Welcome Guide

A

ACCESSIBILITY
The hotel has one room for 2 guests, fully equipped for people with reduced mobility.

ADAPTERS
Plug adapters are available on request from Reception.

ALLERGIES
Please let us know about any food intolerances so that we can adapt your meals accordingly. The list of allergens is available on request.

B

BABY
Equipment for your room and meals is available on request, when booking or simply by asking at Reception. A cot for children under three, a high chair, a bottle warmer and a baby bath are at your disposal.

BAR LOUNGE
Take a seat in our lounge by the bar and enjoy a refreshing drink or a hot beverage at any time of day, from 7 am to 10 pm, Monday to Saturday.

BICYCLES
Guests who wish to store their bicycles securely can ask Reception. They can be kept overnight in our locked garage. Drop-off and collection are only possible during Reception opening hours.

BOARD GAMES
Something to do on a rainy day! We have board games for children and adults alike.
You will find them in our bar, feel free to help yourself.

BOOKS
The books in our lobby and bar are yours to enjoy, downstairs or in your room.

BREAKFAST
A buffet breakfast is served from 7 am to 10 am Monday to Friday, and from 7:30 am to 10:30 am at weekends and on public holidays.
A gluten-free option is available on request. For your comfort, please let Reception know when booking or on arrival so that we can have it ready when you sit down.

Welcome Guide

B

BUS
The town of Compiègne runs a free bus service. The Hostellerie is served by line 1, Abbaye stop.
Timetables and maps are available on the town's website:
https://www.agglo-compiegne.fr/horaires-des-lignes-urbaines

C

CHARGERS
Chargers for mobile phones and tablets are available on request from Reception.

CHECK-OUT
Check-out is free of charge until 12 noon. If you would like to leave your room later, Reception can tell you about our late check-out conditions, subject to availability.

D

DUVETS AND PILLOWS
Our duvets and pillows have a 100% cotton percale cover and a 100% polyester microfibre filling.

E

ELECTRICITY
Insert your key card into the holder by the door of your room to switch on the lights. All sockets in your room are powered 24/7 so that you can charge your devices.

ENVIRONMENT
To help protect the environment, guests staying several nights are invited to leave on the floor each day only the towels they would like to be replaced. This small gesture helps reduce water consumption.

F

FIRE SAFETY
Please read the safety and fire instructions displayed in your room when you arrive. They show the emergency exit nearest to your room.
If the alarm sounds, the assembly point is in the enclosed car park.

Welcome Guide

H

HAIR DRYER
A hair dryer is available in the bathroom.

HEATING
The heating in your room can only be adjusted using the thermostat above the desk. Please do not try to change the temperature on the room radiator or on the bathroom towel rail, as this may stop the appliances from working.

HOUSEKEEPING
Our housekeeping team is here from 9 am to 4 pm. Unless you tell us otherwise, your room will be serviced from 12 noon. A sign is available if you do not wish to be disturbed.
If you would like your room made up at a specific time, Reception will be happy to let the housekeeper know.

I

INTERNET
Free wireless Internet access (Wi-Fi) is available in all rooms and throughout the hotel. Simply select the Wi-Fi Guest network and enter the requested details.

IRONING
An iron and ironing board are available in your room's wardrobe.

K

KEY CARD
If you are sharing your room, Reception can provide each guest with their own key card. As well as giving access to your room, the key card activates the power supply once inserted into the switch by the door. Please remove it from the switch when you leave the room.
To avoid damaging the switch, please do not insert anything other than your key card.

Welcome Guide

L

LOST AND FOUND
Items left behind at the hotel are kept for one year. They can be collected on site or sent on request, with postage payable by the guest.
For hygiene reasons, some personal belongings and perishable products cannot be kept.

LUGGAGE
If you arrive early or leave late, your luggage can be stored in the hotel's luggage room. Reception will be happy to help.

