



Hola Dealers,

We are delighted to welcome you to the heart of Spain, Madrid, a city rich in culture, history, and vibrant life. We hope you will have an unforgettable experience at this year's Dealer Convention. We have lots in store over the next six nights, so please read through the below information on what to expect throughout the week.

We hope you enjoy your time with us in Madrid!

### BREAKFAST

**Hotel Fénix Gran Meliá**  
7:00am – 11:00am

A continental buffet breakfast is available to enjoy daily at your leisure in the main restaurant, located on the lobby level.\*

*\*Should you be staying on level 7, breakfast will be served on your floor.*

**BLESS Hotel**  
7:00am – 10:30am

A continental buffet breakfast & à la carte breakfast is available to enjoy daily at your leisure in SLVJ restaurant, located on the lobby level.

### DAIKIN HOSTED FUNCTIONS

Daikin are delighted to host you for three evening functions. Invitations for each function will be delivered to your room the day ahead of the functions.

#### **Welcome Function**

**Date:** Sunday 8 September  
**Time:** 6:00pm – 10:00pm  
**Venue:** Palacio del Negralejo  
**Dress Code:** Smart Casual

#### **Gala Dinner**

**Date:** Tuesday 10 September  
**Time:** 7:00pm – midnight  
**Venue:** La Quinta de Jarama  
**Dress Code:** Evening Cocktail

#### **Farewell Dinner**

**Date:** Thursday 12 September  
**Time:** 5:45pm – 10:00pm  
**Venue:** Viñedos Cigarral Santa María (Toledo)  
**Dress Code:** Casual\*  
*\*There is no need to change following your tour of Toledo.*

### INTERNET

#### **Hotel Fénix Gran Meliá**

Wi-Fi is available throughout the hotel and is free for in-house guests. The log in details and information can be found on your room key holder.

#### **BLESS Hotel**

Wi-Fi is available throughout the hotel and is free for in-house guests. It is an open network and no password is required.

### DAIKIN TV

Daikin TV can be accessed through your in room TV on **Channel 60**, keep up to date with what's going on, daily weather forecasts and photos from the day before.

### DAIKIN CONCIERGE DESK

The Daikin Concierge Desk is located in the lobby of both hotels, this will be manned between the following hours. Feel free to ask any questions you have or just pop by and say hi!

**Saturday 7 September** – 9:00am – 7:00pm  
**Sunday 8 September** – 7:00am – 6:00pm  
**Monday 9 September** – 7:00am – 7:00pm  
**Tuesday 10 September** – 7:00am – 7:00pm  
**Wednesday 11 September** – 7:00am – 7:00pm  
**Thursday 12 September** – 7:00am – 5:30pm  
**Friday 13 September** – 7:00am – 7:00pm

### ACTIVITIES

Details of your activities can be found on your app. If you are booked on one of the activities within the program, please meet in the lobby 15mins prior to the advised departure time.

### EVENT APP

If you have not done so already, please download the Event App for the latest information.

To download for Apple – [CLICK HERE](#)

To download for Android – [CLICK HERE](#)

Please ensure you allow for push notifications as regular updates and communications will be sent via the app. Your unique log in can be found on your final confirmation, alternatively see the team at the Daikin Concierge Desk. The app code is **DDCAU24**.

### INCIDENTALS

Each guest is responsible for all incidental costs outside of the Daikin Dealer Convention agenda. Please provide your credit card to hotel reception within 24hrs of arrival as a guarantee to cover any incidental costs. These expenses will be charged to your credit card upon hotel checkout.

### DEPARTURES

A departure note will be dropped to your room the day prior to departure to advise your meeting time and location ready for your departure. As a general rule of thumb departure transfers will depart the hotel three hours prior to your scheduled flight time.

### DINING & DRINKS

Please refer to the app for suggestions and recommendations of places to dine.

### CONTACT DETAILS

Should you have any questions while in Madrid, please do not hesitate to see us at the Daikin Concierge desk. Alternatively you can call us on **+61 2 8908 5666**.