

JACQUES BOURGUIGNON  
**WELCOME TO SOFITEL LYON BELLECOUR**

DEAR GUEST,

OBVIOUSLY, A HOTEL MEANS COMFORT AND A WARM WELCOME, BUT IT ALSO OFFERS MUCH MORE, THANKS TO THE DEDICATED PROFESSIONALISM OF MEN AND WOMEN WHO ARE READY TO PROVIDE YOU WITH ALL THE SERVICES YOU MIGHT REQUIRE DURING YOUR STAY.

OUR CONCIERGE, BELLMAN, FRONT DESK, HOUSEKEEPER, ROOM SERVICE AND THE REST OF THE STAFF WILL ALL BE DELIGHTED TO ASSIST YOU IN ANY WAY THEY CAN, THROUGHOUT YOUR STAY IN LYON.

WISHING YOU A NICE STAY IN SOFITEL LYON BELLECOUR,

SINCERELY YOURS,

**JACQUES BOURGUIGNON**  
GENERAL MANAGER





## SOMMAIRE CONTENTS

**1**

**VOTRE RESTAURATION** RESTAURANTS & BARS

**2**

**VOS SERVICES** GUEST SERVICES & FACILITIES

**3**

**VOS COMMUNICATIONS** TELEPHONE & INTERNET ACCESS

**4**

**VOTRE SÉCURITÉ** EMERGENCY & SECURITY

3



ROOM DIRECTORY

# 1

## RESTAURANTS & BARS

### THE PHILOSOPHY OF GASTRONOMY

WE SHARE A UNIQUE PASSION AND SAVOIR-FAIRE FOR GOURMET FOOD, THE TRUE LUXURY OF DAILY LIFE. CHRISTIAN LHERM, OUR CHEF USES UNEXPECTED COMBINATIONS OF FRENCH PRODUCTS.

WE WISH YOU AN UNFORGETTABLE CULINARY EXPERIENCE.

## **LES 3 DÔMES (2097)**

### **GASTRONOMICAL RESTAURANT**

#### **8TH FLOOR**

Breakfast	06:30 - 10:00 (week)
	06:30 - 10:30 (week end)
Lunch	12:00 - 13:45 (Tuesday - saturday)
Diner	19:30 - 21:45 (Tuesday - saturday)

Close on Sunday and Monday

The gastronomic restaurant « Les Trois Dômes » offers the most beautiful view of Lyon and the Rhône. For a romantic or a business lunch, Christian Lherm offers a menu full of flavours, where food and wines are in perfect harmony.

## **SILK BRASSERIE (2080)**

### **GROUND FLOOR**

Lunch	12:00 - 14:30
Diner	19:00 - 23:30

Le Silk brasserie offers you, in a friendly atmosphere, a large choice of dishes depending on the time you have.

## **MELHOR BAR (2034)**

### **8TH FLOOR**

You can enjoy a trendy cocktail, while you marvel at the view over Lyon from this 8th floor cosy overlook.

Our chef barman proposes you a large choice of home made cocktails (classical, trendy...)

## **LIGHT BAR (2033)**

### **GROUND FLOOR**

Our Light Bar is the ideal spot for business meetings. You will experiment our large tea or coffee selection served with Finger Food.



# 2

## GUEST SERVICES & FACILITIES

### LIST OF INTERNAL PHONE LINES

Please use the following numbers to obtain our in-house services :

OPERATOR . . . . .	2020
FRONT DESK . . . . .	4903
CONCIERGE / MESSAGE . . . . .	2094
HOUSEKEEPER . . . . .	2095
GUEST RELATION . . . . .	2037
ROOM SERVICE . . . . .	2093
LAUNDRY / DRY-CLEANING . . . . .	2095
LIGHT BAR . . . . .	2033
MELHOR COCKTAIL LOUNGE . . . . .	2034
CONFERENCE & BANQUETING . . . . .	2098
RESTAURANT LES TROIS DÔMES . . . . .	2097
SILK BRASSERIE . . . . .	2080
ESPACE BIEN ETRE/SOFIT . . . . .	2022



## A

### ADAPTER

Adapters are available at the concierge desk (2094).

