

MERCURE

HOTELS

LYON CENTRE CHARPENNES
PARC DE LA TÊTE D'OR

OUR SERVICES



THE RESTAURANT LA BASCULE

We offer seasonal cuisine, served in your room or at the restaurant:

- Monday to Friday : **from 12h00 to 14h00.**
- Monday to Thursday : **from 7pm to 10pm**

Room service open every day **24h/24.**

The bar is open every day **from 06:30 to 23:30.**



BREAKFAST– 19,90 €

It is with pleasure that we can offer you our breakfast at the buffet on the ES floor or in room (continental breakfast).

- Monday to Friday included: **from 6:30 am to 10:00 am**

- Saturday and Sunday: **from 7h00 to 11h00**

A «Express & Co» breakfast is available **from 06:30 to 12:00.**



THE WIFI NETWORK

The Wifi network is completely free. You can connect via the "MERCURE" network by entering your e-mail address.



TOURISM

Going out, shopping, visits, practical information... The reception team is at your disposal to advise you and facilitate your stay in the city and its surroundings.



TELEPHONE

To call outside the hotel, dial 0 + your number. You also have pre-programmed numbers on your phone. To schedule your alarm clock please contact reception by dialing 9 from the room telephone or 04.72.44.46.46.



THE RECEPTION

At any time, call us by dialing 9 from the room telephone or **04.72.44.46.46**



EMERGENCY PRODUCTS

You forgot something? We offer you a range of products to help you in reception. Also at your disposal: iron and ironing board, electric adapter...



LUGGAGE STORAGE

Luggage storage is available. Please ask at the reception

FROM CHARPENNES WITH LOVE...

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TV AND RADIO CHANNELS

1/ tf1	17/ cstar	29/ canal + série	1001 / bfm business	1017 / radio classique
2/ france 2	18/ gulli	30/ bfmtv lyon	1002 / chérie fm	1018 / rfm
3/ france 3 rhône-alpes	19/ france ô	31/ disney chanel	1003 / contact fm	1019 / rire & chansons
4/ canal +	20/ tf1 série/film	32/ mcm	1004 / europe 1	1020 / rmc
5/ france 5	21/ l'équipe	33/ planete +	1005 / fip	1021 / rtl
6/ m6	22/ 6ter	34/ canal + sport	1006 / france bleu	1022 / rtl2
7/ arte	23/ rmc story	35/ bein sport 1	1007 / france culture	1023 / skyrock
8/ c8	24/ rmc découverte	36/ bein sport 2	1008 / france info	1024 / sud radio
9/ w9	21/ l'équipe	37/ bein sport 3	1009 / france inter	1025 / virgin radio
10/ tmc	22/ 6ter	38/ canal + (eng)	1010 / france musique	
11/ tfx	23/ rmc story	39/ canal + cinéma (eng)	1011 / fun radio	
12/ nrj12	24/ rmc découverte	40/ canal + série (fr)	1012 / mov'	
13/ lcp	25/ chérie 25	41/ disney channel (eng)	1013 / nostalgie	
14/ france 4	26/ lci	42/ rai uno	1014 / radio nova	
15/ bfm tv	27/ france info	43/ rtl television	1015 / nrj	
16/ cnews	28/ canal + cinéma	44/ tve internacional (es)	1016 / oui fm	

AIR CONDITIONING

You can adjust the temperature of your room with the box located near the door of the room.

PILLOW, EXTRA BLANKET

Extra pillow and blanket in the wardrobe and also available at reception.

Dial **9**.

MINI-BAR

Free mineral water in your room.

AIRPORT SHUTTLE

A shuttle to Lyon Saint-Exupéry airport takes 30 minutes and leaves from Part-Dieu station every 15 minutes. Access from the hotel to the Part-Dieu train station: by metro or tramway in 5min or 15min on foot.

CHECK-OUT

Please vacate the room before 12:00

FIRE INSTRUCTIONS

Please follow the instructions behind your door.

VOLTAGE

The voltage of the hotel is 220V/50Hz.

An adapter is available at the reception if needed

SAFE

At your disposal in the room.

