

# Amosa Liège

HOTEL  
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## WELCOME ! AMOSA LIEGE CITY CENTRE HOTEL AND APPARTMENTS

DEAR HOST,

WELCOME TO LIÈGE... THE CITY OF A THOUSAND ACTIVITIES! ENJOY YOUR STAY IN THIS HAVEN OF PEACE RIGHT IN THE CENTRE OF LIÈGE.

THE HOTEL IS CLOSE TO SEVERAL MUSEUMS, INCLUDING THE MUSÉE DE LA BOVERIE, THE AQUARIUM DE LIÈGE, THE ARCHÉOFORUM DE LIÈGE, THE CITÉ MIROIR AND THE MUSÉE DE LA VIE WALLONNE.

THE PLACE SAINT-DENIS IS SURROUNDED BY NUMEROUS RESTAURANTS, SHOPS AND ACTIVITIES, JUST A FEW METRES FROM THE OPÉRA ROYAL DE WALLONIE. THE BUEREN MOUNTAIN, JUST A FEW MINUTES' WALK FROM THE HOTEL. YOU CAN ALSO RELAX IN THE BOVERIE PARK!

FOR SHOPPING, VISIT THE GALERIES SAINT-LAMBERT, ILOT SAINT MICHEL OR CARRÉ, ALL WITHIN WALKING DISTANCE OF OUR HOTEL.

THE CARRÉ DISTRICT IS THE CITY'S LIVELIEST SHOPPING AREA.

FOR MORE INFORMATION, VISIT [WWW.VISITLIEGE.BE](http://WWW.VISITLIEGE.BE)

LOOKING FOR A SOUVENIR? LET YOURSELF BE TEMPTED BY A SELECTION OF FAMOUS BELGIAN BEERS, CHOCOLATES AND OTHER PRODUCTS MADE IN WALLONIA. GO TO WATTITUDE, RUE SOUVERAIN PONT, THE ADDRESS TO REMEMBER.

THE BATTE SUNDAY MARKET IS JUST 200 METRES FROM THE HOTEL, ALONG THE QUAI DE LA MEUSE...

OUR RECEPTIONISTS WILL BE DELIGHTED TO INFORM YOU ABOUT ALL THE EVENTS TAKING PLACE IN LIÈGE DURING YOUR STAY.

FINALLY, OUR MODERN BAR IS THE IDEAL PLACE TO REFRESH YOURSELF AFTER A STROLL THROUGH THE CITY.

WE WISH YOU AN UNFORGETTABLE STAY!

AMOSALIEGE TEAM

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## OPENING HOURS

Breakfast: 7am - 10am on weekdays and 8am - 10.30am at weekends

Bar: 5pm - 10pm

Reception is open from 6.30am to 10pm, or you can contact us 24 hours a day on 0032 (0) 489 324603.

## CUSTOMER SERVICE AND FACILITIES

### RECEPTION

Do you need information or an alarm clock?

Do you have any questions about the hotel's facilities, meeting or restaurant options near the hotel, museum opening times, etc.?

By pressing the "Reception" button on your room telephone, you will be put in touch with all the hotel's services at the touch of a button.

Whatever your needs, our attentive team will do its best to meet them.

Reception can give you detailed directions to the city's many attractions and unique places to explore off the beaten track. They will make your reservations at the restaurants of your choice.

They can also arrange for parcels to be sent, limousine or taxi transport, emails, printing and any other administrative formalities.

## TELEPHONE AND INTERNET ACCESS

### PHONE

From one room to another:

Dial the room number.

Calls within Belgium:

Dial 0 + area code + telephone number.

International calls :

Dial 0 + 00 + country code + city code + telephone number.

The rate for international calls is based on the duration and price of the call per minute.

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## INTERNET CONNEXION

### Wi-Fi

Enjoy free Wi-Fi access throughout the hotel. Whether you're in your room in the bar, at breakfast or in the lobby, you can enjoy fast, uninterrupted access to the internet.

Follow the instructions below to connect to the Internet:

- 1 Activate your Wi-Fi equipment
- 2 Choose the "AMOSA CENTRUM" network
- 3 Enter the code you received at registration

## EMERGENCIES AND SAFETY

AT AMOSA LIÈGE CENTRE VILLE, THE SAFETY OF OUR GUESTS AND STAFF IS A PRIORITY.