### AIRPORT

Lyon St Exupery International Airport is located 28 km from the city centre (about 30 minutes).

### AIR CONDITIONING

The temperature in your room can be individually controlled.  
Push 1 to turn on; push 0 to turn off.

## B

### BABYSITTING

Cradles are free of charge in your room. Please contact the housekeeper (2095).  
If you wish to book a baby-sitter, please contact the concierge (2094).

### BOUTIQUES

You will be charmed by the offerings of the boutiques (flower shop, hair salon, men's and women's apparel's) of the Sofitel Gallery, located at the lobby level.

### BUSINESS CENTER

A private work area, with all the required office facilities (internet, printer...).

Please contact the front desk (4903).

## C

### CAR RENTAL

Please contact the concierge (2094) for a car rental or a chauffeur-driven limousine.

### CHECK OUT

On the day of your departure, check out time is noon.  
Should you wish to extend your stay, please contact the reception (4903).



## C - D - E

### CREDIT CARD

All major international credit cards are accepted: American Express, Diners Club, MasterCard, Visa, JCB.

### CITY MAP

City maps are at your disposal at the concierge desk (2094).

### CONCIERGE

At your service 24h a day, to assist you regarding any request for Dining and Entertainment, local attractions, shopping addresses, museums. (2094).

### CONFERENCE & BANQUETING

Our sales office will be happy to organise and customise your meeting and ensure its success (2098).

### COPIES

Should you copy documents, please contact the reception (2093).  
This service will be charged.

## D

### DOCTOR

Should you need information about medical help, please contact the concierge (2094).

### DO NOT DISTURB

To ensure your privacy during your stay, please hang the "Do not disturb" sign outside your door.  
Should you not want to receive any phone calls, please advise the reception (4903).

## E

### ESPACE BIEN ETRE/SOFIT

The fitness centre is open from 7 a.m. to 10 p.m.  
The steam room and the shower experience are open from 8 a.m. to 7:30 p.m.  
Massages and treatments are available by appointment from 10 a.m. to 8 p.m. (2022).





## F

### **FAX SERVICE**

Our fax number is + (33) 4 72 40 05 50.

This service is available at the reception desk (4903).

### **FLOWERS**

Our concierge (2094) will be happy to arrange any orders you may have.

## G

### **GARAGE**

Our locked private garage is at your disposal. The garage is located under the hotel and our valet will take care of parking and retrieving your car.

The management will not be held responsible for any loss or damage to any luggage or belongings, and to your car (2094).

### **GUEST RELATION**

Should you need any assistance or help, please contact our Guest Relation (2037).

## H

### **HAIRDRESSER**

The salon, situated on the lobby level will welcome you from Tuesday to Saturday from 08:00 am to 07:00 pm.

### **HOUSEKEEPING SERVICE**

Toiletries towels, extra blankets, etc... will be gladly brought to your room (2095).

## I

### **ICE CUBE**

Please call the room service (2093).



## L - M - N

### L

#### **LANDRY / DRY CLEANING**

This service is available every day (except Sunday and bank holidays).

Please fill the laundry form provided, place it in the bag with your clothes and call the housekeeper (2095).

All items picked up before 10:00 a.m. will be returned the same evening. Past 10:00 am, the items will be returned the next day.

#### **LOST & FOUND**

Please contact the housekeeper if you have lost or found an item in the hotel (2095).

### M

#### **MAIL**

The concierge will inform you of the post charges to send your mail.

#### **MAINTENANCE**

For any technical problem, please contact the reception desk (4903).

#### **MESSAGES**

All messages received while you are out of the hotel will be delivered to your room (2094).

#### **MINIBAR**

A mini-bar is available in your room. It is checked and refilled every day.

