

BIENVENUE AU SOFITEL KUNMING

CHER HÔTE,

BONJOUR! BIENVENUE AU SOFITEL KUNMING!

ENJOY SOFITEL KUNMING'S SUBTLE SPARKLE AND FRENCH TOUCH. SMILES COME STRAIGHT FROM THE HEART OF OUR AMBASSADORS AND SERVICE IS OUR SECOND NATURE.

FOOD AND BEVERAGE RITUALS ARE THE KEYS TO EXPLORE, FLOWERS ARE ALWAYS FRESH AND ONCE YOU INDULGE IN A NIGHT IN SOFITEL MYBED™, YOU WILL UNDERSTAND THE TRUE SPIRIT OF FRENCH HOSPITALITY.

BON SÉJOUR AU SOFITEL KUNMING,

SINCÈREMENT,





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INSPIREMEETINGS™

**THIS SERVICE DIRECTORY IS
ALSO AVAILABLE ON YOUR TV**





1

RESTAURANTS & BARS

THE PHILOSOPHY OF GASTRONOMY

THE FRENCH AND CHINESE SHARE A UNIQUE PASSION AND SAVOIR-FAIRE FOR GOURMET FOOD, THE TRUE LUXURY OF DAILY LIFE. THE CHEFS EXPLORE THE RICHNESS OF CHINESE CUISINES FOUND THROUGHOUT THE PROVINCES AND ADD A SUBTLE FRENCH TOUCH.

SOFITEL KUNMING OFFERS THE BEST BREAD IN TOWN, STATE-OF-THE-ART PATISSERIES AND AN UNPARALLELED WINE LIST.

WE WISH YOU AN UNFORGETTABLE CULINARY EXPERIENCE.



LAN
PAN ASIAN RESTAURANT
50/F



In a relaxed south-east Asian themed setting, enjoy the tastes of Thai, Laotian and Myanmar specials with the traditions of Japanese Robata Grill and Soba Noodles under the same roof.

VOYAGE BAR
50/F
4:00PM - LATE



Be transported to a hip Parisian style bar that also celebrates the Chinese-French railway link between Kunming and Hanoi.

SKY GARDEN
52/F
SUBJECT TO AVAILABILITY AND WEATHER PERMITTING

Perched atop the soaring tower, this flexible multi-use roof garden area has breath-taking panoramic views over the city and its surrounding lakes and hills.



2

GUEST SERVICES & FACILITIES

AT SOFITEL, COUSU MAIN, INDIVIDUALLY TAILORED SERVICE IS OUR MOTTO.

CONCIERGES: HOLDING THE KEYS TO KUNMING.

SHOULD YOU DESIRE TO EXPLORE THE CITY BEYOND THE HOTEL, SOFITEL KUNMING IS STAFFED BY CONCIERGE EAGER TO ASSIST YOU.

THE CONCIERGE CAN PROVIDE DIRECTIONS TO CITY LANDMARKS, OR TO LITTLE-KNOWN DESTINATIONS OFF THE BEATEN TRACK. THE CONCIERGE CAN HELP TO SECURE A RESERVATION AT ONE OF THE CITY'S FINEST RESTAURANTS, OR OBTAIN TICKETS FOR ONE OF THE EXCITING ATTRACTIONS KUNMING HAS TO OFFER.

THE CONCIERGE WILL ALSO ASSIST YOU BY ARRANGING TRANSPORTATION, BOOKING TOURS AND ARRANGING FLIGHTS. PLEASE ASK FOR THE CONCIERGE THROUGH THE SERVICE CENTER OR VISIT THE CONCIERGE DESK IN THE LOBBY.

SERVICE CENTER: ONE BUTTON FOR ALL SERVICES.

WITH THE SERVICE CENTER, ONE BUTTON WILL CONNECT YOU TO ALL HOTEL SERVICES.

WHATEVER YOUR NEEDS MAY BE, A DEDICATED TEAM IS WAITING TO ASSIST YOU, ALL AT THE TOUCH OF A BUTTON.





C

CAR RENTAL

Please contact the Concierge located in the lobby for information and reservations.

CHECK-OUT

The check-out time is by 12:00pm. For a later check-out time, please contact the Service Center. Late check-out is subject to availability and additional charges may apply. An additional night's room charge shall be applied for late check-out after 6:00pm. We will do everything possible to accommodate your request.

