

A

ADAPTOR

The voltage used is 220 volts, 50 cycles. Should you require an adaptor, please contact the Hotel Services.

AIR CONDITIONING

A control panel on the wall controls both the room temperature and fan speed which can be adjusted to suit your desired room temperature.

AIRLINES

Please visit the Concierge desk for any assistance with airline ticket reservations, amendments or confirmations.

AIRPORT

Abu Dhabi International Airport is located 30 - 45 minutes from the hotel. Please contact the Concierge for a list of airlines served by the Abu Dhabi, Dubai and Sharjah international airport.

AIRPORT TRANSPORTATION

Chauffeured limousines and taxis are available 24 hours a day, upon request. Please call Concierge, as they will be glad to assist with your pick-up and drop-off requests.

AL BATEEN AIRPORT

Al Bateen Executive Airport, located in the heart of Abu Dhabi city, is the region's only dedicated private jet airport. This state-of-the-art facility offers opulent executive lounges, full conference facilities, efficient turnarounds, spacious hangar parking, as well as a convenient gateway to the UAE and the region. Please contact the hotel Concierge for any assistance.

B

BAGGAGE SERVICE

Please contact the Concierge for assistance.

BANQUETING

Please contact Inspired Meeting team for detailed information.

BEACH

For more details on where you can have access, please contact the Concierge.

BEAUTY SALON

Please refer to the “Sofitel SPA and Sofitel FITNESS” section in this directory for more information about facilities and services.

BROADBAND INTERNET CONNECTIONS

Broadband internet access is available in your room. Please refer to the “Telephone and Internet Access” section of the directory or contact the Hotel Services should you require any further assistance.

BUSINESS CENTRE

Please refer to the “Business Centre” section within this directory for a list of services.

BUTLER SERVICE

Enjoy the luxury of a Butler service after a long flight or a busy day. Whether you want to enjoy an aromatherapy bath or need assistance with last minute arrangements, the dedicated Butler team will ensure that all your needs are met around the clock. The Butler service is available for our Club and Suite Guests.

C

CAR PARK

Car Park is available 24 hours. Vehicles are parked at owners' risk. Visitors using the Hotel's car park are advised to ensure that vehicles are properly secured and that no valuables are left inside. The Hotel does not accept liability for any loss, or damage, to any vehicle, or its contents, whilst parked in the Hotel's car park. Please contact the Concierge for any assistance.

CAR RENTAL

Please contact the Concierge for assistance on renting a car during your stay.

CHECK- OUT TIME

Check-out time is 12:00 noon. Should you wish to check-out at a different time, please contact the Hotel Services. The team members will do everything possible to accommodate your request. A surcharge may apply should you need to extend your check-out time.

CLUB MILLESIME

All the Club rooms and Suites have access to the exquisite Club Millésime Lounge located on the 35th floor which opens from 6.00 AM to 11.00 PM. From personalized express check-in to breakfast and an evening cocktail, come and enjoy amazing views over the Corniche and the Capital.

CONCIERGE SERVICES

Please contact the Concierge, located in the lobby, for your transportation needs, tour arrangement, courier/messenger services, mail and stamps, local points of interest, restaurants, shopping, theatre, sporting activities and other information on Abu Dhabi. Concierge services are available 24 hours a day.

COURIER/MAIL SERVICE

The Business Centre and the Concierge will be happy to assist you with both courier and mail services.

CREDIT CARDS

All major credit cards are accepted (VISA, American Express, Master Card, Diner's Club & JCB).

CRIBS AND EXTRA BEDS

Please contact the Hotel Services for additional bedding requirements (charges may apply). Please be advised that the request is upon availability and for the Suites only.

CURRENCY EXCHANGE

You may change foreign currency (bills and travelers checks) at the Front Desk.

D

DO NOT DISTURB

We respect the privacy of our guests and will not disturb if the red electronic indicator has been activated. We will call the room at 4.00 PM to find out if you need service of the day and will follow your preferred time. Should there be no response, the housekeeper along with the supervisor will enter to inspect your room.

