

Guest Frequently Asked Questions (FAQs)

To make your stay as comfortable and enjoyable as possible, we've compiled a list of frequently asked questions along with detailed answers. These cover practical information, amenities, and tips to enhance your experience at our hotel.

General Information

1. What time is check-in and check-out?

Check-in starts at 3:00 PM, and check-out is at 12:00 PM. If you need a late check-out or early check-in, please contact the front desk, and we'll do our best to accommodate your request based on availability.

2. Is there a concierge service?

Yes, our concierge desk is available 24/7 to assist you with reservations, recommendations, and travel arrangements.

3. Do you have parking facilities?

Yes, we offer secure parking on-site for an additional fee of ?25 per day. Reservations are recommended.

4. What is the Wi-Fi password?

Wi-Fi is complimentary for all guests. The network name is "HotelGuest_75016," and the password is "ParisStay2025."

5. Are pets allowed?

We welcome small pets under 10kg for an additional cleaning fee of ?20 per night. Please inform us in advance if you plan to bring a pet.

Room Features and Services

6. Are the rooms equipped with air conditioning?

Yes, all our rooms have individually controlled air conditioning and heating systems to ensure your comfort.

7. Do the rooms have a safe?

Every room is equipped with an electronic safe for your valuables. The front desk also provides secure storage for larger items.

8. Are there coffee and tea-making facilities in the room?

Yes, all rooms feature a kettle, a selection of teas, and a Nespresso coffee machine with complimentary capsules.

9. Can I request extra pillows or bedding?

Absolutely! Contact housekeeping, and we'll deliver additional items to your room.

10. Do you provide toiletries?

We offer premium toiletries, including shampoo, conditioner, body wash, and lotion. Slippers and bathrobes are also provided.

Swimming Pool

14. Does the hotel have a swimming pool?

Yes, we have an indoor heated swimming pool available for guests. The pool is open daily from 7:00 AM to 9:00 PM.

15. Are there specific rules for using the swimming pool?

Guests are required to wear proper swimwear, and children under 12 must be accompanied by an adult. For safety, please avoid running around the pool area.

16. Is the swimming pool accessible for children?

Absolutely! The pool has a shallow section suitable for children. We also provide floatation devices upon request.

17. Do you offer poolside services?

Yes, we offer a selection of beverages and light snacks poolside. You can place your order using the poolside menu.

For full FAQs, visit our website.