CLUB MILLÉSIME

48/F

OPEN

BREAKFAST

6:30AM – 10:30AM (MON – FRI)

6:30AM – 11:00AM (SAT – SUN, P/HOL)

AFTERNOON TEA

2:30PM – 4:30PM

EVENING DRINKS & CANAPÉS 5:30PM – 7:30PM

Club rooms and suite rooms enjoy access to the privacy of Club Millésime Lounge located on the 48/F. This hotel within a hotel offers arrival and departure services, breakfast, refreshments throughout the day, evening drinks and canapés, meeting room and business services.

CONCIERGE SERVICES

Please contact the Concierge located in the lobby for: transportation needs, tour arrangements, travel tickets, courier services, mail and stamps, information about local points of interest, restaurants, shopping, theaters, sporting activities, golf courses and other information on Kunming.

COURIER / MAIL SERVICE

The Business Center and the Concierge will be happy to assist you with both courier and mail services. Local postage stamps are available for purchase at the Concierge desk.

CREDIT CARDS

All major credit cards including: American Express, Diners Club, Master Card, VISA, JCB and Union Pay are accepted.

CRIBS / BABY COTS / EXTRA BEDS

Please contact our Service Center for additional bedding requirements. Extra bed may incur additional charges.

CURRENCY EXCHANGE

Foreign currency exchange services are available at the Front Desk on 1/F.

All exchange rates are based on the rates issued by the Bank of China on the same day.



D

DO NOT DISTURB

We respect the privacy of our guests and will not disturb if the “Do Not Disturb” sign is on. Please leave instructions for our Service Center to screen your calls.

In the interest of your safety and security, the hotel Service Center will make telephone contact at least once per day and the hotel reserves the right to enter guest rooms if a do not disturb request has been in place for more than 12 hours.

E

ELECTRONIC KEY CARD

Please take your electronic room key card with you when leaving the room. Please ask at the Front Desk on 1/F in event of loss of your key card. Upon check-out, please return your room key card to the Front Desk.

EMERGENCY / SECURITY

In case of any emergency, please press the Emergency button on your in-room telephone for assistance. Emergency evacuation instructions are located on the back of your room door. Please refer to the “Emergency & Security” section in this directory for instructions and information about safekeeping your valuables.

F

FACSIMILE

Fax facilities and services are available at the Business Center located on the 3/F.

FLORIST

Flowers and gifts may be arranged upon request. Please contact the Service Center for assistance.

FIRE PROCEDURE

In the event of a fire or any emergency, please press the “Emergency” button on your in-room telephone. If there is a need to evacuate the building, please remain calm and follow the evacuation instructions stated in the emergency exit plan posted at the back of your room door.

FRONT DESK

Located on the 1/F, the Front Desk ambassadors will be happy to answer any question you may have regarding your room, reservation or hotel facilities and services.



H

HOUSEKEEPING

Housekeeping team checks rooms for laundry each morning and all rooms are cleaned during the day. For a preferred room cleaning time, please contact the Service Center, every best effort shall be made to accommodate preferred times. Your room will be refreshed and prepared for the night each evening between 6:00pm and 9:00pm.

I

ICE

For ice delivery, please contact the Service Center.

IDD SERVICE

For International Direct Dial calls, please refer to the "Telephone and Internet Access" section of the directory.

INTERNET CONNECTIONS

Cabled and Wi-Fi internet access is available in all guest rooms, please open internet browser and follow the on screen instructions on your device.

Restaurants & Bars, InspiredMeetings™ and public areas of the hotel offer Wi-Fi access, please open internet browser and follow the on screen instructions on your device.

IN-ROOM DINING

In-room dining service is available 24 hours a day. Please refer to the in-room dining menu and breakfast doorknob menu for the in-room offering.

L

LAUNDRY / DRY CLEANING / PRESSING SERVICE

The hotel offers professional laundry, dry cleaning and pressing services. Laundry and dry cleaning lists together with laundry bags are located inside your wardrobe. Same day service is offered if the articles are received before 10:00am. Express service is also available upon request.

LIMOUSINE SERVICE / TRANSPORTATION

The dedicated Concierge will be glad to arrange all your transportation requirements. Advanced bookings are required.

LOST AND FOUND

In the event you misplace a personal item, please contact our Service Center for assistance.



M

MEDICAL SERVICE

To consult a doctor or dentist, please contact the Service Center for contact details. The hotel does not supply medications, give medical advice nor make specific referrals.