WE THEREFORE INVITE YOU TO RESPECT THE FOLLOWING INSTRUCTIONS.

IN THE EVENT OF AN EMERGENCY. WE THANK YOU IN ADVANCE FOR YOUR COOPERATION.

## LOCAL EMERGENCY NUMBERS

Dial zero followed by

Police: 101

Emergency number: 100

Fire brigade: 100

European emergency number: 112

Doctor on call evenings and weekends: 1733

Hospital emergencies: 0032 4 321 60 43 or [www.citadelle.be](http://www.citadelle.be)

Pharmacy: [www.pharmacie.be](http://www.pharmacie.be)

Weather: 0900 27 003 (€0.5/minute)

## SECURITY

- Lockers are available in your room or at reception.

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- Full fire prevention equipment has been installed in the hotel.
- Fire extinguishers and smoke detectors are installed throughout the hotel.
- The maximum capacity per room is 3 people, including children.
- The hotel is equipped with cameras to ensure the safety of guests and staff and to comply with the hotel's PCI-DSS obligations.

They are installed and visibly placed in strategic locations.

The images recorded are only accessible in the event of an incident. Images are recorded for a maximum of 30 days. For more information, consult the Board of Directors,

or contact the CBPL Commission on 02/542 72 00.

## ON ARRIVAL IN YOUR ROOM

- Check that your luggage is complete and contact reception if you have any problems.
- The map behind the front door of your room indicates the emergency exits and fire extinguishers on the floor.

Familiarise yourself with the location of these facilities.

## IN YOUR ROOM

- We recommend that you use the safe in your room or at reception for your valuables. For your security, it is best not to give out your code.
- If someone knocks on your door, check their identity through the peephole before opening.

Note that all members of the Amosa team are in uniform, including the AMOSA link, so you can identify them as members of staff.

- If you do not wish to be disturbed, hang the "Do not disturb" card on your outside door.

## WHEN TO LEAVE YOUR ROOM

We ask you to leave your room by 11.00am. If you wish to check out after this time, please contact reception for information on options and any additional charges.

- Please ensure that all electrical appliances are switched off and unplugged, particularly the coffee machine.
- Make sure your door is locked.
- Do not leave your room key with anyone.

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- Keep your magnetic room key away from electronic devices (mobile phones, tablets, etc.) to ensure that it works properly.

## AROUND THE HOTEL

- Beware of people offering all kinds of services.
- Don't go down dark alleys or alleys that seem deserted.
- Only change money in authorised establishments and ask for a receipt.

## IN AN EMERGENCY

- Remain calm and do not panic. Follow the emergency procedures posted on the back of your room door. Do not use the lifts in the event of an evacuation.

- In the event of a fire, follow the signs to the nearest emergency exit.

Carefully follow the instructions of firefighters and emergency personnel.

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## INDEX-HOTEL SERVICES

FOR FURTHER INFORMATION, PLEASE CONTACT RECEPTION BY CALLING THE GENERAL NUMBER 333.

A - F

-Air conditioning and heating

A wall-mounted control panel allows you to adjust the temperature in your room.

-Adapter, charger or transformer

The voltage used is 240 volts. If you need a charger, adapter or transformer, please contact reception.

-Technical assistance

-Bar

The bar welcomes you all day, 7 days a week, for a special moment, whether to relax or have a drink.

Open from 5pm to 10pm.

-Mini-bar

Bottles of water from the minibar in your room are available free of charge.

-Baby cots

Our team will be happy to provide you with extra sleeping space. We recommend that you plan for these options when booking, as this service is only available subject to availability.

Please note that our maximum capacity per room is 3 people, including children. Please contact reception if you would like to arrange a specific time.

The cleaning service can provide you with toiletries or other things you may need (extra heating, iron, extra blanket or pillow, etc.).

Cot: this service is free of charge.

-Breakfast

For breakfast, we offer a wide range of quality products.

