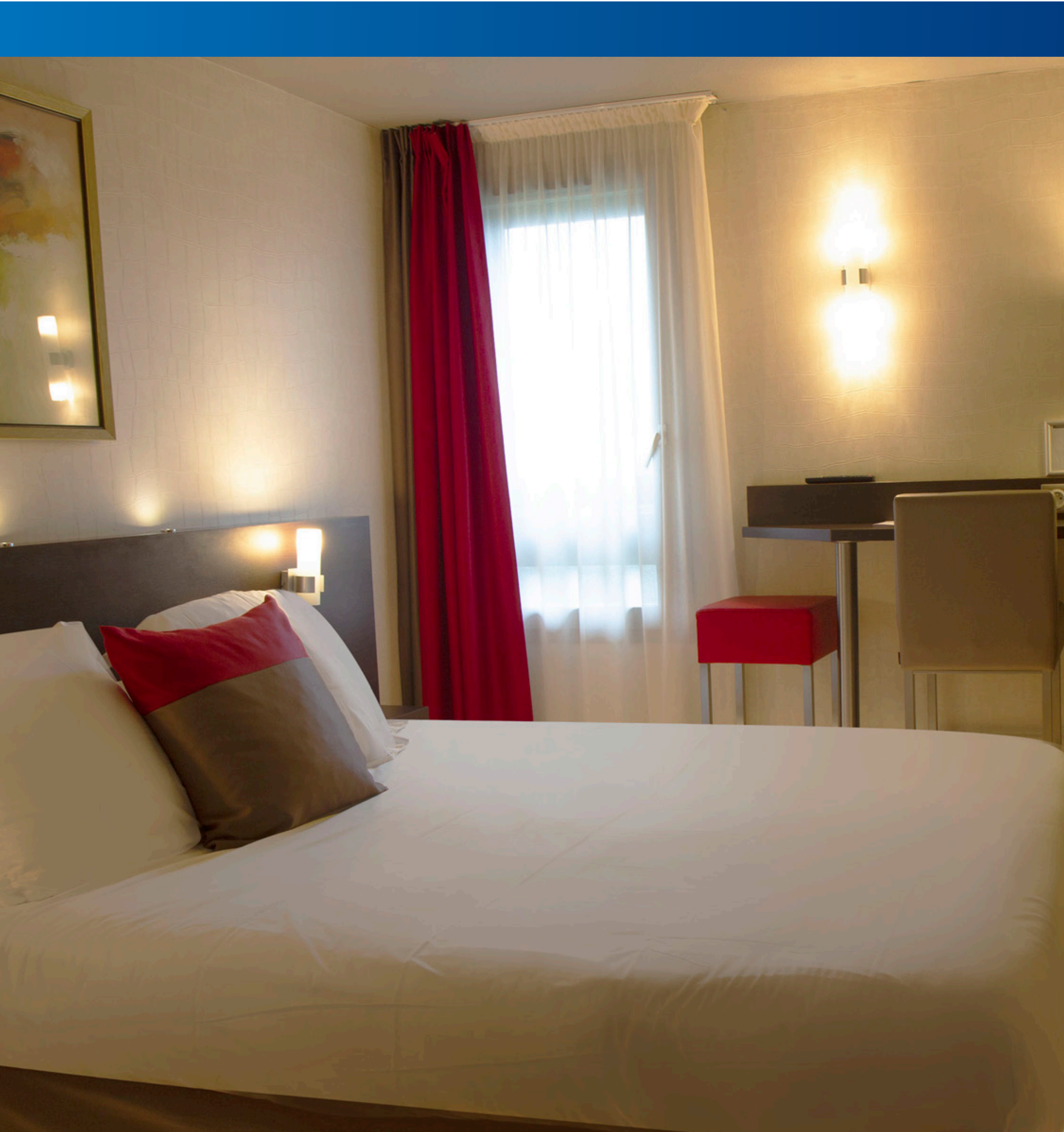




**Best  
Western®**



## **GUEST DIRECTORY**

**L'Atelier 117**  
Maubeuge

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## Best Western L'Atelier 117

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59600 MAUBEUGE

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Fax : +33(0)3 27 65 64 70

Email : [bestwestern@latelier117.com](mailto:bestwestern@latelier117.com)  
[www.latelier117.com](http://www.latelier117.com)

**TO CALL THE RECEPTION DESK  
DIAL « 9 »  
FROM YOUR ROOM**

Each Best Western® branded hotel is independently owned and operated.

# WELCOME

We are at your disposal between **6:30am to midnight** (6:00pm to friday and sunday), to extend a friendly welcome and to be helpful in every possible way. Out of the reception's trading hours, intercom is available outside the hotel.

## Arrival / Departure

**Check in: 2:00pm - Check out: 12:00am**

Express check out on request the day before.  
Check-out time is before **12:00am**, after this time an extra charge will be applied.

## Your magnetic card (your key)

Keep your magnetic card with you during your stay. You may be asked to present it to justify your presence in the hotel. It must be left imperatively at the reception desk on departure day.

