



WELCOME

Whether you are visiting Houston for business or pleasure, we are delighted that you have chosen to stay with us here at The Royal Sonesta Hotel Houston.

The Royal Sonesta Houston is located in the prestigious Galleria area within just one block from the internationally acclaimed Galleria Mall. There are more than 600 high-end retail stores and boutiques within a few blocks of the hotel and over 400 restaurants and nightclubs within a three-mile radius.

Visit the Johnson Space center, the Museum District or Galveston Island's beach destination with historic homes and the famous "Stand" of shops, dining, and nightlife.

GUEST SERVICES

- **Wake-up call:** Please press the guest services button on your guest room phone to set up a wakeup call.
- **ATM:** A cash-dispensing machine (ATM) is located on the lobby level in front of the guest elevators.
- **Dry Cleaning / Laundry:** A laundry service menu and bags are in your guest room closet. Press the guest services button on your phone to arrange laundry pick-up or drop it off at the front desk by 8:00 AM for same day service and delivery by 7:00 PM.
- **Pool and Fitness Center: Located on the fifth floor.**
Fitness Center It provides a variety of equipment services, including treadmills, stationary and elliptical bikes along with free weights. Open 24hrs.
A heated outdoor pool, whirlpool and sun deck are also available from 5:00 AM to 10:00 PM

HOUSEKEEPING SERVICE

To help protect the environment, housekeeping service is provided by request. To schedule service for your guest room, please dial extension **0** before 1pm for same day service.

Thank you for supporting our eco-friendly efforts. (not applicable on day of departure)

FOOD AND BEVERAGE OPTIONS

- **ARA Restaurant – A la carte and buffet breakfast; a la carte lunch menu on select days**
 - Monday through Thursday 6:30AM to 10:30AM and 10:30AM to 1:30PM
 - Friday through Sunday 6:30AM to 11:30AM
- **Launch Café – Specialty Coffees, Grab-N-Go, & Lunch/Dinner Menu**

- Daily 6:00AM to 10:00PM
- **Axis Lounge – Lunch & Dinner Menu as well as Wines, Spirits, & Specialty Cocktails**
 - Monday through Thursday 5:00PM to 11:00PM
 - Friday through Sunday Noon to 11:00PM
- **Room Service**
 - Available 6:30AM to 10:00PM daily. Please dial extension **0** to place your order.
Kitchen closes at 10:00PM daily.

PARKING / GARAGE

Valet Parking is available 24 hours a day, seven days a week. Please dial extension **3044** and allow ten minutes for the retrieval of your car.

The hotel is not liable for any incidents involving the garage or valet parking.

PETS

We are pleased to be a pet-friendly hotel. We welcome small dogs up to forty pounds in weight. A \$150 non-refundable pet fee will be applied for cleaning of your guest room upon departure. Service animals of any size are always allowed.

SAFE DEPOSIT BOXES

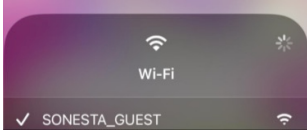
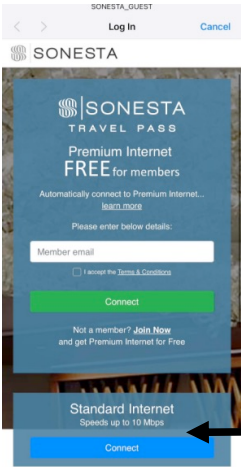
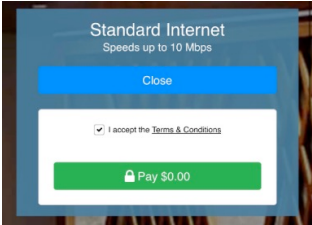
In addition to the in-room safes, The Royal Sonesta Houston also offers safe deposit boxes, free of charge and readily available 24 hours a day at the front desk. Please note that the management of The Royal Sonesta Hotel Houston accepts no liability for any belongings left in your guest room.

