainland) +86	France +33	Germany +49	Hong Kong +852
India +91	Indonesia +62	Italy +39	Japan +81
Laos +856	Macau +853	Malaysia +60	Netherlands +31
New Zealand +64	Puerto Rico +787, +939	Russia +7	Singapore +65
South Korea +82	Spain +34	Taiwan +886	Thailand +66
UK +44	USA +1	Vietnam +84	

With **handy**, Grand Park Orchard also endeavours to be seamlessly connected to its guests, whether through the hotel’s telephone contact list or its range of premium offerings, be it dining, spa or concierge services, all available at their fingertips. For guests-on-the-go, they can take the **handy** out of the hotel to stay connected during the day, and at the touch of a button, dial directly to in-room dining, concierge, or to Spa Park Asia for a much needed spa treatment.

In addition, the **handy** in-room solution is pre-loaded with useful travel apps, including news services, a currency converter, MRT maps as well as a digital location-based city guide to better explore the city. With dozens of helpful articles and travel tips written by an expert team of local Singapore editors, travellers will have their fingers on the pulse, allowing them to discover the best that Singapore has to offer. Upon check-out, all browsing history, personal information and any additional applications are completely deleted from the device, and the **handy** is reset to the original factory settings. This ensures peace of mind for the user, while upholding Grand Park Orchard’s dedication to safeguarding guest privacy.

“At Grand Park Orchard, we are in constant pursuit of excellence with every facet of our product and services. With **handy**, we are raising the bar to deliver the best guest experience possible,” says Darren Ware, General Manager of Grand Park Orchard.

“Whether our guests need to chair international conference calls, skype their children before going to bed, share photos on social media, watch HD videos or simply plan for an impromptu dinner at the hotel, we believe the **handy** solution will provide them with an elevated experience like no other, through greater convenience, efficiency and savings.”

Terence Kwok, Founder and CEO of Tink Labs (Singapore) Pte Ltd, the company behind the **handy** in-room solution for Grand Park Orchard says, “We are delighted to partner with one of Singapore’s leading hotels, Grand Park Orchard, to deploy **handy** into each and every one of their luxurious rooms. With the customised Grand Park Orchard x **handy** in-room solution that we jointly developed, we can help the hotel rise to the ever growing challenge of catering to the different needs and occasions of their discerning guests.”

Grand Park Orchard is managed by Park Hotel Group, one of Asia Pacific’s best hospitality groups which manages, owns and develops Park branded hotels around the Asia Pacific. Preparations are underway to roll out **handy** across its two other Singapore properties, Grand Park City Hall and Park Hotel Clarke Quay.

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About Grand Park Orchard

Grand Park Orchard, with its breathtaking herringbone design exterior glass façade and show-stopping media wall, is a masterpiece in contemporary chic. The hotel boasts a prime location in the heart of Orchard Road, Singapore’s premier shopping and entertainment district, living up to its name as Singapore’s most fashionable hotel. From the designer interiors in the lobby to the 308 luxurious rooms and suites, and the metropolitan sky bar with its stunning pool, guests are greeted by cutting-edge works of style meisters at every turn.

Knightsbridge, the adjacent dazzling four-storey retail podium, offers leading international retail brands showcased in double-volume façade frontages never seen before on Orchard Road. Other major shopping malls, lifestyle and dining options as well as the MRT are within walking distance from Grand Park Orchard. The Central Business District and Marina Bay area are also a short drive away.

Grand Park Orchard is the flagship property of Park Hotel Group, one of Asia Pacific’s most progressive hospitality groups. Its list of notable awards garnered includes

- **Gold Winner Hotel Category (2013)**
FIABCI Prix d’Excellence Awards
- **Best Hotel Architecture, Singapore – Highly Commended (2012)**
International Hotel Awards Asia Pacific
- **Top 20 Luxury Hotels in Singapore and Top 20 Trendiest Hotels in Singapore (2012)**
TripAdvisor Travellers’ Choice Awards
- **Certificate of Excellence (2012)**
TripAdvisor
- **Platinum Winner in the Best Front Office category (2011 – 2013)**
Hospitality Asia Platinum Awards – Regional Series
- **Asia’s Leading Design Hotel (2011)**
World Travel Awards
- **Annual Best New City Landmark Hotel (2011)**
Asia Hotel Forum Asia Awards
- **Best New City Hotel (2011)**
TTG Travel Awards
- **Forbes Three-Star Lodgings (2011)**
Singapore Forbes Travel Guide

About Park Hotel Group

Park Hotel Group is one of Asia Pacific's best hospitality groups. The Group manages, owns and develops Park branded hotels around the Asia Pacific. Established since 1961, Park Hotel Group grew rapidly from its first hotel in Hong Kong to the current portfolio of ten properties across three countries and six cities in the region, with access to over 3,300 rooms.

Committed to delivering exceptional service with love and passion, the acclaimed Park Hotel Group has established a track record of operating successful hotels. As it strives to be a world-renowned brand in hospitality, Park Hotel Group continues to focus on its footprint expansion through acquisitions and hotel management services.

Park branded hotels include the luxury ***Grand Park*** and the upscale ***Park Hotel***.

Grand Park is a luxury hotel brand synonymous with premium accommodation, facilities, service and comfort designed for discerning business and leisure travellers. Grand Park hotels can be found in Singapore, China and Japan.

Park Hotel is an upscale hotel brand symbolising utmost convenience, personalised services and high standards of amenities carefully crafted to please business and leisure travellers. Park Hotels can be found in Singapore and Hong Kong.

Park Hotel Group's portfolio of properties comprises

Singapore

- Grand Park Orchard
- Grand Park City Hall
- Park Hotel Clarke Quay
- Park Hotel Alexandra (2015)
- Park Hotel Farrer Park (2015)

China

- Grand Park Kunming
- Grand Park Wuxi
- Grand Park Xian

Hong Kong

- Park Hotel Hong Kong

Japan

- Grand Park Otaru

For more information on Park Hotel Group, please log on to parkhotelgroup.com

About Tink Labs and handy

Founded in Hong Kong in April 2012, Tink Labs is a technology company that believes in the capacity for mobile technology to simplify life's many complications. We are the pioneers of fun and innovation, and with handy, are the first in the world to provide a fully customizable smartphone solution to hotel partners to meet the comprehensive needs of today's modern traveller. We combine our zeal for problem solving with our flair for creativity to create exceptional products that take the annoyance out of travelling.

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