

HELIOPIC

HOTEL & SPA

USEFUL INFORMATION

Emergency numbers

Reception: 9

Police: 17

Firefighters: 18

Emergency medical service: 15 or 112

PGHM (Mountain Rescue): +33 4 50 53 16 89

Your stay



Reception open every day 24/7.
Room cleaning between **8.30 a.m. and 4.30 p.m.**
If you would like the service at a specific time, please contact us. Alternatively, you can use the «Do not disturb» or «Thank you for doing the room» door hanger by placing it on the right side of the outside door handle.

Useful numbers



Reception: 9 available 24/7
Concierge: 9 disponible 24/7
Housekeeping: 705
Catering: 600 (opening hours only)
Bar: 700 (3 p.m. - 12 a.m.)
Spa: 710 (10 a.m. - 9 p.m.)
Ski Shop (only during winter): 720 (8 a.m. - 7 p.m.)

Wifi



Password-free WiFi available.
Network: «Heliopic» in the hotel & «Les Appartements de l'Héliopic» in the apartments.

Our lobby



At your disposal: sweets, fresh fruit, juice boxes, water fountain (still or sparkling), large chessboard, board games, arcade terminals, work area, library, children's area and relaxation area with a selection of musical atmospheres.

Newspapers



Digital newspapers and magazines available from your computer or smartphone. Ask for the code at reception. Library books are at your disposal. You can take them with you to read in your room. Please return them to reception on the day of your departure.

Baby cots



On request by calling **705**.

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Mini bar



Your room is not equipped with a mini-bar. You'll find a small fridge with juice boxes in the lobby. A large fridge with freezer is available free of charge at reception (for fresh produce, medicines, etc.).

TV and VOD



The TV in your room features many recent VOD movies and a diverse music library.

Phone



Calls within France: dial your number.
Calls abroad: dial 00 and the country code.

Safe



A safe is available in your room's closet. The management declines all responsibility for the disappearance of valuables or cash left outside the safe.

Laundry



In your bedroom wardrobe, you'll find a bag where you can leave your laundry. Once filled, please return the bag to reception.

Executive Housekeeper



Our housekeeper is at your disposal to answer your specific requests. Just call **705**.

Messages



The messages received during your stay are delivered directly to your room from 10 a.m. to 8 p.m. After that, they will be kept at reception.

Credit cards



Credit cards accepted :
Visa, American Express, Eurocard Mastercard and JCB.

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Check-out



At **noon** if you are staying in the hotel & at **11 a.m.** for the apartments. Please contact reception for any late check-out requests. After check-out, our luggage room and showers are at your disposal.

No smoking



Entirely non-smoking hotel. A fine of €150 may be charged for non-compliance.

Pets not allowed



Security



Fire detector in room. Please follow the evacuation instructions on the back of your room door and use **the stairs** to get to the assembly point. Our teams are trained in evacuation, follow their instructions. Our facility is also equipped with a video surveillance system in compliance with current legislation.

Sustainable development



What we do

In the room: sorting garbage cans, no welcome products to limit waste (can be purchased at our Nuxe Spa reception. Plant-based products with formulas that respect nature and equality between men and women), replacement of bath towels and bed linen on request, intelligent heating control.

At reception: collection of used batteries, recycling of scrap paper, water fountain in the lobby (water flasks on sale at reception if required).

At the restaurants: composting of organic waste, preferred short circuits for suppliers.

In general: the hotel is not air-conditioned, but the nights are always cool in Chamonix, even in summer (open your window 1 hour before going to bed to ensure a pleasant night's sleep in summer), LED bulbs, regular maintenance of facilities.

How can you help us?

- Don't open your room window during winter.
- Keep heating at 19°C maximum
- Turn off lights as soon as possible