MESSAGES / VOICE MAIL

Voice mail messages are indicated by a light on the main room telephone, please press the "Message" button to retrieve voice messages. Written messages taken for you will be delivered to your room.

MINI-BAR

The mini bar in your room is stocked and replenished daily. Each opened item will be considered purchased and charged according to prices stated in the mini-bar menu placed in the room.

N

NEWSPAPERS - PRESS READER

A limited quantity of domestic newspapers are made available in the hotel. 1,000's of publications in more than 100 languages are available with compliments in digital format to enjoy from your mobile device during your stay.

P

PILLOW MENU

Please refer to the Pillow Menu on the bedside table and contact the Service Center for assistance and delivery.

PETS AND ANIMALS

National and local regulations prohibit the entry of pets and animals within the hotel property.

S

SAFES AND SAFETY DEPOSIT BOXES

An in-room safe is provided in your room for your convenience. Safe Deposit Boxes are also available at the Front Desk. The hotel is not responsible for articles placed in room safes.

SECURITY

Hotel security is provided 24 hours a day with both security patrols and recorded closed circuit TV coverage. For your own safety and protection, please remember to keep your room door double-locked when in your room, and to identify any visitor before admitting them.



SERVICE CENTER

Your comfort and convenience is top priority of the Service Center team. They are available 24 hours a day to assist you with anything.

SHIPPING / COURIER SERVICES

Please contact the Service Center for assistance.

SHOESHINE SERVICE

24-hour shoeshine service is provided with compliments. Please place your shoes in the shoeshine tray located in the closet during the day time. The housekeeping attendant will polish your shoes at evening housekeeping service time. For immediate service, please contact the Service Center.

SIGHTSEEING, TOURS ONWARD TRAVEL HOTEL RESERVATIONS

The Concierge will be happy to suggest and arrange any sightseeing tours.

Hotel Reservations for Pullman Lijiang, MGallery by Sofitel Shangri-la and other AccorHotels throughout China, the region and the world may be made by contacting the Service Center.



T

TAXIS

The Concierge staff will be pleased to assist you with taxi services at the hotel. Please note that on rainy days and at peak rush hours, taxis may take longer to obtain and advance notice is recommended.

The use of unregistered 'black' taxis is not recommended.

TRANSPORTATION AND TRANSFERS

Limousine service is available, please see the tariff sheet at the back of this directory. Booking may be made via the Service Center and Concierge.

TELEPHONE SERVICES

Please refer to the "Telephone & Internet Access" section of this directory for dialing instructions or contact the Service Center for assistance.

TRANSLATION SERVICE / INTERPRETATION

The Business Center on the 3/F will assist with translation service requirements, advance bookings may be necessary.

U

USB CHARGING

USB charging facilities are located on bedside control panel and on the desk telephone consol. Compatibility varies by device, please check carefully before use.

V

VOICE MAIL

A Message light on the telephone in your room indicates there is a voice mail message, please press the "Message" button to retrieve the voice mail message.

W

WAKE-UP CALL

Please contact the Service Center to place your request for a wake-up call.

WATER

Tap water is not suitable for drinking. Complimentary bottles of water are provided in your room.







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TELEPHONE & INTERNET ACCESS

BECAUSE YOU NEED TO REMAIN CONNECTED, SOFITEL PROVIDES ALL THE FACILITIES STAT-OF-THE-ART COMMUNICATION CAN OFFER, INCLUDING WI-FI ACCESS THROUGHOUT THE HOTEL. PLEASE REFER TO THE FOLLOWING SERVICE LIST.



TELEPHONE SERVICES

ROOM TO ROOM

Dial room number.

LOCAL CALLS

Dial 9 followed by the telephone number.

DOMESTIC CALLS

Dial 9 + 0 + area / city code + telephone number

INTERNATIONAL DIRECT DIALING – INTERNATIONAL CALLS

Dial 9 + 00 + country code + area / city code + telephone number

The hotel's rates for International Direct Dial (IDD) calls are based on the duration of the call and the cost rate plus a surcharge per call.

DIALING COLLECT CALLS, CREDIT CARDS & PRE-PAID PHONE CARDS CALLS

Dial 9 + the access number of your service provider.

TELEPHONE CHARGES SCHEME

For local call, free of charge.

For DDD within Yunnan Province or among Provinces, RMB 0.7 per minute plus 15% local taxes and charges.

For IDD of Hong Kong / Macau / Taiwan, RMB 2.00 per minute plus 15% local taxes and charges.