For a larger choice of beverages, please contact the room service (2093).

### N

#### **NEWSPAPER**

You will find newspaper at the breakfast place or at the bar.

Our concierge can also provide a selection of newspapers (2094).



## P

### PAYMENT

Payment is accepted with major credit cards, cash or traveller checks. For more information, please call the front desk (4903).

### PETS

Small size pets are allowed in our hotel.

Please ask to the concierge for a carpet or a bowl (2094), you can also ask the room service for a special meal (2093).

### PILLOW

For your comfort, should you wish another pillow, please contact the housekeeper (2095).

### PHARMACY

The hotel is close to many pharmacies. The concierge will be happy to obtain any medicine or tablets for you.

## R

### RAILWAY STATION

The hotel is located 1km from Perrache railway station and 3km from Part Dieu station. Both are served by the TGV (high speed train).  
For further information and reservation please contact the concierge (2094).

## S

### SAFE DEPOSIT BOXES

Your room is fitted with a safe deposit box. For security reasons, a personal credit card is needed to access to the safe deposit box (service free of charge) (4903).

Jewelry, cash, securities and valuables worth €2000 or over have to be deposited in the safe at the hotel's lobby. Otherwise, hotel management accepts no responsibility in case of loss or theft.

### SHOE SHINE

Should you wish to have a shoe shine service, our housekeeper is at your disposal (2095).



## S - T - V - W

### **SIGHTSEEING TOURS**

Please ask to the concierge about the sightseeing tours available in Lyon and in the surroundings (2094).

## T

### **TAXIS / TRANSFERTS**

Please contact the concierge (2094) for any Taxi or Limousine reservation.

## V

### **VALET PARKING / BELLMAN**

This service is available 24h a day.

Should you need to retrieve your car or to have your luggage brought down, please ask to the concierge (2094).

## W

### **WAKE UP CALL**

To ensure a punctual wake up call, the hotel offers you three options:

- Wake up call by phone, please dial 4903 or 2094
- Program your wake up call with the telephone. Touch the phone sign and follow the instructions.



# 3

## TELEPHONE & INTERNET ACCESS

BECAUSE YOU NEED TO REMAIN CONNECTED, SOFITEL LYON BELLECOUR  
PROVIDED ALL THE FACILITIES STATE-OF-THE-ART COMMUNICATION CAN OFFER.  
PLEASE REFER TO THE FOLLOWING SERVICE LIST.

13



ROOM DIRECTORY



## TELEPHONE

### ROOM TO ROOM

Dial 4 followed by the room number

### NATIONAL CALLS

Dial 0 followed by the telephone number

### INTERNATIONAL CALLS

Dial 0 + 00 + country code + city code followed by the telephone number

## BROADBAND INTERNET CONNECTIONS

### WIRELESS INTERNET SERVICE

Enjoy the wireless internet throughout the hotel. Whether you are in your room, in the Melhor Bar or in the Lobby you will be able to stay connected. Feel free to contact the Front Desk (4903).

### IN ROOM DATA PORT

All rooms and suites are equipped with data ports for easy internet connection.

### BUSINESS CENTER

Internet access is available in the Business Center located on the mezzanine floor.



# TELEPHONE RATES

**PRICE OF A PHONE IMPULSE : 0,92 € ALL TAXES INCLUDED**

## I - GENERAL PRICE OF PHONE CALLS

Phone calls price is calculated depending on rates impulse which change according to the destination areas of the call and for national calls, as well depending on hours\*.

\*Day price 7days/7 from 7.am to 22.pm and night price (the time of each impulse is doubled after the first one) 7days/7 from 22.pm to 7.am.

These rates of impulse are retranscribed in period, cf list of international destinations below.

## II - SPECIFIC PRICES

Calls to the following numbers:

**15/115 SAMU                      17 POLICE                      18 FIREMEN**  
**112 European Emergency Number    119 Social Emergency    111 Treatment of children**  
 are freely provided by FRANCE TELECOM.

