A–Z GUIDE

to everything you need to know

A

Air Conditioning
The hotel is fully air-conditioned. Each room features individual controls, allowing you to select your preferred temperature. Please note that the air conditioning automatically stops when the windows in your room are open.

Accessible Facilities
The hotel features full accessibility for guests with reduced mobility, including two specially designed rooms. Additional equipment is available upon request.

B

Bicycles
Electric bicycles are available for rent and can be collected at the hotel entrance to explore the beautiful roads of Burgundy. Our GEM team is at your disposal for further information.

Board Games
For the enjoyment of both young and old, our Guest Experience Makers are delighted to lend a selection of board games upon request.

Breakfast
Daily from 7:30 am to 10:30 am, enjoy your breakfast in our restaurant Le Clos. You may also order it to your room by contacting Room Service. For early departures, a Breakfast Box can be prepared upon request.

Boutique – Ground Floor
Located at the heart of the reception, our boutique invites you to extend the experience. A carefully curated selection awaits, allowing you to take home a refined memento of Burgundy.

Business Center – Ground Floor
A printer and digital tablets are available upon request.

C

Check-In
Access to our Rooms and Suites is guaranteed from 4 pm. However, we would be delighted to welcome you earlier and to store your luggage and personal belongings so that you may begin enjoying your stay in Burgundy.

Check-Out
Rooms must be vacated by 12:00 pm. For departures beyond this time, please consult the reception to confirm room availability. Kindly note that late check-out is subject to additional charges.

Chromecast
For your convenience, all our rooms and suites are equipped with a multimedia streaming player, allowing you to broadcast films, music, and images from any connected device to your television or speaker. Our team is at your service should you require assistance.

Credit Cards
The following methods of payment are accepted at the Château: cash, within the limits of applicable law; credit cards: Visa, MasterCard, American Express, JCB, Diners Club, and China UnionPay; Apple Pay and Google Pay. Cheques are not accepted.

Currency Exchange
The reception is pleased to assist you with exchanging the following currencies: British Pounds, US Dollars, and Swiss Francs. A commission of 10% applies to each transaction.

D

Do Not Disturb
Would you like to enjoy complete privacy during your stay? Activate the button near your door, and we will ensure your tranquility is fully respected.

DVD Player
A console is available upon request at the reception. It also functions as a DVD player to enhance your moments of relaxation in your room.

E

Electricity
The power supply available in the outlets is 220V / 16A. Should you require an adapter, please contact the reception.

F

Fitness – Level -1

Our Fitness Room is open 24 hours a day and accessible with your room key. It is equipped with a variety of facilities:
Cardio: 2 treadmills, 1 elliptical, 1 exercise bike, 1 rowing machine
Strength Training: 1 functional strength machine, 2 adjustable benches, 1 guided multi-function strength machine, floor training accessories
Personalized training sessions can be arranged upon request. For your comfort and hygiene, appropriate sportswear and suitable footwear are required.

For Our Young Guests

We offer a selection of accessories and equipment designed for the comfort of our youngest guests. A baby cot can be installed in your room upon request at the reception. We also provide a bottle warmer, high chair, and changing mat to meet the needs of little ones and their parents.
A babysitting service can also be arranged upon request, allowing everyone to fully enjoy their stay at their own pace.

H

Hygiene Products

Forgot something? We provide all essential toiletries. Please contact our reception team, who will be delighted to deliver them to your room.

I

Internet – WiFi

Complimentary WiFi is available throughout the hotel. Connect directly without a password on our network: Château la Commaraine.

L

Laundry, Dry Cleaning & Pressing
In need of a refresh for your attire?
A laundry bag and the corresponding form are available in your dressing area. Simply place your garments inside, complete the form, and contact Housekeeping – we will take care of the rest.
A steamer is available in your room for last-minute touch-ups. An iron and ironing board may also be provided upon request through your GEM.

