

Taxis and Transfers

We make reservations for your taxis from the hotel only.
We recommend G7 Taxis, install G7 app (on Google play and Apple store) to be able to book the G7 Green hybrid taxis.

Telephone

Dial 9 to call the reception desk.
Once we have opened the outside line for you, dial 0, then your correspondent's number.
Emergency calls are free of charge from your room.
Dial: 015 for SAMU (doctors) ❖ 018 for FIREMEN ❖ 017 for POLICE
Please advise the Front Desk if you called one of these numbers.
To call another room: add 4 before the room number (free of charge).

Transportation in the City

We recommend the use of low environmental impact transportation such as public transports, electric or hybrid vehicles or bicycle tours; feel free to ask about it at the Front Desk.

Television

We offer about 40 channels with a lot of international channels (ask for the list at the desk).
Some channels allow switching to English language for films and TV shows through 'Tools' key on the remote controller.

Toiletries – Sets

You can find at the reception: dental sets, shaving sets, sewing kit, combs or shoe shine.
All free of charge. We also lend a baby bed, mat and chair, a microwave is available to heat baby's food.

Wake-Up Call

Ask our reception staff to set a wake-up call for you.
Do not forget to hang up your phone!

Welcome – Front Desk

Our staff welcomes you 24 hours.
Please, leave the key at the desk whenever you go out.
Dial '9' from your room to join reception desk.

Wi-Fi Internet

To access to our Wi-Fi (free of charge), connect on our network **FERTEL_ETOILE** and register online; a webpage may then be displayed directly. (If not, please launch your browser or any app, and you will be directed to fill in a registration form).
After that, you will be invited to enter the verification pin as displayed near the telephone.

Room Directory

Fertel Etoile



Adapters

Adapters to European electric plugs can be borrowed from reception (free of charge).

Bar

Cooled alcoholic and soft drinks can be bought from reception.
You can also borrow various types of glasses or a cork opener.

Bookings

Our reception staff is able to organize your future reservations at the hotel.

Breakfast

Breakfast is served every day in our breakfast room, from 7 to 10 (later some special days).
Reservation is not necessary (if not included, it is charged €13 per person).
For room-service breakfast, please fill in the special form available in the room (from 7:15 to 10).
Take-away breakfast can be arranged, please book in advance at the Front Desk.
Call 4190 from your room to get the breakfast room.

Car Park

Many Indigo public car parks are available in the area, you can reserve online.
Parking "Pereire Etoile" (29 rue Brunel 75017) offers a discount to our guests upon showing a parking ticket stamped at the hotel.

Check-Out

We expect our guests to check-out at about 11:30 a.m.
Please let us know if you would like to extend your stay or use our storage.

City Tax

City tax is to be paid upon arrival by every guest over 18 yo; its rate is fixed by Paris city town hall.

Concierge Service –Tours and Excursions

A dinner on the Seine or a guided tour in Versailles?
We have a large choice of flyers for tours and excursions in Paris and across France.
We also gladly reconfirm the services you already booked or store mail or parcels for you.
Our staff can help you to find and book the best for you!

Do Not Disturb

Don't forget to place the 'do not disturb' sign when you don't want anyone to come into your room when you are inside (in case you do not need cleaning please contact Front Desk).

Housekeeping

Housekeeping cleans your room every day during the day and changes your sheets every 3 days. Please advise reception if you do not want any cleaning service.
Extra towels and laundry are available anytime on request.
Environmental tips are suggested in the room to help save planet resources.

Iron

Irons and boards are at your disposal at the reception (free of charge).

Kettle

Reception holds a few kettles (and cups) to be borrowed (free of charge).

Laundry – Dry Cleaning

Our laundry service provider can pick up your laundry during the day and return it within 24 hours – delivery time to be reconfirmed by reception (rates available from the desk).
Booking and minimum order value are necessary.

Luggage-Storage

Luggage can be left at the hotel before check-in (if the room is not ready) or after check-out.
Please mention if you have valuables that should be stored in a safer place.

Pets

Only small pets are allowed, on request only (free of charge)

Printing

We can print-out your tickets or coupons at the reception.
Photocopies are free of charge until 20 copies, and charged €0.10 per page over 20.

Restaurants

Our staff can help you to find a good restaurant in the area or make reservations for a restaurant you already chose.

Safe Deposit

Individual safety deposit boxes are at your disposal in your room (some safes available 24 hours in the storage room, free of charge).

Selective Waste Sorting – Waste Reduction Plan

We sort our waste in 3 container types, one for residual waste, one for plastics and paper and one for glass. Feel free to use the containers available in the lobby.
We also recycle the soap from the rooms, it is collected by our Partner 'Unisoap'.