

Information Regarding Your Stay



Reception opening hours are from 6:30 am to 2:00 pm and from 4:30 pm to 11:00 pm.

The Reception is closed from 2:00 PM to 4:30 PM.

Arrival Day: Your assigned room is available from 4:30 PM.

If you need assistance with your luggage, please do not hesitate to ask at reception.

As well as the day of your departure.

A **luggage trolley** is available; please ask at reception. If you arrive at reception early or plan to extend your stay by a few hours before your departure, we can take care of your luggage (our luggage storage policy is limited to a maximum of 12 hours; beyond this, you will need to provide justification for the longer storage period. In case of forgotten luggage, management will first contact you; if we do not receive a response from you, management will be obliged to hand it over to the police).



For people with disabilities, please ask the receptionist for assistance with your luggage, subject to their availability.

Payment for stays of less than 3 nights must be made upon arrival.

Deposit*: For stays of more than 3 nights (30% will be required).

For longer stays, a weekly invoice will be issued and the balance will be requested the day before your departure.

*The deposit (civil code art 1590) does not commit you to respecting your reservation but will be lost in case of cancellation and whatever the reason. We encourage you to inquire about the cancellation insurance included with your bank card.

Payment : The hotel only accepts payments in cash, by credit card (Visa, AE...), ANCV...

The establishment no longer accepts checks.

Departure day: The room you occupied must be vacated before 11:00 am.

Any departure after this date and without prior agreement from management will result in a charge

Departure before 12:00	of: + €15
Departure before 3:00 PM	+ €30
Departure after 3:00 PM	+ 1 extra night.

If you need to extend your initial stay, or change the above times, we invite you to check availability and conditions with reception.

Parking: Private hotel parking available upon reservation and subject to availability, €8 per night.

Always park in reverse. Vehicle facing the direction of departure.

The car park is lit by LED lighting and closed with an automatic gate.

An electrical outlet is available for you to charge your vehicle free of charge (22 kW charging stations coming soon)

A bicycle rack is available in the hotel parking lot at the back left (a dedicated, enclosed bicycle storage area will be available soon).

Room cards are personal. You must not part with them during your stay and must return them upon departure or send them back by mail.

In case of loss, please report it to reception to cancel this card and replace it.

Ask for the front door code for the night.

**A night watchman is present each night in case of need.
24/7 on-call service**

Fire Safety and Evacuation : Upon arrival, please read our safety and fire instructions.

General Security: We ask that you check in at reception. If you are inviting anyone to the hotel, please let us know. We must remain vigilant regarding the identity of people entering and leaving the hotel for the safety of our guests and property.

Practical Information

Changing tables are available on the ground floor in the toilets, a toilet seat reducer is available on request at reception.

High chairs, booster seats, and cribs are available upon request at reception, subject to availability. If needed, please ask at reception for assistance in warming up meals.

Childcare service : Babysitting is available for children aged 6 and over , subject to availability and upon reservation 48 hours in advance. No childcare is available for children aged 0 to 6 years.

Welcome bottle of water: A bottle of "Vichy Célestins" is offered to you during your stay.

Welcome products and assistance In case of need, the reception has free welcome products available: Shaving kit, Dental kit, Condoms, Sanitary napkins and tampons, Cotton swabs, Sewing kit, Shoe polishing sponge, Nail file, Pen, Notepad, Shower gel, Soap, Cup, Earplugs, Paper napkins, Writing paper, Envelopes.

You forgot your glasses to read the menus, we can lend you a pair.

First aid kit: Disinfectant, 90% alcohol, Compresses, Bandages, Dressings

Plasters for blisters, homeopathic Arnica, gel for shocks, Biafine, Betadine, antihistamine, masks available on request...

Additional Towels : If needed, please ask at reception (no extra charge).

Pillows: On request to room service or the hotel reception, pillows include: Soft Memory Foam; Firm Memory Foam, Ergonomic, Latex, Anti-mite Feather.

An **automatic shoe-shining machine** is available for your use opposite the elevator on the 2nd floor . Please turn it off after use.

An **iron** and ironing board are available on the 2nd floor opposite room 208, please ask for it.

Key at reception. (2 ironing boards with dry or steam irons can be loaned to you for your room, subject to availability).

"Logis" umbrellas are on sale at reception for €25.

Power adapter & phone charger : available at reception, verbal/auditory translation headsets.

Pets : They are welcome in the rooms (supplement of €10 per day, except for guide dogs for the blind) provided they do not disturb the rest of the neighbors. Any damage caused by your pet will be your responsibility and will result in financial compensation.

Newspapers are available in the hotel lobby.

Tours & Guides : Maps and plans are available at reception. Reception staff will point out the must-see monuments. The departure point for the Petit Tain and the Calèche is also available.

(max. 4 people) and the Vichy Tuk-Tuk (max. 2 people). At the library you will find Petit Futé travel guides for the department, books about our town, the department, and the region (for consultation on site only and must not be taken away). Ask for advice on visiting the department or the region.

Games: Board games are available at reception upon request; a library is available on the 1st floor to the right as you exit the elevator.

Valuables : You have an individual safe in each room.

Lost and Found : Ask at reception.

Mail : Mail is collected daily around 9:00 AM at Reception.

In this pouch you will find envelopes and writing paper; if needed, do not hesitate to ask at reception.

WARNING: THE HOTEL-RESTAURANT IS ENTIRELY SMOKE-FREE



For any violation, a room cleaning supplement of €99 will be charged.