For international IDD, RMB 8.00 per minute plus 15% local taxes and charges.

For collect call, 800 / 400 toll-free call, free of charge.

INTERNET ACCESS

WI-FI

Enjoy complimentary wireless internet throughout the hotel. Whether you are in your room, in bars and restaurants, in the exclusive Club Millésime or in the lobby ... stay connected.

BUSINESS CENTER

Internet access is available at the Business Center located on the 3/F.

CLUB MILLÉSIME

Complimentary internet access is provided at the Club Millésime Lounge located on the 48/F, exclusively for Club rooms and suite room guests.





USEFUL LOCAL NUMBERS

Press 9 for an outside line followed by:

Police & General Emergency	110
Medical Emergency	120
Fire Emergency	119

SECURITY SERVICES

- A fully equipped sprinkler system, fire emergency system and smoke detectors are installed in the hotel.
- Trained security personnel patrol the premises regularly.
- For the sake of your personal safety and well-being, please be security conscious at all times. Never leave your personal belongings unattended and beware of pickpockets.
- For your personal security and in accordance with laws and regulations, non-registered visitors are not permitted after 11:00pm.

UPON ARRIVAL IN YOUR ROOM

- Check that your luggage has been delivered and contact the Service Center if there is anything believed to be missing.
- The Fire Escape Plan behind your door indicates the location of the nearest fire exits and hydrants on your floor. Please study the Emergency Exit Plan, familiarize yourself with the location of exits and all safety equipment.

WHEN IN YOUR ROOM

- We recommend that you use the safe in your room for any valuables. For your own security, do not share your code with anybody.
- If someone knocks on your door, please remember to look through the viewer behind your door to identify the person before you open it. Please be advised that all our ambassadors wear name badges with hotel uniform. Senior Ambassadors wear a Sofitel logo in their jacket lapel.
- If you do not wish to be disturbed, simply press the "Do Not Disturb" button next to the door.

WHEN YOU LEAVE YOUR ROOM

- Ensure all electrical equipment is switched off and unplugged.
- Ensure your main door is securely locked.
- Do not entrust your room key card to anyone.

WHEN MOVING AROUND THE AREA

- Be wary of strangers and offers of goods and services from unofficial sources / vendors. If in need of assistance when outside the hotel premises, please call the hotel, from where every best effort will be made to help or direct assistance to you.
- It is recommended to write down the plate number, model and color of each taxi you use. The door ambassador will do this for you if you take a taxi outside the hotel. The use of unofficial 'black' taxis should be avoided.
- Stay away from poorly lit places and areas that look deserted.
- Exchange currency only with accredited foreign exchange dealers and always ask for a receipt.
- Be alert to suspicious persons and activities.





IN THE EVENT OF A FIRE EMERGENCY

- Leave your room and close the door to keep smoke and flames out of the corridor.
- Go to the nearest fire exit.
- Do not use the elevators.
- Please press the “Emergency” button on your in-room telephone for assistance.

IN THE EVENT OF FIRE ALARM ACTIVATION

- Remain in your room. Keep calm and do not panic.
- Follow the instructions of the emergency broadcasting announcement.
- Feel the door handle and surface for heat before opening the door.
- Open the door slowly.
- Cover your nose and mouth with a wet towel or use masks from the wardrobe.
- Go to the nearest fire exit stairs.
- Do not use the elevators.
- Try crawling or using an alternative route & exit if the most direct one is obstructed.
- Return to your room if your exiting is not possible.
- Call to advise your location / situation and stay in your room and wait for assistance.
- Cover door gap and vents with wet towels.
- Fill the bathtub with water.
- Please press the “Emergency” button on your in-room telephone for assistance.

PLEASE DO NOT SMOKE IN BED. PLEASE ENSURE THAT CIGARETTE BUTTS / ENDS ARE COMPLETELY EXTINGUISHED AND THAT ASH TRAYS ARE NOT EMPTIED INTO RUBBISH BINS UNTIL CIGARETTE BUTTS / ENDS ARE COMPLETELY EXTINGUISHED.



6

INSPIREDMEETINGS™

CREATIVELY DESIGNED MEETING, EXHIBITION AND CELEBRATION SPACES THAT MAKE USE OF THE LATEST IN LIGHTING TECHNOLOGY TO ACHIEVE TRULY INSPIRING VENUES. OUTDOOR GRASSE GARDEN AND THE ROOF TOP SKY GARDEN PROVIDE INNOVATIVE ALTERNATIVES.