## Luggage assistance

You can ask for luggage assistance at the reception desk (24h/24) and leave your luggage in storage for free during your stay and on the day of your departure (until 12 hours after the check out).

## General information

Coffee, mineral water, cold drinks and snacks are for sale 24/24 in distributors in the lounge of the hotel.

For any information to go to the airport, please ask at the reception to know the timetable **9**

Newspapers in French, English  
At your disposal every day at Reception.

**The hotel is 100% non-smoking**

Please abide by this rule.

## Security

For your tranquility, the hotel is under video surveillance 24/24.

The management recommends that you do not leave valuables in the rooms. A safe secure is available in your room.

**TO CONTACT  
THE RECEPTION DIAL « 9 »**

# TELEPHONE

For any information or complaint on the use of telecommunication facilities available to you, please go to reception in the hotel.

## Hotel services

To call the reception desk **dial 9**

**To make an outside call**  
dial 0 and 10 digits of the required number

**To call abroad**  
dial 0 and 00 and country code  
then area code and required number

To call another room  
dial 4 and dial the room number  
Ex : 415 for the room n°15

## Emergency numbers

**In the case of medical emergency please  
contact the reception desk " 9 "**

**Out of the reception's trading hours dial " 7 "**

Police 0 + 17

Health care 0 + 15

Fire Brigade 0 + 18

European emergency number 0 + 112

Social emergency - SAMU 0 + 115

Social childhood - child cruelty 0 + 119

S.O.S Doctor 0 + 3624  
or 0 + 03 20 29 91 91

## If necessary

SNCF 0 + 3635

Air France 0 + 3654

Tourism Office of Maubeuge 0 + 03 27 62 11 93

**TO CONTACT  
THE RECEPTION DIAL « 9 »**

# RATES TELEPHONE CALLS FROM THIS HOTEL

The rate for calls is charged per indivisible amount of **0,45 €** VAT included.

*(rate fixed by the establishment) for periods of time (units) vary according to the call destination, see list for international calls).*

## Calls to international landlines

Indication of unit send rates for the main destinations (in seconds).

Geographic-area	Number pulse to the connection	Next pulse
Europe and close North America (except Alaska)	1	30,7
Maghreb	1	14,1
Rest of Europe (Poland, Turkey, Gibraltar ...)	1	14,1
Africa and French Oceania	1	6,8
Central America	1	6,1
South America	1	8,0
Asia (Japan, China ...) Russia, Australia and New Zealand	1	13,8
Asia and the rest of the Pacific (India, Vietnam, ...)	1	5,9
DOM	1	27,0
Mayotte	1	17,0

## Calls to mobiles

**Orange/SFR**- 2 units on connection, then 1 unit every 71 sec

**Bouygues**- 2 units on connection, then 1 unit every 52 sec

**To mobiles beginning with 06.01**- 2 units on connection, then 1 unit every 46 sec

**To international mobiles**- extra charge applied by the operator France Telecom, depending on the destination

## Calls to Internet

1st unit on connection, then 1 unit every 331 sec

# IN YOUR ROOM

## On request

Additional complimentary toiletries such as: Shaving set, dental set, comb, sewing set, sanitary towels, shower cap, face cloths, towels 24/24 on request at the reception. If you forget something, do not hesitate to get closer to the reception which will indicate you where to buy the product in question.

## Electric outlets

**All electric outlets in your room are fuelled continually (220V).**

Adapters and multi-connections chargers are available at the reception desk.

## Internet

Free High Speed Secure Internet Access is available in your room. To connect : the network is

« **Best Western L'Atelier 117** ». Then follow the procedure. **For any information or assistance: dial 9**

## TV

There is a large LED TV in your room with a remote control.

**1** - TF1 | **2** - France 2 | **3** - France 3 | **4** - CANAL + (crypté) | **5** - France 5 | **6** - M6 | **7** - Arte | **8** - C8 | **9** - W9 | **10** - TMC | **11** - TFX | **12** - NRJ 12 | **13** - LCP | **14** - France 4 | **15** - BFM TV | **16** - CNEWS | **17** - CSTAR | **18** - Gulli | **20** - TF1 série film | **21** - L'Équipe 21 | **22** - 6TER | **23** - RMC Story + | **24** - RMC Découverte | **25** - Chérie 25 | **26** - LCI | **27** - France Info | **30** - WEO | **43** - BFM Alpes du Sud | **46** - BFM Lyon | **47** - La une (bèlge) | **48** - Tipik (bèlge) | **49** - La Trois (bèlge) | **50** - Euronews | **51** - RAI 1 | **52** - RAI 2 | **53** - RAI 3 | **55** - Bloomberg Europe | **56** - Somelife Europe | **57** - Kika | **58** - ZDF | **59** - ZDF Info

## Wake up call

To be awakened by phone dial : **71** and **numbers of your walking call**. Ex : **710730** for **7:30am**. To cancel, dial **71** et **9**.