M

MAIL AND PARCELS
All mail and parcels addressed to you are kept at Reception and will be handed to you when you pass by.

N

NON-SMOKING
Smoking is not permitted anywhere inside the Hostellerie du Royal-Lieu, including the rooms, the restaurant and the bar. We kindly ask you to respect this rule for everyone's comfort. Smoking will set off the smoke detectors and trigger the fire alarm.
If a smell of tobacco is found in your room, the Hotel will have to call in an outside company to clean and deodorise it, and a flat fee of €350.00 will be charged.

P

PARKING
Hotel guests have access to the hotel's private car park at 6 rue Saint-Vincent-de-Paul. A unique access code to enter and exit will be given to you by Reception on arrival.

PETS
To ensure the comfort, safety and hygiene of all our guests, pets are not allowed in the hotel, except for duly certified assistance animals.
Any breach of this rule may result in additional charges or cancellation of the booking.
Dogs are welcome in the restaurant, provided they remain calm, quiet and on a lead, so that all our guests can enjoy a peaceful time.

Welcome Guide

P

PRINTING DOCUMENTS

If you need to print documents, you can send your file to: hostellerieduroyallieu@orange.fr.
This service is free for up to 10 pages. Beyond that, a charge of €0.50 per page applies.

R

RECEPTION

Open Monday to Saturday from 7 am to 10 pm and on Sundays from 7:30 am to 12 noon.
Dial 9 from your room or call +33 (0)3 44 20 10 24.
Outside these hours, access is only via the car park at 6 rue Saint-Vincent-de-Paul, using the code provided by Reception.

RESTAURANT

Our restaurant is open Monday to Saturday, from 12 noon to 2:30 pm and from 7 pm to 9:30 pm.
The menu is available at Reception and on our website https://hostellerieduroyallieu.com

S

SAFE

Your room is equipped with a safe to protect your valuables. Each time you use it, simply enter the same code to lock and unlock it. Please contact Reception if you have any problems.

T

TAXI

For trips around Compiègne or further afield, you can contact:
Centrale Taxis Compiègne on +33 (0)3 44 83 24 24.
Reception can also book one for you.

TELEPHONE

To contact Reception, dial 9 from your room phone.
Outside calls cannot be made from this phone.

HOSTELLERIE
DU ROYAL-LIEU

Welcome Guide

T

TELEVISION

Your room is equipped with a television. French digital TV (TNT) channel numbers:
1 TF1 · 2 France 2 · 3 France 3 · 4 France 4 · 5 France 5 · 6 M6 · 7 Arte · 8 LCP / Public Sénat · 9 W9 · 10 TMC · 11 TFX · 12 Gulli · 13 BFM TV · 14 CNews · 15 LCI · 16 franceinfo: · 17 CStar · 18 T18 · 19 NOVO19 · 20 TF1 Séries Films · 21 L'Équipe · 22 6ter · 23 RMC Story · 24 RMC Découverte · 25 RMC Life

TOURIST OFFICE

Office de Tourisme de l'Agglomération de Compiègne
Place de l'Hôtel de Ville
60200 Compiègne
+33 (0)3 44 40 01 00
https://www.compiegne-pierrefonds.fr

U

UMBRELLAS

Umbrellas are available at Reception. And if you fall for one, it is also on sale at Reception for €12.

W

WAKE-UP CALL

If you would like a wake-up call, please contact Reception the evening before with your preferred time.

WI-FI

Free wireless Internet access (Wi-Fi) is available in all rooms and throughout the hotel. Simply connect to the network named Wi-Fi Guest.

Important

All occupants of our rooms must be registered at Reception for safety reasons. In the event of a fire, we need to know the exact number of people in the hotel. The number of occupants must not exceed the capacity of each room. Extra beds are available, please contact Reception if needed. The Hotel reserves the right to refuse an additional person if the room is not suitable, and to refuse future stays to any guest who does not comply with these conditions.

HOSTELLERIE
DU ROYAL-LIEU