

Hello, City.

Hi there,

Welcome to Holiday Inn Holiday Inn™ & Suites Mexico Medica Sur. Thanks for choosing to stay with us - we're excited to have you here.

We want you to make the most of your time with us. So, we've put together this Guest Service Directory, full of helpful information for your stay. Whether your visit is for business or pleasure, our colleagues are dedicated to providing the high-quality service you've come to expect from Holiday Inn™. That's our promise to you.

We invite you to enjoy as many of our services as you like. If there's anything else you require, please contact our colleagues and we'll do everything we can to ensure you enjoy your stay, your way.

Best regards,

General Manager

Our promise to you.

We want to make sure your stay is a complete success. So, if any part of your stay isn't satisfactory, just let our Manager on Duty or Front Desk colleagues know.

We promise to make it right or you won't pay for that part of your stay.

This is our commitment to you.



***Enjoy all
we have
to offer.***

Services &
Facilities.

Lobby Services.

Breakfast

Start your day off right at our a la carte Breakfast, available from Monday to Friday from 7:00 am to 11:00 am and Saturday and Sunday from 8:00 am to 12:00 pm. We've got every appetite covered with delicious cooked breakfasts, freshly flipped pancakes and plenty of cereals to choose from.

Restaurant

Are you hungry? Come to our Matilde Restaurant and enjoy the menu, Monday to Friday from 7:00 am to 10:00 pm and Saturday and Sunday from 8:00 am to 8:00 pm. You can choose from classic dishes, delicious burgers and light snacks, all available whenever your stomach starts to rumble.

Connect

It's important to stay connected. That's why we've got free, fast Wi-Fi, computers and wireless printers in the Bussines Center. And with plenty of plugs in our open lobby, you can make sure you're always fully powered.



Restaurant

Lobby Services.

Car Park & Security

We had a parking lot with CCTV security system.

Check-in/Check-out Time

Check-in time is from 3:00 pm onwards and you must check-out by 1:00 pm on the day of departure.

If you need an early or late check-out, please let us know and we'll do everything we can to help.

Do Not Disturb

If you don't want to be disturbed in your room, just hang your Do Not Disturb hanger outside your door. We'll make sure your room isn't serviced until you're ready. In the interest of safety, each of the guest rooms will be checked once in a 24 hour period, initially by phone and, if there is no answer, by a visual room check.

Forgotten Something

From razors to toothpaste, we have many bathroom items available with our compliments. Simply call Front Desk on the extension 9 and then head down to collect.

Our Services.

Electricity Supply & Adapters

The hotel's electricity supply is 110 volts. If you need to borrow an adapter during your stay, please give Front Desk a call on the extension 9.

Guest Services - Front Desk

Front Desk is open 24 hours of day and can be reached by dialing the extension 9 on your in-room phone.

Guest Services - Housekeeping

Housekeeping will clean your room once a day, unless the Do Not Disturb hanger is on the door. If you need any additional towels or toiletries please get in touch with Front Desk.

Ice Machine/Ice

Ice is available from in the dispenser machines located on floor 5th and 6th. Please contact room service if you'd like ice brought to your room.

Ironing board & Iron

Irons and ironing boards are available in all guest rooms.

Internet & Wi-Fi

Wi-Fi is free to use during your stay and is available throughout the hotel. Please contact Front Desk by dialing the extension 9 if you need more information on how to connect.

Gym

Our gym is open from 6:00 am through 8:00 pm for all hotel residents over 18 years of age.

Our Services.

Newspapers

You can pick up free newspapers every day from our Open Lobby.

IHG One Rewards

Make the most of your stay by joining **IHG One Rewards**. As an IHG One Rewards member, you can earn points or airline miles at over 3,650 hotels worldwide with every qualifying stay. For more information please ask at Front Desk.

Reservations

For worldwide reservations please ask at Front Desk or call 800 00 999 00 for free. You can also visit our website www.holidayinn.com.

In-room Safe/Safety Deposit Boxes

All our rooms have an in-room safe. You can find instructions for use located on the front left side of the safe.

Wake-up Service

You can set a wake-up call by programming it into your room's phone: form more information contact Front Desk.

Meetings

Our well-equipped meeting rooms mean you can do business in style. Get in touch with Front Desk for more information, for a viewing or to make a booking.

Our Services.

Baby Cot

Baby cots and bedding are available free of charge for use during your stay, subject to availability. Please contact Front Desk for more information.

Bank/ATM

Please ask at Front Desk for the directions to local banks and ATM machines.

Information about the zone and excursions

Our front desk staff will be happy to provide you with all the information you need.

Express Check-out

Express check-out is available - please ask Front Desk for details when checking in.

Medical Services (Doctors, Dentist or Pharmacies)

Should you require the assistance of a doctor, dentist or need to know where the nearest pharmacy is, please speak to our Front Desk team who will be able to provide you with the necessary information.



*Just a
phone call
away.*

Phone and TV.

Phone Directory and TV Programmes.

In-house Telephone Numbers

*To make calls to other rooms dial:
5 then the room number.*

Outside Line _____ Dial 0 + local number

Front Desk _____ Extension 9

Reservations _____ Extension 5401

Room Service _____ Housekeeping 5422

Restaurant _____ Extension 3421

Long Distance Calls

*If you have established credit, your line will be
open, if you need help dial 9 to the Front Desk.*

U.S.A./Canada 0 + 001 + area code + number

Rest of the world 0 + 00 + area code + number

Fees

National Call

Local and international national calls are free of
charge.