## Bedding

Extra blankets and pillows are available free of charge on request at the Reception.

# SERVICES

## Business corner

Free Computer, high speed connection, and printing services at your disposal in the lobby 24/24.  
RJ45 plugs are at your disposal too.

## Credit cards

The following credit cards are accepted : Visa, American Express and MasterCard.

## The small things which make us different

In your room, a welcome tray, a kettle, a bottle of water, a notepad and a pen are available.

## Car park

You can find a free car park in front of the hotel.

## Laundry

A laundry bag is at your disposal in your wardrobe. Iron and ironing board are available on request at the reception desk free of charge.

## Fax & photocopy services

We provide the possibility of sending and receiving faxes and copying papers available 24/24 at Reception.

**Rates are available at the reception desk.**

## Lounge Bar

The entrance to the restaurant has been transformed into an area where you can have a drink, read your newspaper, play chess, surf the internet or enjoy a relaxed dinner or lunch

## Meeting area

At the ground floor, until 20 persons. More information at the reception desk.

# BREAKFAST

## Buffet

Breakfast is served in the restaurant as a buffet.

**Week hours from 6:45am to 10:00am**

**Week-end from 8:00am to 11:00am**

A generous breakfast is offered in our breakfast room. In fine weather we suggest that you enjoy your breakfast on the terrace. Enjoy our buffet, you will find an assortment of sweet and savory, hot drinks.

## Express Breakfast

You can also have Express Breakfast composed of 1 hot drink, 1 fresh fruit, 1 fruit juice and 1 pastry

**Week hours from 6:45am to 12:00am**

**Week-end from 8:00am to 12:00am**

For early risers , the Express Breakfast is available from **5:30am** (**7:00am** during the weekend) in your room, on request at the desk the day before.

## In your room

Continental Breakfast served (extra charge of **6 €**)  
**between 06:45am and 10:00am**

Please make your order at the desk the day before.

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# RESTAURANT

The Restaurant is open from Monday to Sunday except Friday and Sunday evening.

**Lunch from 12:00am to 2:00pm**

**Diner from 7:00pm to 9:45pm**

Everyday we prepare gourmet and seasonal recipes. You will find the restaurant menu updated on your desk.

# ROOM SERVICE

If you wish you can have dinner in your room, this service allows you to order your meal on a tray during restaurant opening hours by contacting reception.



# FEED BACK

## Best Western Rewards®

With your Best Western Rewards® Program, please register at reception and enjoy special benefits !

## France - Europe - World Guides

Would you like to travel with us?

Connect on  
[www.bestwestern.fr](http://www.bestwestern.fr)

## FeedBack

Rendez-vous on  
[www.bwfeedback.com](http://www.bwfeedback.com)

or on  
[www.tripadvisor.fr](http://www.tripadvisor.fr)

We would really appreciate your comments.

## Follow us

On Best Western® Hotels & Resorts :  
[facebook.com/BestWesternFR](https://facebook.com/BestWesternFR)  
[instagram.com/bestwesternfrance](https://instagram.com/bestwesternfrance)

On Best Western L'Atelier 117  
in particular :  
[facebook.com/latelier117maubeuge](https://facebook.com/latelier117maubeuge)  
[instagram.com/latelier117](https://instagram.com/latelier117)

# OUR COMMITMENTS IN FAVOUR OF ENVIRONMENT

## Water

Inform us of any leaky faucets.

Don't leave water running needlessly. Make sure faucets are turned off securely.

Only dispose of toilet paper in the toilet.

A waste bin is provided in the bathroom for disposal of personal care products.

To conserve energy and water, during your stay bed linens and towels will be replaced every 3 days, or more frequently if needed or requested.

Please do not throw any chemical products in the toilets or in the sink, as this could seriously disrupt the water treatment process.

## Waste

**To facilitate sorting waste, please:**

Use the bin in the room for newspapers, glass and plastic products;

Use the bin in the bathroom for other waste.

A recycle bin is provided at the Front Desk for used batteries.

## Energy

Please remember to close the windows when heater is turned on. Switch off all lights when leaving your room.

# SURROUNDINGS

## Activity nearby

### **MAUBEUGE ZOO**

Avenue du Parc - 59600 Maubeuge

### **LE MANÈGE THEATRE**

Rue de la Croix - 59600 Maubeuge

### **MAUBEUGE-ELESMES AERODROME**

Vieux-Reng - Élesmes - 59600 Élesmes

### **FORT DE LEVEAU MUSEUM**

Rue de Mairieux - 59750 Feignies

### **ANTIQUÉ FORUM OF BAVAY (MUSEUM)**

Allée Chanoine Biévelet - 59570 Bavay

### **MORMAL GOLF COURSE**

14 Chemin d'Amfroipret - 59144 Preux-au-Sart

Maps available at reception

## Reserve a Taxi

On request at the reception desk.

## Tourism & recreational facilities

We will be happy to make your reservations to visit Maubeuge and its surroundings, your entertainment tickets, restaurant, rental car or shuttle airport as well.