

AIR CONDITIONING

Our hotel is entirely equipped with an air conditioning system. Each room has an individual control, which allows you to choose your own temperature. Please note that the air conditioning system stops by itself automatically when windows are opened.

BICYCLES

Discover our beautiful Champagne country side by bike. Electric bicycles are available to rent at the hotel's reception desk. Reservations are recommended. (Rental charges apply)

BOUTIQUE: 2ND FLOOR

Come and discover our boutique situated in front of the reception. You will find a variety of articles (clothes, plates, books, accessories, stuffed animals and any other souvenirs of your stay in Champagne, and champagne!).

BREAKFAST: 3RD FLOOR

You can enjoy your breakfast in our restaurant 'Le Bellevue', located on the 3rd floor, from 7:30 am to 10:30 am. You also have the opportunity to order room service. Please find a large selection of menus in the «Room Service» section of this guide. You can order directly by calling the restaurant or reception.

BUSINESS CENTER: 2ND FLOOR

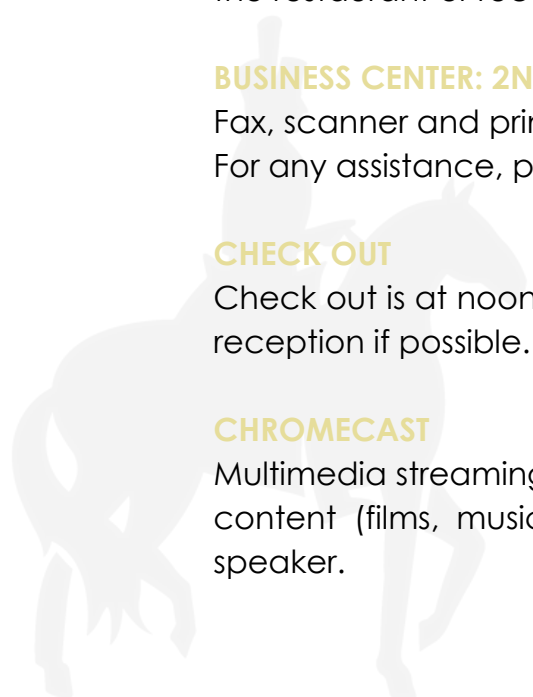
Fax, scanner and printer are available on request.
For any assistance, please do not hesitate to contact reception.

CHECK OUT

Check out is at noon. If you would like a late check out, please contact reception if possible. It may be subject to an additional charge.

CHROMECAST

Multimedia streaming player allows to broadcast all types of multimedia content (films, music, images) from a connected device to a TV or speaker.



CONCIERGE: 2ND FLOOR

Our Concierge service will have the pleasure to assist you in discovering the Champagne region. He is at your entire disposal for the following reservations:

- Restaurants
- Private transfers
- Public & private tastings
- Excursions & tours
- Vehicle rentals (with or without driver)
- Helicopter, air balloon flights & fighter jet
- Babysitting services
- Flower orders
- Flight & train tickets
- Champagne House & Cave visits

CREDIT CARDS

The hotel accepts the following credit cards: Visa, Master Card, American Express, JCB, Diners Club et China Union Pay. Unfortunately the hotel does not accept cheques as a form of payment.

'DO NOT DISTURB'

You do not want to be disturbed during your stay? Press the button near the door and we will make sure to respect your request.

DOCTOR / VET

For any medical assistance, please contact the reception.

DVD PLAYER

A DVD player can be provided in your room. If needed, please contact the reception.

ELECTRIC POWER SUPPLY

The main voltage available on the power outlets is 220 Volts/16A. To obtain an adapter, please contact reception.

FIRST AID

Reception has at your disposal first aid products (dressings and disinfectants).

FITNESS: FLOOR 0

Our fitness room welcomes you 24 hours a day with your room key.

- Cardio: 2 treadmills, 2 ellipticals, 3 bicycles including one recumbant
- Bodybuilding: 1 reinforcing muscle machine (kinesis), 2 adjustable height benches, multifunction weight training machine with guided load, muscle strengthening accessories for on the ground.