Phone Directory and TV Programmes.

TV Programmes

We offer a wide variety of local and international TV channels to watch in your room.

14 _____	Las Extrellas	31 _____	De Película
15 _____	Foro TV	32 _____	Golden
16 _____	XHGC Canal 5	33 _____	Space
17 _____	Azteca 7	34 _____	TCM
18 _____	Gala TV	35 _____	Europa Europa
19 _____	Once TV	36 _____	HBO 2
20 _____	Azteca Uno	37 _____	HBO Plus
21 _____	Sony	38 _____	HBO Family
22 _____	Warner Channel	39 _____	Sky Sports
23 _____	E! Entertainment	40 _____	Fox Sports
24 _____	AXN	41 _____	ESPN
25 _____	TL Novelas	42 _____	ESPN 2
26 _____	H2	43 _____	Fox Sports 3
27 _____	Nat Geo	44 _____	CNN Español
28 _____	Nickelodeon	45 _____	CNN Internacional
29 _____	Disney Channel	46 _____	Milenio TV
30 _____	Boomerang	47 _____	HBO Signature

***Looking
Out For
You.***

Health & Safety.

Emergency Services

Emergency

Should you have or discover an emergency, please contact Front Desk immediately.

Emergency Evacuation

We have taken every precaution to ensure the safety and comfort of all our guests whilst in the hotel.

Please familiarize yourself with the fire evacuation instructions, including directions to your nearest emergency exit, displayed on the back of your entry door.

IN THE EVENT OF THE FIRE ALARMS BEING ACTIVATED PLEASE LEAVE THE BUILDING VIA THE NEAREST ESCAPE ROUTE.

If you discover a fire please activate the nearest break-glass point or press the emergency button on your room phone.

UNDER NO CIRCUMSTANCES SHOULD YOU USE THE LIFTS TO EVACUATE.

DO NOT STOP TO COLLECT PERSONAL BELONGINGS.

ASSEMBLE AT THE EVACUATION POINT.

Assisted Evacuation

We operate a system of assisted escape for disabled guests and visitors. Please contact Front Desk who will provide more information. Please advise Front Desk if you will require assistance in the event of an evacuation, who will take note of this information.

Emergency Lighting

In the event of a power failure, emergency lighting will come on throughout the building. Candles are not permitted in the bedrooms in the interest of safety.

Fire Alarms

Our fire alarm tests are at <<insert day and time>>. However, if at any time the siren should continue to sound please make your way to the nearest exit and go to the fire assembly point.

*Ready to
explore?*

Out and About.

Out and About.

Airport Information

Our hotel is conveniently located to the following airports:

Benito Juárez International Airport - on CDMX

For further details and for transfer options please ask our Front Desk team.

Local Leisure Facilities

There are plenty of leisure facilities to enjoy nearby – for more information please ask the Front Desk team.

Post

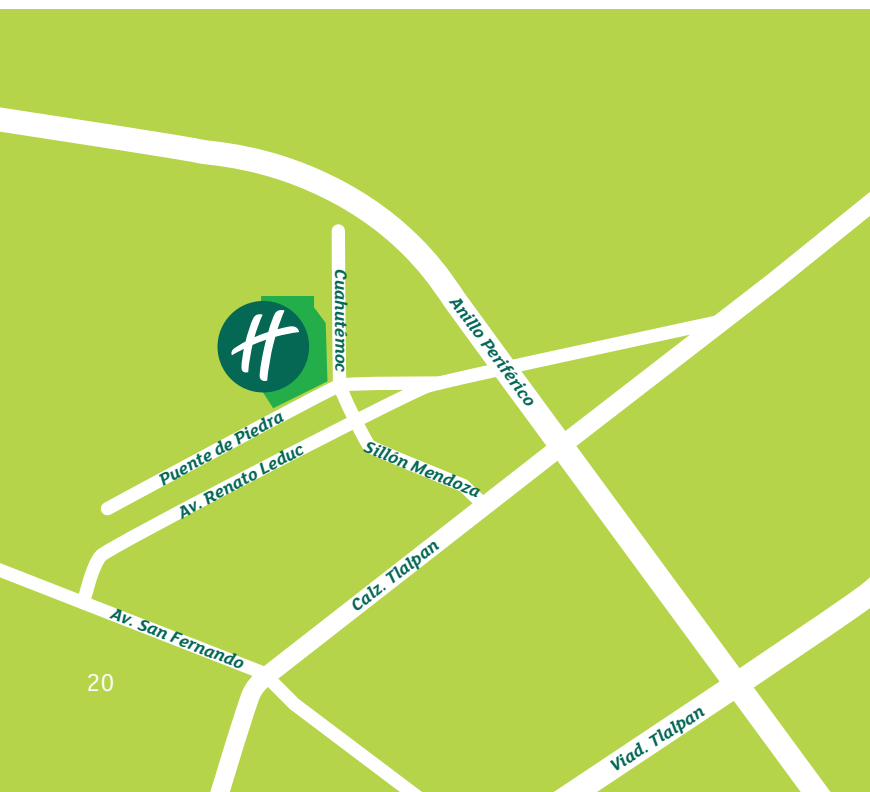
Front Desk will be happy to post any item for you. The cost of postage will be added to your room bill.

Public Transport

Ask at Front Desk for timetables and public transport information.

Local Taxis

Need a cab? Go and ask at the front desk or call from your room to extension 9.





Holiday Inn™ & Suites
México Médica Sur

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