

# GRAND PALACE HOTEL

## New York City - Manhattan

### Guest Services & Policies Manual

**Address:** 888 Fifth Avenue, New York, NY 10021

**Phone:** +1 (212) 555-0123

**Email:** [concierge@grandpalace.com](mailto:concierge@grandpalace.com)

**Website:** [www.grandpalace.com](http://www.grandpalace.com)

---

## WELCOME TO GRAND PALACE HOTEL

Welcome to Grand Palace Hotel, Manhattan's premier luxury destination. Our 5-star property offers unparalleled service in the heart of New York City, just steps from Central Park and the world's finest shopping on Fifth Avenue.

## HOTEL AMENITIES

### Dining Options

- **The Crown Restaurant:** Fine dining with Michelin-starred cuisine, open 6:00 PM - 11:00 PM
- **Café Royal:** All-day dining, breakfast 6:00 AM - 11:00 AM, lunch/dinner 11:00 AM - 10:00 PM
- **The Palace Bar:** Premium cocktails and spirits, open 4:00 PM - 2:00 AM
- **Room Service:** Available 24/7 with our extensive in-room dining menu

### Wellness & Recreation

- **Grand Spa:** Full-service spa with massage therapy, facials, and wellness treatments
- **Fitness Center:** State-of-the-art equipment, open 24/7 for hotel guests
- **Indoor Pool:** Heated indoor pool on the 15th floor, open 6:00 AM - 10:00 PM
- **Sauna & Steam Room:** Available in the spa area

### Business Services

- **Business Center:** 24/7 access with computers, printers, and meeting facilities
- **Conference Rooms:** 5 meeting rooms accommodating 10-100 guests
- **Concierge Services:** Theater tickets, restaurant reservations, transportation arrangements

## CHECK-IN & CHECK-OUT POLICIES

**Check-in Time:** 3:00 PM

**Check-out Time:** 12:00 PM

**Early Check-in:** Available upon request, subject to room availability (may incur charges)

**Late Check-out:** Until 2:00 PM for \$50, until 4:00 PM for \$100

### **Required at Check-in**

- Valid government-issued photo ID
- Credit card for incidentals and security deposit
- Confirmation number or reservation details

## **ROOM POLICIES**

### **Room Categories**

- **Classic Rooms:** 400 sq ft with city views
- **Deluxe Rooms:** 500 sq ft with partial park views
- **Junior Suites:** 650 sq ft with separate living area
- **Executive Suites:** 900 sq ft with full park views
- **Presidential Suite:** 1,500 sq ft penthouse with terrace

### **In-Room Amenities**

- Premium Egyptian cotton linens
- Marble bathrooms with rainfall showers
- 55" Smart TV with premium channels
- Complimentary high-speed WiFi
- Nespresso coffee machine
- Mini-bar with premium selections
- 24-hour room service
- Same-day laundry and dry cleaning

### **Room Service Policies**

- Available 24/7 with delivery within 30-45 minutes
- Service charge of 18% applied to all orders
- Breakfast served 6:00 AM - 11:00 AM
- Late-night menu available 11:00 PM - 6:00 AM

## **DINING RESERVATIONS**

### **The Crown Restaurant**

- Reservations required, recommended 48 hours in advance
- Dress code: Business casual to formal attire
- Children welcome with advance notice
- Private dining rooms available for special occasions

### **Café Royal**

- Reservations recommended but walk-ins welcome
- Casual dress code
- Pet-friendly outdoor seating area
- Afternoon tea service 2:00 PM - 5:00 PM daily

## **GUEST SERVICES**

### **Concierge Services**

Our experienced concierge team can assist with:

- Broadway show tickets and reservations
- Restaurant reservations throughout NYC
- Transportation arrangements (taxi, car service, helicopter transfers)
- Shopping assistance and personal shopper services
- Museum and attraction tickets
- Special event planning
- Floral arrangements and gift delivery

### **Transportation**

- Complimentary town car service within Midtown Manhattan (weekdays 7:00 AM - 7:00 PM)
- Airport transfers available via luxury sedan or helicopter
- Valet parking: \$65 per night
- Self-parking: Not available

### **Luggage Services**

- Complimentary luggage storage before check-in and after check-out

- Luggage delivery to rooms within 30 minutes
- Packing and unpacking services available upon request

