

## **BETWEEN YOU AND US**

### **YOUR QUESTIONS:**

#### **What are the opening hours?**

The reception is open from 8:30 AM to 7:00 PM.

#### **What happened if I arrive after the closing hour?**

After too many abuses, we no longer accept late arrivals after 7 p.m. (last-minute requests, late flights arriving at the end of the day, etc.). We thank you for understanding that we are a small hotel with only 7 rooms and to serve you we work 7 days a week, minimum 11 hours per day...

#### **How can we reach our room after 07:00 PM?**

Upon arrival you will have the keys and the code of the hotel so you can come and go as you wish.

#### **Our flight arrives in the morning, we can come directly to the hotel?**

Of course. We will do our best to welcome you in the best possible way.

Approximately one month before your arrival, you will receive an email asking for your arrival time and your flight or train number. This will allow us to prepare your room as a priority. However, if this is not possible, you can leave your luggage with us.

#### **.Can we have lunch or dinner in the room?**

A kitchenette with a microwave, kettle, dishes, and a mini-fridge is available in each room.

Several supermarkets, including one open from 7:00 a.m. to midnight (6 days a week), are nearby, as are grocery stores and supermarkets, including an excellent Pâtisserie Canet.

#### **How is the Hotel Victor Hugo Nice different?**

The Hôtel Victor Hugo Nice is a small hotel with 7 rooms where guest satisfaction is paramount. We want you to feel comfortable and create a friendly atmosphere. We can also help you with all your reservations and advise you on your itinerary. Do not hesitate to contact us. We offer services not offered at other establishments: free loan of beach towels, umbrellas, and beach mats; free loan of umbrellas; courtesy tray with tea, coffee, sugar, salt, and pepper; hot and cold drinks, sweets, and pastries are available at reasonable prices.

We have selected quality restaurants for you.

**We have stayed here before; the room was only cleaned every three days, and the prices were lower. Why change?**

Many guests didn't understand this arrangement and the reasons; the comments on various websites showed this. We therefore decided to change the organization. Since April 1, 2014, housekeeping has been done every day, which entails additional costs (staff, products, laundry, etc.).

Despite everything, we are still very concerned about the environment and ecology; Our products are selected for their quality and respect for the environment. We ask guests to recycle their waste and strongly encourage them not to change their towels every day.

**Do you have feather-free pillows? I'm allergic?**

All our pillows are feather-free.

**I'm allergic to gluten and lactose; do you have any special requirements for breakfast?**

Breakfast is a buffet; you can find a wide selection, even if you have allergies.

**I have a small dog, can I bring it?**

We welcome pets; we have received a "pet-friendly" label from the Nice Tourist Office. Not only do we accept them, but we also welcome them with pleasure; two bowls, a bassinet, waste bags, and treats are provided.

**If I want to go to the beach, do you have towels, or should I bring some?**

We offer free beach towels, beach mats, and umbrellas upon request. All you need to do is bring your swimsuit and sunscreen.

**What's the latest checkout time?**

11:00 a.m. However, you can leave your luggage with us if your flight or train is late. Until 7:00pm maximum.