BUSINESS SERVICES

- **Banquet / Meeting Facilities:** Please contact our Sales & Catering staff at extension **2800** for all your meeting room and guest room needs for 10 guest rooms or more. For other enquiries, please contact Guest Services by dialing extension **0**.
- **Business Center:** Is located near the lobby, adjacent to counselors Room. The business center is fully automated and accessible 6:00 AM to 10:00 PM

HIGH SPEED INTERNET CONNECTIVITY

Complimentary basic internet access is available throughout the hotel. Connect to “Royal Sonesta” network using your laptop or mobile device, open a browser window and follow the On-screen instructions to gain access.

<p>1. Connect Wi-Fi to “SONESTA_GUEST”</p> 	<p>2. Select Standard Internet and click “Connect.”</p> 	<p>3. Accept the terms & Conditions.</p>  <p>4. Click “Pay \$0.00”</p> <p>5. “Continue internet”</p> <p>6. “Done.”</p>
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MESSAGES / VOICE MAIL

The hotel has an electronic voice mail system. A red light on your telephone indicates that you have a message. You can hear your message by pressing “messages” on your phone.

DO NOT DISTURB

If you do not wish to be disturbed, please place the “Do Not disturb” card on the handle of your guest room door so it is visible to hotel staff. If you wish to have your calls held, please notify the hotel operator who will be happy to take messages. Our policy is to check all rooms by 2:00pm, unless otherwise notified by the guest. **If you request any services, please remove your “Do Not Disturb” sign temporarily.** To ensure guest safety, the hotel’s Loss Prevention Team will conduct a welfare check each 24-hour period.

CHECKOUT

On the day of departure, you are kindly requested to **vacate your room by 11:00 am** should you need to extend your stay or request a late check out please contact guest services. A nominal charge may apply. Luggage can be stored at the Bell Stand located in the hotel lobby.

CREDIT CARDS

The following credit cards are accepted: American Express, Diners Club, Visa, Master Card and Discover. The hotel is required to obtain authorization from the relevant credit company on charges incurred at the hotel. Please contact the front desk for further information. All authorizations are released by the hotel upon check out but may take 5-10 days to reflect on your credit card statement.

DEBIT CARD

Debit cards are automatically charged at check in for the room rate along with a deposit of \$100 per day for incidental charges. Balance amount will be released upon check out but may take 5-10 business days to reflect on credit card statement, depending on your financial institution.

NO SMOKING

In compliance with local ordinances, smoking is not allowed in any area of the hotel. A \$350 cleaning fee will be assessed for those who smoke inside of the guest rooms.

TELEPHONE SERVICES

Hotel Phone 713 627 7600 / Fax Number 713 961 3327

DIALING INSTRUCTIONS:

- Room to Room, Floors 2-9: Press 7+ Room number.
- Room to Room, Floors 10-23: Press Room number.
- Local call: Press 9 + Area Code + Number.

SAFETY / SECURITY

The safety and security of our guest and their personal belongings is very important to us here at the Royal Sonesta Houston. We ask you to take advantage of the following recommendations:

- **Admittance:** Do not admit unknown person to your room. All guest room entry doors are fitted with peepholes. If there is any doubt of the person's identity, please contact Guest Services by pressing dialing "0"
- **Americans with Disabilities Act:** Travelers with disabilities, the hotel is committed to providing accessible facilities for travelers with disabilities. If you encounter barriers during your stay, please contact the Hotel Manager on duty.
- **Keys:** Always safeguard your room key. Should you lose your key, please notify Guest Services by dialing **0**. The door lock sequence code will be changed, and a new key issued to you.
- **General Emergencies:** In case of any type of emergency, please dial **0** on your telephone and state your name, location, and nature of emergency.
Fire and emergency exist: You will find a plan of your floor showing the closest emergency exit on the back of the door to your room. The building has two emergency staircases, one at each end of the hallway. The emergency exists are clearly marked. The entire hotel is monitored 24 hours a day by a fire alarm control system, which has a direct connection to the alarm monitoring company. In an emergency, remain calm and notify the operator and, when needed, orderly evacuate as instructed.
- **Lost and Found:** Please contact Guest services by dialing **0**.

Thank you for staying with us!

Meeting rooms the location of our meeting rooms is as follows:

