

HOTEL DIRECTORY

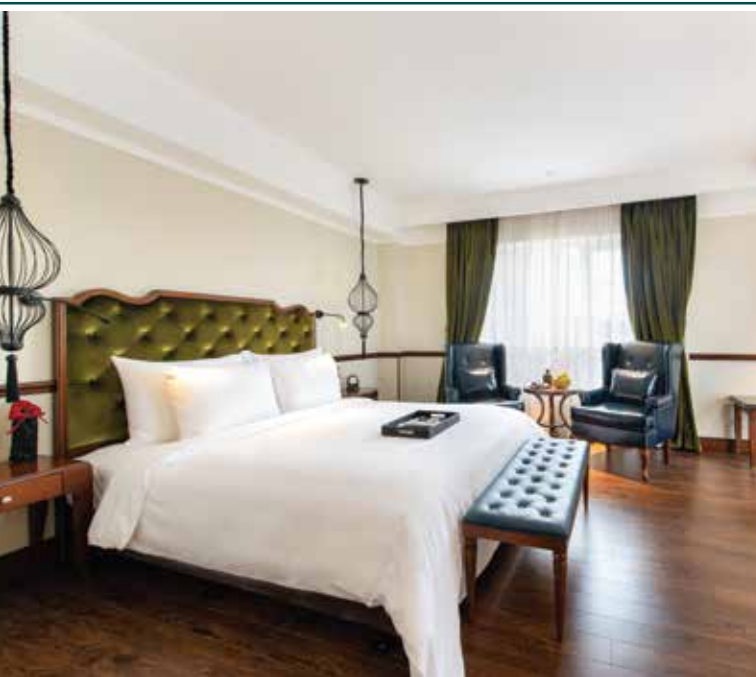


L A S I E S T A[®]

LUXURY BOUTIQUE HOTEL

CLASSIC

A MEMBER OF ELEGANCE HOSPITALITY GROUP



**HOTEL
DIRECTORY**



www.lasiestahotels.vn

Xin Chao,

On behalf of the EHG team, we want to thank you so much for choosing to stay at our hotel during your visit to Hanoi. We hope you will have a really memorable and enjoyable time with us and that we will exceed your expectations. EHG is a recognized leader in Hanoi's hospitality industry with a great selection of individual boutique hotels and a big heart. We pride ourselves on superb customer service and our "everything is possible" attitude. We receive numerous accolades as well as certificates of excellence and recommendations from leading hospitality travel sites and guide book publications making us a firm favorite for visitors to the city.

We know how important customers' satisfaction is to the business success. We take all feedback on board; we adapt and evolve our business to ensure consistently great value for all our guests and our "home from home" warm, friendly feeling.

Should you need any assistance during your stay, have any questions or comments then please feel free to contact the Front Desk or our General Manager. We will be more than happy to help.

In the meantime, we thank you for your valuable support and hope you will enjoy your stay.

Yours sincerely,

Do Van Dan (Mr.)

Chairman

HOTEL FACILITIES

RED BEAN RESTAURANT

Red Bean Ma May is an oasis of cozy calm, its atmosphere made even more soothing by the color scheme of creams and browns bathed in warm lighting. The space has been designed with both classical and traditional Southeast Asian features, including a wall decked out in rich colored tapestries calling to mind the fabrics of the ethnic minorities.

Location: Ground floor

Capacity: 75

Breakfast: 6:30 - 10:00

Lunch through to dinner: 11:30 - 22:00

MOONLIGHT SKY BAR

360-degree views circle Hanoi across Hoan Kiem Lake, the Red River and the Old Quarter rooftops. The bar staff to take center stage behind the octagon-shaped bar counter creating a 'Cheers-style' atmosphere.

Location: Rooftop floor

Capacity: 350

Operating hours: 17:00 - 24:00

IN-ROOM DINING

A creative menu of international and local cuisines is available for room service. Please press the button "Room-service" on your in-room phone to order.

Operating hours: 11:30 to 21:45

LA SPA

La Spa, located on the third floor, features an exclusive spa and treatments, where we combine the traditional with the modern day Spa model. Only here can you enjoy a total holistic approach for the mind, body and spirit. Please press the button "Spa" on your in-room phone to make your reservation.

Operating hours: 9:00 - 21:00

FIRE EVACUATION POLICY AND EMERGENCY PROCEDURES

The property is fully equipped and prepared to deal with emergencies.

Smoke detectors and alarms are installed throughout.

- Please familiarize yourself with the fire escape plan in your suite and the location of emergency exits and staircases. Never use the elevators in the event of a fire.

 - Please observe the No Smoking policy applied throughout the property

 - In the event of a fire
 - Stay calm, be aware that door handles could be hot
 - Sound the alarm/call Front of House
 - Switch off all appliances and air conditioning
 - Close all windows and doors
 - Make your way immediately to the emergency exits to the outside (do not use the elevators)

 - If you cannot leave your room
 - Stay calm
 - Call Front of House immediately
 - Place wet towels and sheets at the foot of the door to prevent smoke from entering your suite
 - Fill waste paper buckets, bath and all containers with water
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GUEST SERVICE ADAPTOR AND POWER

Our Guest Contact Center (GCC) is more than happy to assist you with all requests and inquiries. Please press the button "Reception" on your in-room phone to contact us at any time.

ADAPTOR

Voltage is 220V. 2 pin power adapters are available from Front of House.

AIR-CONDITIONING

Wall mounted control panel operates individually controlled air conditioning. Please ensure windows are closed for maximum impact.

AIRPORT TRANSFER

Airport transfers are arranged on request for a minimal charge. We advise you pre-book your transfer at least 4 (four) hours prior to your flight. Please contact our Front of House with your flight details.

BABY COTS

Are available up on request, please contact our GCC.

BABY SITTING

Baby-sitting service can be arranged through our GCC.

BREAKFAST BOX

If you need to leave the hotel early in the morning before the breakfast service starts, let us know so that we can arrange a take-away breakfast box for you. Order must be placed before 22:00 hours the night before through our GCC.

CHECK OUT

Check out time is 12:00 noon. Late check out is available subject to availability and an additional charge. For a smooth check out, you may request a copy of your hotel statement in advance. Please then take your time to review your account and contact us should you have any questions.

HOUSEKEEPING

Your room will be serviced twice daily between 8:00 and 19:00. If you require a specific time, please contact our Reception Team. Otherwise, please turn on the sign "Make up room" or "Do Not Disturb" if you want or do not want us to clean your room.

CREDIT CARDS

We honor Visa, Mastercard. Travellers and personal cheque are not accepted.

CURRENCY EXCHANGE

Most foreign currencies can be exchanged into Vietnam Dong at our Reception Desk.

DOCTOR-ON-CALL SERVICE

For doctor-on-call service, please contact our GCC. Consultant fee will be charged.

DO NOT DISTURB

Please turn on the sign "Do not disturb" if you wish not to be disturbed. If you do not wish to receive any incoming calls or meet visitors, please notify the Reception.

DRESS CODE

Guests are request to wear smart casual attire within the hotel.

DRINKING WATER

Portable water is not recommended for drinking. Complimentary bottles of purified water are provided daily in your room.

ELECTRICITY

The standard hotel electrical supply is 220 volt, 50 Hertz. Should you require a step-down/up transformer for any equipment, please inform our GCC.

ENVIRONMENT

At La Siesta Classic Ma May, we recognize our responsibility to actively address environmental concerns. Our goal is to ensure that our hotel is doing its part responsibly and playing a role in helping to preserve the environment, improve energy and water efficiency, and reduce and recycle waste.

- We kindly ask for your co-operation by placing towels and washcloths you would like to be changed on the floor. Otherwise, we will leave them for continued use.
- We change your bed linen every two days. If you would like us to change your bed linen daily, please place the Orchid flower in the bed when you leave the room.
- When leaving the room, kindly remove the keycard from the electricity slot (by the door) to prevent wasting energy.

TOURS AND EXCURSIONS

This service can be arranged through our Travel Desk at the lobby. Please press the button "Travel Desk" on your in-room phone to contact us.

RESERVATIONS AND TRANSPORTATION

Reservations for accommodation, restaurants, tickets or transportation can be arranged at our Travel Desk in the lobby.

SAFETY DEPOSIT BOX

For your convenience, each guestroom features a personal safe. Please use this facility for your valuable belongings, as the hotel cannot be held responsible for any lost or damaged property.

SHOESHINE SERVICE

Please contact our GCC to have your shoes collected and shined.

WEATHER

In the summer months please remember to wear a sunhat and apply sunscreen when you are outside especially during summer time (May, June and July are peak times). During the rainy season please make sure you carry rainwear with you for any sudden downpours.

TELEPHONE GUIDE

Reception & Guest Contact Centre number:
Press the "Reception" button on your in-room desk phone

Room to room: 8 + room number

Local Call: Dial (9) + required number

Domestic Call: (9) + area code + number

International call: (9) + 00 + country code + area code + number

VISITORS OF HOTEL GUESTS

According to local law and regulations, all visitors must inform of their arrival at the hotel and before going to any guestrooms. Presentation of valid ID card or passport is required at the Front Desk for recording purposes.

Visitors are not permitted in Guest Rooms after 22:00 or before 8:00. Maximum visitors are two.

NOTICE

Better care than cure

Dear Guests,

Greetings & welcome to
the Elegance Hospitality Group.

We would like to express our sincere thanks for your support and for choosing to stay at our hotel during your visit to . We aim to ensure you have a comfortable and memorable stay here.

For your personal comfort, we strongly advise that you do not carry valuables such as passports or too much cash while you are wandering the city, crowded areas, shopping centers, markets etc. Please deposit your valuable with our Front Desk or keep them in your safety deposit box.

Please be aware our hotel and EHG are not responsible for any loss, damage or misplacement of your valuables if you choose not to deposit them with our Front Desk or lock in your in-room safety deposit box. Once again, we thank you for your consideration and wish you a pleasant stay at our hotel.

Best Regards,
The Hotel Management

HOTEL REGULATION

We hope you will enjoy staying at our Hotel. To help make one's stay as comfortable, memorable and safe as possible we request all guests to kindly observe the following hotel rules and regulations. If a guest does not comply with these regulations, the hotel management reserves the right to cancel/suspend further use by the guest of the guest-room and other hotel facilities and services.

1. Please ensure that you show valid identification at the Reception Desk:

- Foreign guests: please show your passports with valid entry and exit visa.
- Vietnamese guests: Please show ID Card, or any other equivalent legally valid papers.

2. The following items are **not permitted** into the hotel:

- Weapons, toxic materials, explosives or flammable items, drugs, narcotics.
- Pets and objects with offensive odor or disturbing noise are strictly forbidden entry into the hotel.

3. Double check if the room door is closed while you are inside and especially when leave the room.

4. Visitors are not allowed into bedrooms unless with a specific reason presented at the Reception.

5. All valuable items should be deposited at the Reception. The Hotel is not liable for any loss of property that is not deposited.
 6. Cooking and washing in guestrooms is not permitted.
 7. Gambling and prostitution within the Hotel is in violation of State regulations.
 8. Hotel guests are responsible for paying for loss of, or damage to, hotel property or equipment.
 9. Check out time is 12:00 noon. Guests shall check out later than this time could be subject to additional room charges.
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THE GYM OPERATION TIME & REGULATION

OPEN FROM 06:00 - 22:00

- Please wear suitable exercise attire in the gym. Casual clothes and shoes are not permitted. Upper body must be covered, shorts must not be higher than mid-thigh. Appropriate sports shoes must be worn. Entry to the gym may be denied if this dress code is not observed.
 - Please do not disrupt the workout of fellow gym users
 - Please respect the rights and privacy other gym users. In appropriate behavior or language are not permitted.
 - Observe proper personal hygiene by showering regularly, wearing clean clothing and using deodorant.
 - Towels are available in the lockers. Please do not use your guestroom towels in the gym.
 - The hotel is not responsible for lost or stolen personal items. Valuables should be secured in lockers. NO bags, coats or personal items are allowed in the gym.
 - No eating in the gym. Permitted drinks are water and energy drinks only.
 - Please do not use the gym if you are feeling unwell. Report any injury immediately to the hotel staff.
 - Please report any broken or faulty equipment immediately.
 - Failure to comply with the above rules may result in loss of gym privileges.
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IF YOU WISH TO TAKE A LITTLE SOMETHING HOME

All bedding, linen and amenities in guestrooms have been inventoried according to international standards.

No	ITEMS	UNIT PRICE (USD)	REMARKS
1	Bath mat	12.00	
2	Bed pad (single)	52.00	
3	Bed pad (double)	62.00	
4	Mattress enhancer	112.00	
5	Pillow	20.00	
6	Pillow case	14.00	
7	Sheet (Double)	27.00	
8	Sheet (Single)	19.00	
9	Duvet cover (Single size)	44.00	
10	Duvet cover (Double size)	59.00	
11	Bath towel	17.00	
12	Hand towel	17.00	
13	Amenity bottles in bathroom	20.00	Per item
14	Ceramic jar	22.00	
15	Clock	27.00	
16	Decoration pillow	42.00	
17	Hair dryer	32.00	
18	Laundry bag	5.00	
19	Slipper	10.00	
20	Fruit plate	22.00	
21	Glass/Tea Cup	5.00	Suite
22	Wine glass	8.00	
23	Coffee maker machine	200.00	Suite
24	Big leather tray	30.00	



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LA SIESTA CLASSIC MA MAY

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