## III - INFORMATION

For any information or complaint concerning the use of telecommunication means at your disposal, you can contact the **FRONT DESK** Extension : **4903**

List of Destinations	Period of the first impulse in sec	Following impulse in sec	Number of impulse in a call of 2 mn 30 s
Local calls	1	245	2
National calls	1	100	3
Overseas departments	1	34	6
<b>Internet calls</b>			
Internet number	1	331	2
<b>International calls*</b> (list of countries available at the front desk of the Hotel)*			
Near Europe & North America	1	30,7	6
Maghreb (North Africa)	1	14,1	12
Rest of Europe	1	14,1	12
Africa and french Oceania	1	6,8	24
Central America	1	6,1	26
South America	1	8,0	20
Asia 1, Russia, Australia and New Zealand	1	13,8	12
Asia 2, and rest of Oceania	1	5,9	27
<b>International calls to mobile phones*</b> (countries in bold on the list enclosed OR list of countries available at the front desk of the Hotel)*			
Near Europe & North America	1	15,3	11
Maghreb (North Africa)	1	12,1	14
Rest of Europe	1	9,6	17
Africa and french Oceania	1	5,6	28
Central America	1	5,1	31
South America	1	6,4	25
Asia 1, Russia, Australia and New Zealand	1	9,5	17
Asia 2, and rest of Oceania	1	5,0	32
<b>Calls to national mobile phones</b>			
Orange/SFR	2	76	4
Bouygues and Nomad	2	55	5
Métro → DOM	2	25,6	8

(Application of the French decision of the 31.10.1994, art.2)

