

Welcome to Hotel NAPOLEON

Dear Customer,

We hope that this booklet will be pleasant and useful to you.

Do not hesitate to ask us for any request for information or assistance, we will be happy to guide you and personalize the comfort of your stay.

Wishing you a very pleasant experience at the Hotel Napoleon

All the team of the establishment

The Hotel Napoleon enjoys a privileged location in the heart of the center of Lille.

You can easily reach the main points of interest of our city.

Gare Lille Flandre is the nearest metro: it is served by 2 metro lines and the 2 tram lines that serve the city.

The reception will offer you a map of Lille or is mentioned our situation. Do not hesitate to learn about the best ways to get around and to reach your interests.

RECEPTION: Dial 9

There is a 24-hour receptionist at the reception.

THE BREAKFAST:

Served every morning from 6 am to 11.30 am

THE BAR:

Open daily from 6 am until midnight

RESTAURANT :

Open every day from 11 am until midnight

To reserve a table, call 9

Available channel

1 – TF1	12 – NRJ12	23 – NUMERO 23
2 – France 2	13 – LCP	24 – RMC DECOUVERTE
3 – France 3	14 – France 4	25 – CHERIE 25
4 – CANAL + (uniquement en clair)	15 – BFM TV	26 – LCI
5 – France 5	16 – C NEWS	27 – France INFO
6 – M6	17 – C STAR	30 – WEO
7 – ARTE	18 – GULLY	31 – GRAND LILLE TV
8 – C8	19 – France Ô	802 – EURO NEWS
9 – W9	20 – HD1	803 – LA DEUX
10 – TMC	21 – L'EQUIPE 21	805 – LA TROIS
11 – NT1	22 – 6 TER	806 – LA UNE

For details, enter 9 on the phone to reach the 24-hour reception

Lexicon of services

ADAPTERS

The voltage is 220V. Adapters are available at the reception.

BAR - Tel: 9

The bar is open daily from 06:00 to 00:00.

CREDIT CARD

Carte Bleue, Visa, American Express, MasterCard

DOGS

Small dogs are accepted but they remain under your full responsibility.

In case of damage we would be obliged to charge the damage to their master.

KEYS

Be sure to close your doors when you leave your room to avoid theft and return your keys to the reception, mainly on the day of your departure.

MAIL

All mails received for your use are kept at the reception desk and will be returned upon your return.

DEGRADATIONS

Any degradation in the room (due for example to cigarettes or any other event) will be charged.

DEPARTURE

Guests are kindly requested to check-out by 11 am on the day of departure.

ENVIRONMENT

Decide for yourself: if you throw away the towels in the bathtub or on the floor, we have to change them. If you hang them up, we know you will use them. Thank you for thinking about the environment.

IRON

An iron and table will be available in your room upon request at the reception.

INFORMATION - Tel 9

Call the front desk if you have any questions.

DELIVERIES

All packages delivered to you will be stored at the reception desk and returned to you upon your return.

MÉDECIN Phone: 9

If you wish to be visited by a doctor, please contact the reception.

MESSAGE

All messages received for your use are kept at the reception desk and will be returned upon your return.

SHUTTLE AIRPORT

Independent shuttles from the hotel are available to Lesquin Airport in 20 minutes. They leave every hour from the station square. The reception is able to provide you with all the information.

LOST AND FOUND ARTICLES

If you have lost or found an object, please contact the reception.

PACKAGES

All the packages received for your use are kept at the reception and will be returned to you upon your return.

BREAKFAST

Breakfast is served from 06:00 to 11:30.

ALARM TEL: 9

Please notify the reception of the time you wish to be awakened.

TAXI - MODE OF TRANSPORT

A taxi rank is right in front of the hotel. It is not possible to book, but taxis are available continuously.

PHONE

You must dial 0 to get an outside line. Check with reception to make sure your line is open. The phone is charged

0.20 € / pulse

TELEVISION

The list of available channels is attached to this booklet. Contact the reception in case of problems: Tel: 9

EMERGENCY TEL: 9

If you are in an emergency situation, please contact the reception.

WiFi - Instructions for use

WiFi is available free of charge in all public areas and in every room. Just log in and follow the steps. In the event of a password request: «a123456789»