## **SPA & WELLNESS**

### **Grand Spa Services**

- Signature massages: Swedish, deep tissue, hot stone, couples massage
- Facial treatments: Anti-aging, hydrating, gentlemen's facial
- Body treatments: Body wraps, scrubs, aromatherapy
- Beauty services: Manicure, pedicure, hair styling

### **Spa Policies**

- Advance reservations recommended
- 24-hour cancellation policy
- Gratuities not included in service prices
- Spa facilities include relaxation lounge, steam room, and sauna
- Minimum age for spa services: 16 years

## **SPECIAL SERVICES**

### **Pet Policy**

- Pets welcome with advance notice
- Pet fee: \$150 per stay
- Maximum 2 pets per room, 40 lbs each
- Pet amenities include bed, bowls, treats, and walking services
- Designated pet relief areas on property

### **Accessibility**

- ADA-compliant rooms available
- Wheelchair accessibility throughout hotel
- Visual and hearing assistance devices available
- Service animals welcome at no charge

### **Family Services**

- Cribs and rollaway beds available upon request
- Baby-sitting services through certified providers
- Children's amenities including robes and slippers
- Family-friendly dining options and kids' menus

## **POLICIES & PROCEDURES**

### **Cancellation Policy**

- Standard Rate: Cancel by 6:00 PM day of arrival
- Advance Purchase: Non-refundable
- Peak Season: 72-hour cancellation required
- Group bookings: Separate cancellation terms apply

### **No-Show Policy**

- Rooms held until 6:00 AM following arrival date
- One night's room and tax charged for no-shows
- Advance payment rates are non-refundable

### **Payment Policies**

- All major credit cards accepted
- Cash payments accepted for incidentals only
- Automatic gratuities added to spa services (18%)
- Resort fee: \$35 per night (includes WiFi, fitness center, and business center)

### **Smoking Policy**

- Grand Palace Hotel is entirely non-smoking
- Designated outdoor smoking areas available
- Smoking fee: \$500 for violations in rooms or indoor areas

### **Security & Safety**

- 24-hour security personnel on duty
- Key card access to guest floors
- In-room safes for valuables
- Emergency procedures posted in each room

- First aid and medical assistance available

## **LOCAL ATTRACTIONS & RECOMMENDATIONS**

### **Nearby Attractions (Walking Distance)**

- Central Park: 2 blocks
- Metropolitan Museum of Art: 4 blocks
- Museum of Modern Art (MoMA): 6 blocks
- Carnegie Hall: 8 blocks
- Lincoln Center: 12 blocks
- Times Square: 15 blocks

### **Shopping**

- Fifth Avenue Shopping: Across the street
- Bergdorf Goodman: 3 blocks
- Tiffany & Co.: 5 blocks
- Apple Store Fifth Avenue: 6 blocks
- Trump Tower: 7 blocks

### **Recommended Restaurants (nearby)**

- Le Bernardin: French fine dining, 3 blocks
- The Plaza Food Hall: Casual dining, 4 blocks
- Tavern on the Green: American cuisine in Central Park, 5 blocks
- Jean-Georges: French contemporary, 8 blocks
- Daniel: French fine dining, 10 blocks

### **Transportation Hubs**

- Grand Central Terminal: 1.2 miles
- Penn Station: 2.1 miles
- LaGuardia Airport: 8 miles (20-30 minutes by car)
- JFK Airport: 16 miles (45-60 minutes by car)
- Newark Airport: 12 miles (35-50 minutes by car)

## **CONTACT INFORMATION**

**General Hotel Information:** +1 (212) 555-0123

**Reservations:** +1 (212) 555-0124

**Concierge:** +1 (212) 555-0125

**Room Service:** Dial 7 from room phone

**Housekeeping:** Dial 8 from room phone

**Spa Reservations:** +1 (212) 555-0126

**Valet Parking:** +1 (212) 555-0127

**24-Hour Guest Services:** Available via phone or in-person at the front desk

---

*This document contains the essential policies and information for Grand Palace Hotel. For additional assistance, please contact our concierge team who are available 24/7 to ensure your stay exceeds all expectations.*

**Last Updated:** January 2025