Linen
Bed linen is changed every three days. Should you wish to reduce the frequency of linen changes, please place the Carré de Trèfles on your bed. Additional towels are also available upon request.

Luggage
Our bell team is at your service for any luggage assistance. Should you have lost or misplaced any baggage during your journey, please inform us upon arrival at the hotel. Toiletries are available upon request.
We can also store your luggage in our luggage room in the case of early arrival or if you wish to enjoy the Château after 12:00 pm on your departure day.

M

Medical Assistance
For any medical needs, please contact the reception. First aid supplies (bandages and disinfectants) are also available upon request.

Minibar
A minibar is provided in your room, with complimentary beverages. It is replenished daily, and its contents can be personalized upon request.

N

Newspapers
A selection of French and international newspapers is available at the reception and at the bar. We also offer unlimited access to thousands of newspapers and magazines via PressReader. Simply connect to the hotel WiFi and download the PressReader App.

No Smoking
For the comfort of all guests, the hotel is entirely non-smoking. Smoking is, however, permitted on the hotel terraces and balconies. Additional cleaning fees equivalent to one night's stay will be applied for smoking in the rooms.

O

Outdoor Pool
Discover our outdoor pool at the foot of the Clos de la Commaraine. Open daily from 8:00 am to 8:00 pm during the summer season, and from 8:00 am to 5:00 pm during the winter season.

P

Parking
Complimentary parking is available for the duration of your stay. Please do not leave valuables in your vehicle when handing it over to our valet.

Phone Charger
Various phone chargers are available. Please contact the reception should you require one.

Pets
Small, well-behaved dogs are welcome in the property, except in the Spa, pool area, and the restaurant Le VIII. They must be kept on a leash in public areas.
We also offer a specially designed dog menu and a dog-sitting service upon request, so that everyone can fully enjoy their stay.
We reserve the right to charge for cleaning or restoration in the event of any damage.

Pillows
Nothing is more important to us than the quality of your sleep. Upon request, a selection of pillows is available, including: cooling, lavender, memory foam for neck support, vitamin-infused, maternity, hypoallergenic, or even wood-chip.

Postal Services
The reception is happy to assist with your postal and mailing needs.

R

Reception
Our Guest Experience Makers are available 24 hours a day to ensure your utmost comfort.

Restaurants
Within our property, discover our two restaurants that reinterpret Burgundy's culinary traditions: Le Clos Restaurant & Bar and Le VIII, our gastronomic restaurant.

Room Service
In-room dining is available 24 hours a day. A wide selection of dishes can be enjoyed at any time in the Room Service section.

S

Shoe Care
Entrust your shoes to our Housekeeping team, who will care for them with the utmost attention. A shoe polishing mitt is available in your dressing room, while a complete shoe care kit can be provided upon request.
A shoe polishing machine is also available for your use throughout your stay.

Sewing Service
Our team will be pleased to reattach a missing shirt button. A sewing kit is also available in the silver box located in the bathroom.

Spa – Level -1
Take time for yourself—this is what our Spa team invites you to do. Discover our treatment menu, featuring bespoke services in partnership with myBlend and Flora Lab Paris.
For hygiene reasons, dogs are not permitted in the Spa.

T

Telephone
Our telephone network is VOIP-enabled, allowing you to make calls with no additional charge, except for premium-rate numbers (costs may vary by operator).

Turndown Service
Each evening, between 6:00 pm and 9:30 pm, our team prepares your room for the night as part of our turndown service.

V

Valuables
A personal safe is provided in your room.
For any assistance or special requests, please contact the reception.

Visitors
For security reasons, all external visitors accessing guest rooms must first check in at the reception.

Valet Service
For your convenience, our valet service is available upon arrival and throughout your stay. Complimentary parking is available at the Château.

Electric vehicle charging stations will soon be available. In the meantime, our team will be pleased to arrange the charging of your vehicle upon request.

W

Wake-Up Service
Worried about missing your wake-up? Our GEM team will gladly arrange your wake-up call at any time.