GRAND BALLROOM (1 AND 2, TOTAL 782M²) ON 2/F AND ENTIRE 3/F WITH 10 MEETING AND EVENTS ROOMS OF VARYING SIZES INCLUDING MULTIFUNCTION ROOM (1 AND 2, TOTAL 334M²) AND BUSINESS CENTER.



SUMMARY OF FACILITIES

MEETING ROOMS	AREA (SQM)	HEIGHT (M)	CLASSROOM	THEATER	U-SHAPE	BOARDROOM	BANQUET
Grand Ballroom 1	414	6.9	308	471	128	149	270
Grand Ballroom 2	368	6.9	273	416	113	132	230
Grand Ballroom 1+2	782	6.9	581	887	241	281	500
Yunnan 1	168	4.1	122	186	51	59	125
Yunnan 2	168	4.1	122	186	51	59	125
Yunnan 1+2	334	4.1	244	372	102	118	250
Yuxi 1	81	3.7	60	80	25	29	60
Yuxi 2	81	3.7	60	80	25	29	60
Yuxi 1+2	162	3.7	120	160	50	58	120
Qujing 1	81	3.7	60	80	25	29	60
Qujing 2	81	3.7	60	80	25	29	60
Qujing 1+2	162	3.7	120	160	50	58	120
Kunming	155	3.7	60	90	25	29	80
Honghe	54	3.7	-	-	-	20	-
Honghe VIP Room	60	3.7	-	-	-	20	-
Dali	99	3.7	73	110	30	35	80
Zhaotong	99	3.7	73	110	30	35	80





LOBBY BAR

1/F

OPEN 10:30AM - 10:30PM

A relaxed bar and lounge in a spectacularly designed space provides teas, coffees, wines, spirits and decadent delights.

LE CHINOIS

CHINESE RESTAURANT

2/F

LUNCH 11:30AM - 02:30PM

DINNER 05:30PM - 09:30PM



A setting inspired by Kunming's rich flora. Cantonese, Sichuan and Yunnan favourite fare are reinterpreted and presented for the 21st century.

KWEE ZEEN

INTERNATIONAL RESTAURANT

49/F

BUFFET

BREAKFAST 6:30AM - 10:30AM (MON - FRI)

6:30AM - 11:00AM (SAT - SUN, P/HOL)

DINNER 5:30PM - 09:30PM (MON - SUN)

A LA CARTE

BREAKFAST 6:30AM - 10:30AM (MON - FRI)

6:30AM - 11:00AM (SAT & SUN)

DAY MENU 10:30AM - 09:30PM



An international restaurant with 360° views over the city. This Parisian Farmers Market - Kunming Fresh Produce Market inspired venue serves contemporary buffets and à la carte menu with truly international flavours and a focus on Chinese and French culinary favorites.



A

ADAPTOR

Voltage used is 220 volts, 50 Hz. For an adaptor or a converter, please contact the Service Center. International sockets are located at the desk and bedside panel, please check your device voltage before use.

AIR CONDITIONING

A control panel on the wall controls both the room temperature and fan speed.

ASSISTANT MANAGER – GUEST EXPERIENCE MANAGER

Guest Experience Managers are available to assist 24 hours.

AIRLINES

Please contact our Service Center for assistance with airline reservations, amendments and confirmations of existing tickets.

B

BABY-SITTING

Baby-sitting service is available. Please contact the Service Center for booking and applicable charges. A minimum 4 hours advance booking time is required.

BAGGAGE & LUGGAGE SERVICE / STORAGE

Bell Attendant luggage service is available 24 hours a day. Please contact the Service Center 15 minutes in advance for luggage pick up or storage.

BATHROBES

Sofitel bathrobes in the room are available for your personal use and comfort during your stay. If you wish to purchase a bathrobe, kindly contact the Service Center.

BUTLER SERVICE

Club Millésime and suite room guests enjoy the additional benefit of butler services, please contact the Service Center or Club Millésime attendants for assistance.



3

SO SPA & SO FIT (WITH SWIMMING POOL)

PAMPER YOURSELF, TAKE THE TIME TO EXPERIENCE THE HOTELS RECREATIONAL FACILITIES FOR RELAXATION AND FITNESS.

WHEN IT COMES TO BEAUTY AND WELL-BEING, DISCOVER THE BLENDING OF FRENCH AND LOCAL KNOW-HOW AND SPA TREATMENT PRODUCTS.