Telephone Call Reception 9

Room-to-room call: Dial the room number

Calling from France: 0 + your number (10 digits)

International calls: 0 + 00 + country code + area code + your number

A B CH D E/SP F GB GR I IRL L NL P USA

43 32

41 49

34 33

44 30 39 353 352 31 351

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Wake-up call: Make the request at reception and the staff will take care of waking you up.

Free WIFI internet access is available in your room and in the library on the 1st floor to the right of the elevator, access code: mid2018**,

USEFUL NUMBERS

Tourist Office: 9, rue du Parc - 03200 VICHY: +33 4 70 98 71 94

Opening : Monday to Saturday: 9:30 AM - 12:00 PM // 1:30 PM - 6:00 PM

Sunday - - 2:30 PM – 6:00 PM

Taxi: Information at reception

Taxi Boufferet Framont 04 70 97 03 03

Vichy Taxi 04 70 98 69 69

Morschel (7-seater 06 42 56 91 88

vehicle, pets allowed, credit card payment, English spoken)

Cyclo Tuk Tuk Vichy 1-2 people. 0612 58 30 06



Gas station:

Total Lagarde service station: 22 Avenue de la République - 03700 BELLERIVE SUR ALLIER: 04 70 32 29 31

E.Leclerc Centre , Route de Navarre - 03700 Bellerive-sur-Allier: 04 70 59 80 20



Central Pharmacy Vichy , 100m away, 28 Rue Georges Clemenceau, 03200 Vichy

EMERGENCY NUMBERS

Child disappearance in Europe

0 + 116,000

SAMU0 + 15

Police emergency services 0+17

Firefighter 0+18

Europe Emergency Appeal

0 + 112

**In case of emergency only, contact
William at 06.30.97.40.35**

The hotel is closed for the winter period from mid-December to mid-March.

We can still be reached at: contact@hotel-midland.com

We remain at your disposal for any information to make your stay more enjoyable.





Chef Alexandre PASZKUDZKI

and his team welcome you



Find all our news on



at "Midland Hotel Vichy"

We are interested in your opinion

Thank you for taking the time to share your experience.



Chef Alexandre and His team invites you to discover dishes prepared on-site using their Kitchen " **Homemade** » raw, fresh , seasonal products and

To ensure optimal freshness of the dishes, a limited quantity is produced each day; depending on the services and orders, dishes may be out of stock. We apologize for any inconvenience and thank you for your understanding.



Meat of French origin

MEAL TIMES

Alexandre PASZKUDZKI, Head Chef, welcomes you every day

Buffet **breakfast** at the restaurant (€14): Monday to Saturday from **6:30 am to 9:30 am**
Sunday from **7:30 am to 9:30 am**

In a room (€17)

Orders placed at reception the evening before will be placed between **7:30 and 9:30 AM**.

Lunch

12:00 to 14:00

Dinner

7:15 PM to 9:00 PM

Restaurant closed on Sunday evenings

At the end of this document you will find a non-exhaustive list of restaurants open on Sunday evenings.

For late arrivals, upon reservation (before 7:00 PM), a meal tray can be served in your room from 9:30 PM to 11:00 PM.

Appropriate attire is required in the restaurant.

If you have forgotten your glasses to read the menu, ask the waiters, we can lend you a pair.

**Phones must be silenced. We ask that you
make your calls from the lobby.**

For **meals for toddlers**, we can reheat them.

Children's menus for children under 10 are available from €15 (€23 on holidays)

Our young guests are invited to eat "like the grown-ups" in small portions.

The bar is open from 12:00 to 14:00 and from 18:45 to 22:30.

Satisfaction questionnaire available at reception and via QR codes in the room

Consumer Mediation:

Tourism and Travel Mediation BP 80303 75823 PARIS Cedex 17

Website: www.mtv.travel



The restaurant is equipped to accommodate people with reduced mobility; the hotel is not wheelchair accessible



Attentive staff should you need assistance; do not hesitate to ask.
Luggage handling, escort to your room and restaurant if needed.
Breakfast buffet service assistance.



Morning Alarm Clock Programming at Reception

We welcome guide dogs for the blind.



Parking spaces for people with reduced mobility are reserved and available 30m on either side of the street in front of the hotel.

The City of Vichy allows people with a parking permit to park wherever they want without paying the parking meter.



Even in areas not specifically designated on the ground

A ramp is available upon request for access to the restaurant.



SITE EQUIPE EN BOUCLE MAGNETIQUE

The reception area and the elevator are equipped with hearing loops for the hearing impaired.



Accessible toilets are available in the hotel lobby.

Equipped with an alarm system with a flashing light for deaf people.

An emergency call button is available in case of trouble.



Site equipped with tactile paving slabs in the stairwells.

Contrasting staircase and stair nosing

Elevator, light indicator for floors, voice prompts for floors, raised buttons and braille



Telephones adapted for visually impaired and hearing impaired people are available on request with ringtone, volume and flash amplifiers.



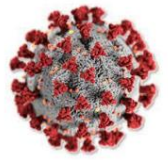
Headphones are available upon request for the TVs in the rooms.

Equipment is available upon request at reception.



Equipment rental available 350m away: "Medical Equipment" 9 Rue du Président Doumer 04 70 30 90 90

Pandemic



Protecting yourself and others



Hand sanitizer dispensers

Available at the hotel entrance and on each floor.

In the lobby at the entrance to the restaurant and lounge

The rooms are disinfected regularly by our cleaning team.



Pandemic

Protect yourself and others Hand
sanitizer dispensers

Available at the hotel entrance and on each floor.

In the lobby, Restaurant side and Lounge side.

Rooms are regularly disinfected by our cleaning team.