DOCTOR/ DENTIST/ HOSPITAL

Please contact the Concierge to arrange medical assistance.

DRESS CODE

A smart/casual code should be observed around all hotel vicinities, whilst bathrobes and slippers are appropriate for the Sofitel SPA on P7, swimming pool area and Sofitel FITNESS on P8 level.

E

ELECTRICITY

Electrical supply in all rooms is 220 Volts AC and 50 Hz. Every bathroom is equipped with a shaver socket of 110V or 220V and 50 Hz.

EMERGENCY/SECURITY

Emergency evacuation instructions are located on the back of your room door. Please refer to the “Emergency & Security” section in this directory for instructions and information about safekeeping your valuables. For any emergency, please press the “emergency” button on your phone.

F

FACSIMILE SERVICE

Please refer to “Business Centre” section within this directory for a list services.

FITNESS CENTER/SOFITEL FITNESS

Please refer to the “Beauty Salon, Sofitel SPA and Sofitel FITNESS” section in this directory for more information about facilities and services.

FLORIST

Flowers can be arranged upon request. Please contact the Concierge to place an order for flowers.

G

GOLF

For more details, or any assistance to arrange bookings please contact the Concierge.

H

HAIRDRYER

A hairdryer is at your disposal in the desk drawer or in the bed side drawer.

HOTEL SERVICES

Please press the dedicated 'Hotel Services' button on the telephone for requests and assistance.

HOUSEKEEPING SERVICES

Please contact the Hotel Services so that we can assist you in making your room more comfortable, including providing you prayer mats, blankets, pillows, bathrobes, cribs, shaving and tooth brush kits. Turn down service is provided daily to Luxury Rooms, Luxury Club Rooms and Suites. For Superior Rooms, please contact the Hotel Services to make a turn down request. Turn downs are done from 6.00 PM to 9.30 PM

I

ICE

For ice delivery, please contact In-Room Dining.

INTERNET ACCESS

We offer complimentary wireless Internet access. Experience the convenience of your office from the comfort of your room or any place throughout the hotel. Internet workstations are also available in the Business Centre located on the P3 floor. For Club and Suites guests, internet workstations are also available in the Club Millésime lounge located on the 35th floor.

IRONING BOARD

Ironing boards and irons are available in your room or suite. For service services, please contact the Hotel Services for assistance.

L

LAUNDRY/DRY CLEANING

The Hotel offers services including laundry and pressing. For same-day dry cleaning and laundry service, please contact the Hotel Services for pick up before 10.00 AM. Same-day dry cleaning and laundry will be returned by 9.00 PM. Dry cleaning and laundry collected by the hotel after 10.00 AM will be returned the following day after 12.00 PM. Laundry bags and price list forms are provided in your closet.

Other services at additional costs available include:
Express laundry and dry cleaning service.
Two-hour pressing.
Minor repairs and alterations.

LIMOUSINE SERVICE

The Concierge will be glad to arrange all your transportation requirements. Advanced bookings are recommended.

LOST AND FOUND

If you have misplaced a personal item, please contact the Hotel Services for assistance.

M

MAIL AND POSTAGE STAMPS

If you receive mail during your stay it will be held for you at the Concierge Desk and a notification message will be left on your voice mail. Postage and mail, including overnight packages, can be arranged through the Concierge

MECCA DIRECTION (Qibla)

The direction towards Mecca is indicated by Qibla sign located on the guest room ceiling. Should you require a prayer mat or the Holy Quran please contact the Hotel Services.

MEETING AND CONFERENCES

Our meeting rooms, with state of art equipment, and our beautifully appointed ballroom offer the ideal setting for business, or social events and can comfortably accommodate up to 1000 guests. Should you require more information, or wish to visit our facilities, please contact the Hotel Services for assistance.

MESSAGE/VOICE MAIL

If a voice mail is waiting for you, the room telephone light will be activated. You may retrieve the voice mail by pressing the message button on your phone. Written messages will be delivered to your room promptly.