## INTERNATIONAL RATES AREAS on january, 1st 2013



AREAS	COUNTRIES INCLUDED IN THE AREA
Near Europe & North America	<b>Açores, Germany, Andorre, Austria, Belgium, Canada, Denmark, Spain &amp; Canaries, United States, Finland, Greece, Guernesey, Ireland, Italy and Vatican, Jersey, Liechtenstein, Luxembourg, Madère, Monaco, Norway, Netherlands, Portugal, United Kingdom, Sweden, Switzerland</b>
Maghreb	Algeria, <b>Marocco</b> , Tunisia
Rest of Europe/ North America	Alaska, Albania, Bielorussia, <b>Bosnia-Herzegovina, Bulgaria, , Cyprus, Croatia, Estonia</b> , Faeroe (island), Gibraltar, Greenland, Hawaii (isles), <b>Hungary, Island</b> , Latvia, <b>Lithuania, Macedonia, Malta</b> , Moldavia, <b>Poland, Rumania</b> , San Marin, <b>Slovakia, Slovenia, Czech Republic, Turkey, Ukraine, Yugoslavia (Monténégro + Serbia)</b>
Africa and french Oceania	<b>South Africa, Angola</b> , Ascension (Island), <b>Benin</b> , Botswana, Burkina Faso, Burundi, <b>Cameroon</b> , Cap-Vert, Centrafricaine (rép.), <b>Comoros</b> , Congo, Congo (rép. dém.), <b>Ivory Coast</b> , Djibouti, Egypt, Erythrée, Ethiopia, <b>Gabon</b> , Gambie, Ghana, <b>Guinea</b> , Guinea Bissau, Guinea Equatorial, Kenya, Lesotho, Liberia, <b>Libya</b> , Madagascar, Malawi, <b>Mali</b> , Mauritius (Island), Mauritania, Mozambique, Namibie, Niger, Nigeria, New Caledonia, Uganda, French Polynesia, <b>Rwanda</b> , Sao Tome et Principe, <b>Senegal, Seychelles</b> , Sierra Leone, Somalia, Sudan, St Hélène, Swaziland, Tanzania, <b>Tchad</b> , Togo, Wallis-et-Futuna, Zambia, <b>Zimbabwe</b>
Central America	Anguilla (Island), Antigua et Barbuda, Aruba, Bahamas, Barbade, Belize, Bermudes (Island), Bonaire, Cayman (Island), Costa Rica, Cuba, Curaçao, <b>Dominicaine (rép.)</b> , Dominique, <b>El Salvador</b> , Falkland (îles), Grenada, Guatemala, <b>Haïti</b> , Honduras, Jamaïque, Mexique, Montserrat (île), Nicaragua, <b>Panama</b> , Porto Rico, Saba, St Christophe, Ste Lucie, St-Eustatius, St Kitts et Nevis, St Marteen, St Vincent et Grenadine, Trinité et Tobago, Turks et Caicos (Island), The Virgin Islands, Vierges Britanniques (Island)
South America	<b>Argentina, Bolivia, Brazil, Chili, Colombia, Equator</b> , Guyana, <b>Paraguay, Peru</b> , Suriname, <b>Uruguay, Venezuela</b>
Asia 1, Russia, Australia and New Zealand	<b>Australia</b> , Azerbaijan, <b>China, South Korean</b> , Emirates Arabs, Georgia, Hong-Kong, <b>Israel, Japan</b> , Kirghizistan, <b>Malaysia, New Zealand</b> , Palestine, <b>Philippines</b> , Russia, Singapore, Tajikistan, <b>Taiwan, Thailand</b> , Turkmenistan and the specialized network (Astelit, Baltic Communications Limited, Combellga, Comstar, Sovintel)
Asia 2 and rest Oceania	Afghanistan, Arabia Saudi, Armenia, Bahrain, <b>Bangladesh</b> , Bhutan, Brunei, Cambodia, Cook (Island), North Korean, Diego Garcia, Fiji (Island), Guam, <b>India, Indonesia</b> , Iran, Iraq, <b>Jordanian, Kazakhstan</b> , Kiribati (Island), Kuwait, Laos, <b>Lebanon</b> , Macao, Maldives, Marianne's (Island), Marshall (Island), Micronesia, Mongolia, Myanmar, Nauru (Island), Nepal, Niue, Norfolk (Island), Oman, <b>Uzbekistan</b> , Pakistan, Palau (Island), Papua New Guinea, <b>Qatar</b> , Salomon, Samoa Americans, Samoa occidentale, Sri Lanka, Syria, Timor oriental, Tokelau, Tonga, Tuvalu, Vanuatu, <b>Vietnam, Yémen</b>

In bold type : international calls to mobile phones rate.  
For the others countries : international calls rate.





# 4

## EMERGENCY & SECURITY

AT SOFITEL LYON BELLECOUR, THE SAFETY AND SECURITY OF OUR GUESTS AND THE STAFF ARE OUR FIRST PRIORITY. THEREFORE, IT'S IMPORTANT FOR US THAT YOU TAKE A MOMENT TO READ THESE GUIDELINES, AND TAKE NOTE OF THEM AS A PRECAUTION FOR ANY EMERGENCY EVENT WHICH MIGHT OCCUR.

WE WISH YOU A SAFE AND PEACEFUL STAY AT THE SOFITEL LYON BELLECOUR.





## USEFUL LOCAL NUMBERS

For security inside the hotel and medical emergency, please contact the Front Desk (4903).

Dial 0 followed by:

Police Emergency: **17**

Medical Emergency (SAMU): **15**

Fire Emergency: **18**

## UPON ARRIVAL

The map behind your door indicates the location of the fire exits, alarms, extinguishers, hydrants and emergency phone on your floor. Please familiarize yourself with the location of all safety equipment.

## IN THE EVENT OF AN EMERGENCY

Keep calm and don't panic. Follow emergency procedures posted on the back of your room door. Do not use the elevator when you evacuate.

In a fire emergency, take the nearest evacuation route as assisted by the hotel staff and fire authorities. Be alert for public address announcements and fire brigade's instructions.