Breakfast is served in the restaurant to the left of reception from 07:00 to 10:30 on weekdays, and from 08:00 to 10:30 at weekends and on Belgian public holidays. It is also possible to have breakfast in your room. Please contact reception for details.

-Car and limousine hire

The reception team will be happy to organise all your travel arrangements. It is best to book in advance so that we can reserve the cars you need.

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## -Credit cards

If you wish to pay for your stay by credit card, please note that the hotel only accepts the following cards: Visa, Mastercard, Eurocard, Bancontact, Maestro, VPAY.

## -Cigarettes

If you wish to buy cigarettes, please visit the supermarket next to the hotel. For the well-being of our guests, the hotel is non-smoking. Smoking is strictly prohibited in the rooms, corridors and other common areas of the hotel. Smoking is only permitted on the terrace and on the platform.

In the event of an offence, the hotel reserves the right to charge €250 (cleaning of sheets, air freshener in the room).

## -Cleaning

Rooms are cleaned between 10am and 4pm

## -Florist

Flowers (arrangements, bouquets, etc.) can be delivered on request.

Please contact reception to place your order.

## -Disabled guests

Two rooms and a shower stool are available for disabled guests. Please contact reception for assistance. How hotel welcomes you with comfort and accessibility in our common spaces.

## G-M

### -Ice

Our bar is ready to meet your requirements.

### -Luggage / Luggage storage:

Our luggage storage service is available on arrival and departure to take care of your personal belongings. A safe is available for late departures.

### -Mail and postage

Our reception is available to help you send or receive mail or parcels. If mail is addressed to you during your stay, it will be left in your room.

Mail can be sent and franked at reception

### -Messages

Any messages you receive (notes, e-mails, parcels, etc.) are delivered to your room by hand or in a sealed envelope. Calls are forwarded to you by reception.

### -Museums

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All the museums in Liège are officially open from Tuesday to Sunday and free on the first Sunday of the month.

N - P

-Privacy/Do not disturb

Your privacy is important to us. Please place the "Do not disturb" card at your door if you do not wish to be disturbed. If necessary, we can contact you by telephone, especially before 5pm, to find out your cleaning instructions.

-Lost property

If you think you have lost something, please contact reception.

-Photocopying and printing

The team will be happy to help you with your photocopying or secretarial work.

The hotel has a business corner where we can provide you with a computer, printer or telephone (prior reservation recommended. Additional charges may apply). To make copies, please contact reception. Additional charges may apply.

-Payment in foreign currency

Foreign currency is not accepted at reception, only euros.

-Parking

The Saint-Denis car park is located opposite the hotel. Prices are displayed in the car park and you must pay by credit card at the cash desk before leaving. We recommend that you do not leave any valuables visible in your car.

The hotel is in no way responsible for the removal by the police of vehicles parked in unauthorised areas near the hotel.

S-T

-Safe

A personal safe is available in your room. Larger safes are also available at reception. The hotel accepts no responsibility for items placed in these lockers.

-Security

A network of cameras in the common areas of the hotel is operational 24 hours a day. For your safety, we recommend that you lock the door when you are in your room and identify all visitors before letting them in.

-Shopping

Most shops in the city centre are open from 10am to 6pm, including on Saturdays.

Many shops are closed on Sundays, but some remain open.



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## -Taxi

Reception will be happy to help you book a taxi.

Please note that in Liège, as in all major cities, it is more difficult to obtain a taxi. It is therefore advisable to book in advance.

## -Telephone

A telephone is available in your room. Please refer to the section

"Telephone and Internet access" section for information on useful numbers, or contact reception.

## -Television

A flat-screen HD television (with remote control) is available.

It offers a wide choice of national and international channels and radio stations.

## -Toiletries

The cleaning service provides basic products such as toothbrushes and toothpaste, shaving kits, combs, hygiene products, etc. You can also request shower gel and shampoo from the cleaning service. Other items are also available from reception.

## -Tourist tax

The city of Liège levies a tourist tax of €3.50 per person per day. This rate is subject to change.

## V

## -Voltage

For your information, the voltage at the hotel is 240V/50H.

## **EMERGENCIES AND SAFETY INSTRUCTIONS**

Emergency evacuation instructions can be found on the back of your bedroom door.