On request, personal training is available. For your comfort and as a measure of hygiene, sportswear with appropriate shoes are necessary.

FOR OUR LITTLE GUESTS / BABY QUERIES

We have at your disposal for our small guests a range of accessories and equipment. A baby cot is available on request. Do not hesitate to contact reception.

HYGIENE PRODUCTS

Forgot to pack something? Don't worry, we have everything you might need. Simply ask our Front Office team.

INTERNET – WIFI

Wifi is available throughout the hotel at no extra charge. You can connect directly to the Royal Champagne network and no password is required.

LAUNDRY & DRY CLEANING

Do not hesitate to approach our valet in order to clean your personal belongings. You will find a laundry bag in your room.

LINEN

We change your bed linen partially each day. However, if you would like to decrease the frequency of linen changes, we invite you to place the "capsules" provided on your bed.

LUGGAGE

Our porter team is at your disposal for any assistance you may need. Whether you lost or misplaced your luggage during your trip, do not hesitate to report it as soon as you arrive at the hotel. In case of need, we have toiletries at your disposal.

MINIBAR

We have the pleasure to extend a complimentary minibar service during your stay. It is filled daily and the soft drinks selection is customizable upon request.

MONEY EXCHANGE

The reception is at your disposal to change the following currencies: British pounds and American dollars. A 10% commission will be applied on all currency transactions.

NEWSPAPERS

At the reception and at the bar, you will find a selection of French and international newspapers. We offer you unlimited newspapers & magazines reading with PressReader. Simply connect to Royal Champagne WiFi and download the app: [PressReader App](#)

NO SMOKING

For the well-being of all, the property is completely non-smoking. It is however allowed to smoke on the terraces and balconies of the hotel. An additional cleaning fee equalling one night's stay will be levied for smoking in guest rooms.

PARKING

Free parking is available during your stay. Please do not leave valuables in your vehicle.

PEOPLE WITH REDUCED MOBILITY

Our hotel has two rooms adapted for people with reduced mobility (equipments available on request).

PETS

Well behaved small dogs are welcomed, excluding the spa and 'Le Royal' restaurant. We also have the pleasure to propose a dog food menu.

PHONE CHARGER

A variety of phone chargers is available at your disposal, please contact reception.



PILLOWS

The quality of your sleep is very important to us. Please do not hesitate to select your pillow among: feathers, foam memory, hypoallergenic, lavender or cherry pit.

POSTAGE AND MAILING

Reception will gladly take care of your mailings.

RESTAURANTS

In our establishment, come and discover our two restaurants overlooking the Champagne vineyards. 'Le Royal', our Michelin-starred gastronomic restaurant, and 'Le Bellevue', a chic bistro.

ROOM SERVICE

Room service is available 24/7. You will find a wide selection of dishes at any time of the day in the 'Room Service Menu' section.

SEWING

Our team will be delighted to repair any lost button. A kit is also available upon request.

SHOES (MAINTENANCE)

Entrust your shoes to our valet, who will take care of their maintenance. A kit is also available upon request.

SPA: FLOOR 0

Take some time for yourself, that's what our spa team proposes. Discover our Spa menu based on bespoke treatments by Biologique Recherche and KOS.

SWIMMING POOLS: FLOOR 0

Come and enjoy our swimming pools located on Floor 0, open every day from 8am to 8pm. According to the weather, the outdoor pool is open and heated.

TELEPHONE

Our telephone network is equipped with VOIP. We have the pleasure to extend complimentary calls globally, except special surcharged numbers (cost depending on the operator).

VALUE EFFECTS: 2ND FLOOR

You will find a personal safe in your room. For your valuable effects, we also have safes at reception.

VISITORS

For security reasons, any outside visitors should pass by reception for registration.

WAKE-UP CALLS

The reception team will be delighted to arrange your wake-up call.