MINI BAR

A mini-bar is located in your room. It is restocked daily. Please mention your consumption at the Front Desk upon check-out. Items removed from the unit will be charged to your account. Please do not store personal items in your mini-bar. Should you require additional items, please contact In-Room Dining.

N

NEWSPAPERS

Local newspapers, both in English and Arabic are available from 7.00 AM. International newspapers are available upon request through the Concierge.

P

PARKING

Complimentary valet parking is available for your convenience.

PHARMACY

The hotel is not allowed to administer medication. For medical assistance or the nearest pharmacy please contact the Concierge.

PHOTOCOPIES

Please refer to “Business Centre” section within this directory for a list of services and prices.

PILLOW MENU

Available to all guests, the hotel has prepared with five types of pillow for your personal choice. Please contact the Hotel Services for assistance.

PUBLIC TRANSPORTATION

Please call Concierge for information.

R

RECREATION AND ACTIVITIES

A wide range activities can be arranged. For water sport and outdoor excursions, please contact the Concierge. For health club and swimming pool please refer to “Beauty Salon, Sofitel SPA and Sofitel FITNESS” section of this directory.

RELIGIOUS SERVICES

Concierge can provide you a list of nearby places of worship and direct you towards your institution of choice.

RESTAURANTS/BARS

Please refer to the “Bars and Restaurants” within this directory for a description of all of our restaurants and their menus.

ROOM RESERVATIONS

Please contact Hotel Services for assistance.

S

SAFETY DEPOSIT BOXES

For your convenience, a safety deposit box is located inside your wardrobe. Alternatively, you may contact the Hotel Services for assistance. Please note that the hotel does not accept responsibility for loss of valuables from within the guest room, so please take all necessary precautions.

SECURITY

Hotel security is provided around the clock with both security patrol and closed circuit TV coverage. For your own safety and protection, please remember to keep your door double-locked when in your room, and to identify any visitor before admitting them. If you require special security service at any time, please contact the Hotel Services.

SERVICES FOR PEOPLE WITH SPECIAL NEEDS

- Wheel chairs
- Arm sticks
- Handicap- friendly rooms
- Handicap-friendly public toilets

SHIPPING

Please contact the Concierge if you require any assistance with your shipment needs.

SHOESHINE

24-hours shoeshine service is provided with our compliment. Please contact the Hotel Services.

SHOPPING

For advice on nearest shopping malls, boutiques and souks, please contact the Concierge.

SIGHTSEEING/TOURS

Please refer to “Destination Abu Dhabi” section within this directory or contact the Concierge for guidance.

SOFITEL SPA

For a full list of services, timings and pricing, please refer to the “Beauty Salon, Sofitel SPA and Sofitel FITNESS” section within this directory or contact Hotel Services for making reservation.

SWIMMING POOL

Please refer to the “Beauty Salon, Sofitel SPA and Sofitel FITNESS” section in this directory for more information about facilities and services.

T

TAXIS

The Concierge will be pleased to assist you with taxi services at the hotel.

TELEPHONE SERVICE

Please refer to the “Telephone and Internet Access” section within this directory for instructions and prices.

TRANSLATION SERVICE/ INTERPRETATION

Business Centre team located on the P3 floor can assist with translation service requirements.

TREATMENTS

Hotel Services will assist you in scheduling appointments. Please refer to the “Beauty Salon, Sofitel SPA and Sofitel FITNESS” section within this directory for more information.

V

VIDEOCONFERENCING

Videoconferencing can be arranged in our boardmeeting room on P2 and P3 floors. Please contact the Hotel Services for more information (advanced reservation recommended).

W

WAKE-UP CALLS

Please contact the Hotel Services to place your personalized wake-up call. Your wake-up call can also be scheduled by using your telephone.

WATER

Tap water is not recommended for drinking. For your convenience, a complimentary bottle of still water is provided daily in your room.

WATER SPORTS

For more details, please contact the Concierge.

WEATHER

For detailed local weather reports, please contact Hotel Services