WE WISH YOU TO ENJOY RELAXING AND LUXURY MOMENTS AT SOFITEL KUNMING.





SO SPA WITH L'OCCITANE

5/F

OPENING HOURS: 10:30AM – 10:00PM



with L'OCCITANE

Please book your treatment well in advance. End of the day / last treatment start times vary based on the duration of specific treatments. Treatments start in time to be completed by 10:00pm.

Relaxing and purifying treatments utilizing holistic products from the Provence region of France.

SO FIT / SWIMMING POOL

5/F

OPENING HOURS: GUEST ROOM KEY CARD ACCESS FOR 24 HOURS

SWIMMING POOL AND CHANGING ROOMS 06:30AM – 10:00PM



So FIT is a fully equipped gym overlooking a spectacular indoor heated swimming pool bathed in natural light via glass roof. Exercise and relax in stylish surrounds.







5

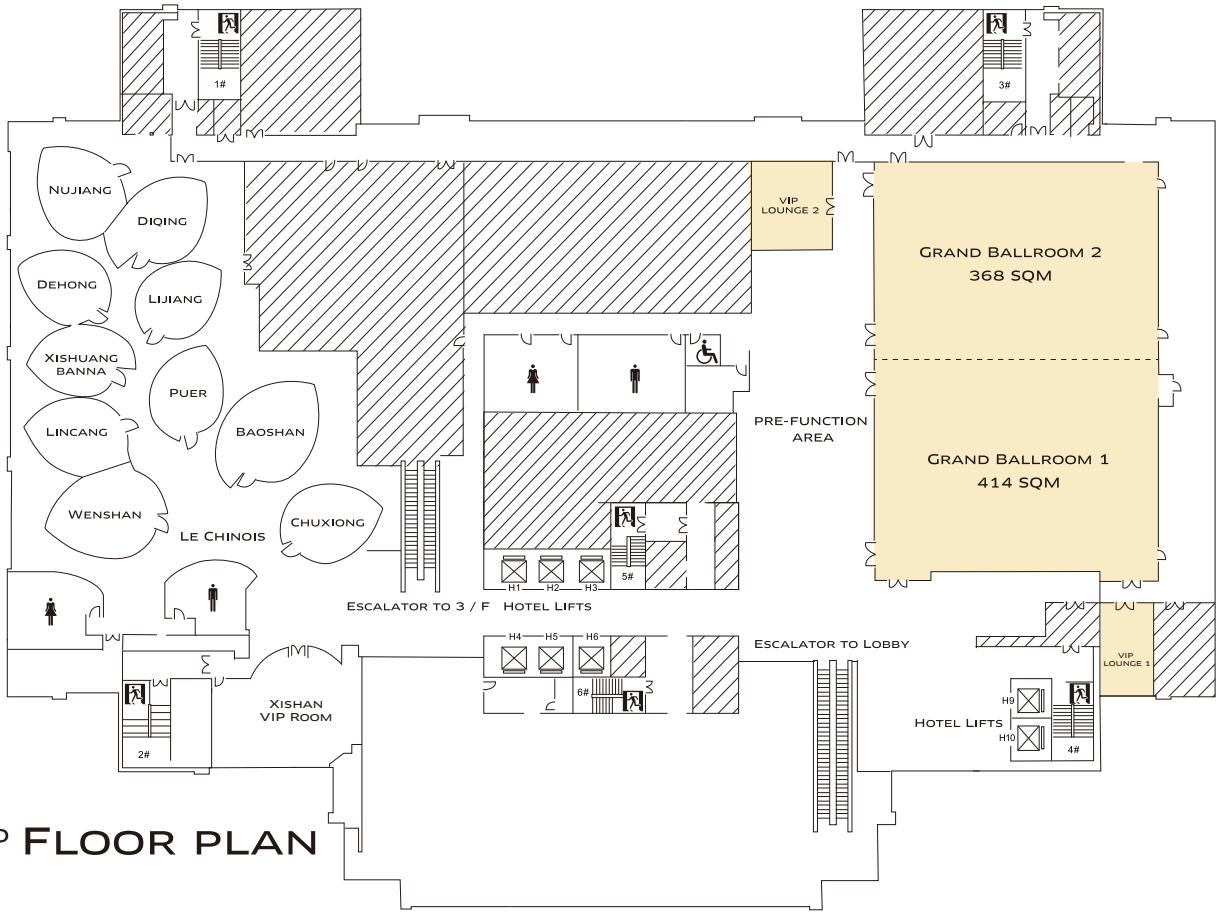
EMERGENCY & SECURITY

AT SOFITEL, THE SAFETY AND SECURITY OF OUR GUESTS AND AMBASSADORS ARE A PRIORITY. PLEASE TAKE A MOMENT TO READ THESE GUIDELINES, AND TAKE NOTE OF THEM AS A PRECAUTION FOR ANY EMERGENCY EVENT THAT MAY OCCUR.