The management declines all responsibility for valuables or cash left in the room

BUSINESS CENTER

A business centre with a computer and printer is at your disposal. You can send your documents by fax or make photocopies. For these costs, please contact the reception.

BANQUETS, SEMINARS, COCKTAIL PARTIES

Our sales department is available from Monday to Friday to help you with your requirements (tel: 4642)

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TELEPHONE

Price including all taxes on 1st January 2023 of a telephone impulse: 0,20€

1. General Tariff for Telephone Communications.

The price of the calls is calculated according to the pulse rates according to the destinations. These pulse rates are transcribed in time.

2. Special rates

15 UAS – 17 Police – 18 Firefighters – 112 Single European Emergency No.

Calls to these numbers are routed free of charge by the public operator (Orange, SFR, Bouyges etc.)

3. Information

For any information or complaint about the use of the means of telecommunications made available to you, you can contact the reception of the hotel: 9

List of destinations	Duration of a 1st pulse in seconds	Next pulse in seconds	Number of pulses in a 2min30s communication
Metropolitan France (to landlines and mobiles)	1	245 / 84	2 / 4
France DOM-TOM-COM	1	53,1 / 28	4 / 8
Calls to international destinations / List of countries available at the hotel reception			
Near Europe and North America	1	15,3	11
Maghreb	1	12,1	14
Rest of Europe	1	9,6	17
Africa and French Oceania	1	5,6	28
Central America	1	5,1	31
South America	1	6,4	25
Asia 1, Russia, Australia and New Zealand	1	9,5	17
Asia 2 and rest of Oceania	1	5	32

Application of the decree of 31-10-1994, art.2

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LAUNDRY SERVICE

Please indicate the quantity of each item. Laundry deposited at reception before 9.00 am will be returned the same day at 7.00 pm. No service on weekends and public holidays.

Laundry	Price	Amount
Shirt - Polo	12,00 € x =	
Women's underwear	6,50 € x..... =	
Brief / Underpants	6,50 € x =	
Socks	5,50 € x =	
T-Shirt	5,50 € x =	
Bra	5,00 € x =	
Handkerchief	3,00 € x =	
Pyjamas / Nightdress	20,00 € x =	

Dry cleaning	Price	Amount
Dress / Long skirt	16,00 € x =	
Silk blouse	15,00 € x..... =	
Blouse	12,00 € x =	
Skirt	10,00 € x =	
Jumper / Sweater	10,00 € x =	
Suit	25,00 € x =	
Overcoat / Coat	25,00 € x =	
Trousers	10,00 € x =	
Jacket	15,00 € x =	
Tie	8,50 € x =	

In the event of loss or damage, the launderer's liability cannot exceed 5 times the cost of the laundry. The hotel is not responsible for shrinkage or discoloration, nor for items left unclaimed after one month.

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ENVIRONMENTAL CHARTER



Raising awareness among our employees

Raising the awareness of our employees and customers by encouraging them to become eco-citizens.



Short circuit

Breakfast and La Bascule restaurant offer regional and/or fair-trade products



Water reduction

All the hotel's taps are equipped with water-saving devices.
We read our water meters every month to better manage our consumption.
We only change towels and sheets on request.



Energy saving

All rooms equipped with energy-saving light bulbs



Waste management

La Bascule restaurant with organic waste sorting.
The hotel with the reuse of paper as scrap before recycling.
The hotel with selective sorting of batteries, light bulbs, ink cartridges, cardboard and paper.

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EATING OUR AROUND THE HOTEL

Discover these restaurants just minutes from our hotel!

BRASSERIE DES BROTTEAUX



1 PLACE JULES FERRY, LYON

Creative, traditional French cuisine in a unique, heritage-listed setting.

BRASSERIE L'EST



14 PLACE JULES FERRY, LYON

Immerse yourself in the heart of this former train station and taste Bocuse's cuisine!

DANIEL ET DENISE



156 RUE DE CRÉQUI, LYON

A unique and convivial Lyonnais bouchon run by two Meilleurs Ouvriers de France.

FRATELLI PARISI



67 BIS COUR VITTON, LYON

Delicious Italian dishes: pasta, pizzas, risottos... cooked in the Italian tradition.

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