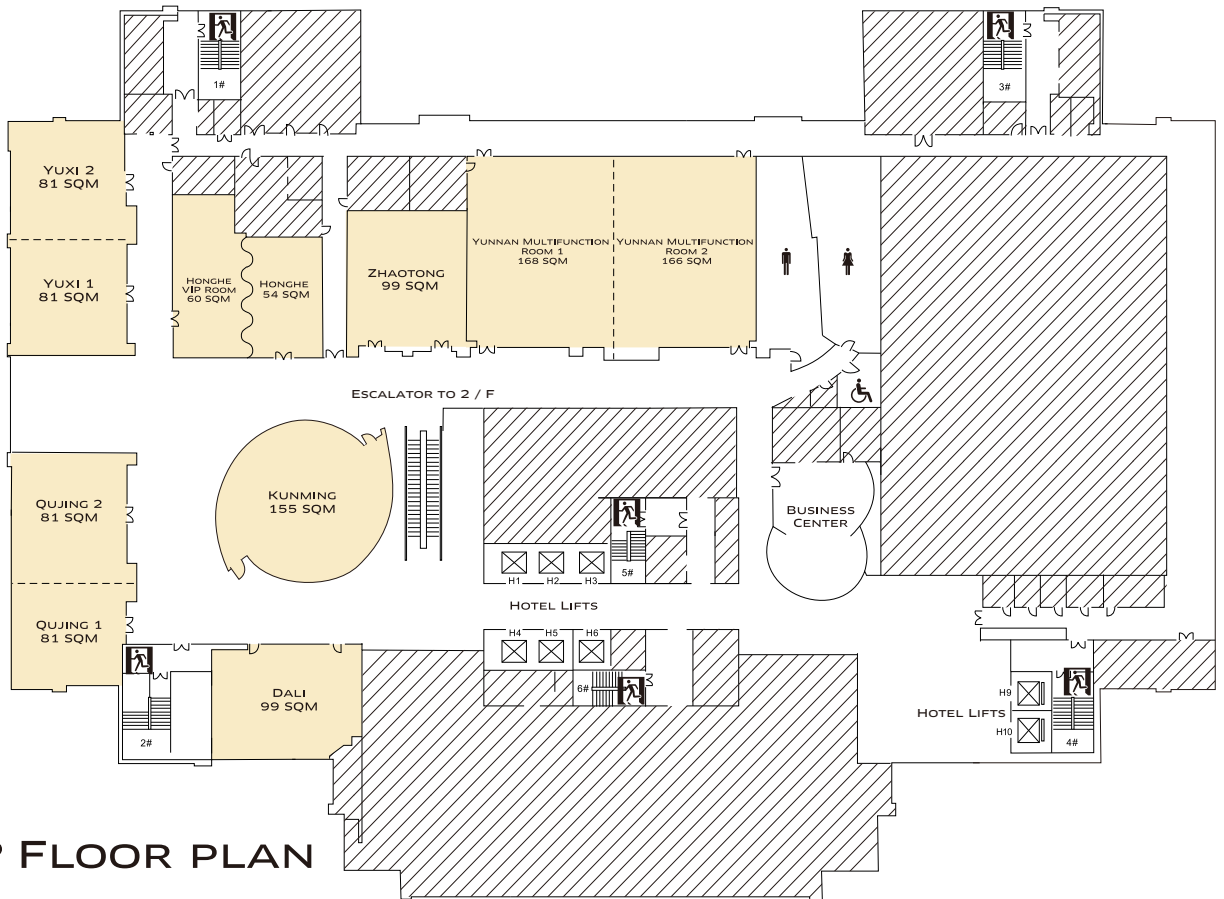
WE WISH YOU A SAFE AND PEACEFUL STAY AT SOFITEL KUNMING.







2ND FLOOR PLAN



3RD FLOOR PLAN

