

VINZENZ ROSA DE PAULI
BIENVENUE AU SOFITEL MACAU AT PONTE 16

Cher Hôte,

Welcome to Sofitel Macau at Ponte 16, it is our greatest pleasure to have you staying with us.

We at Accor Hotels call our employees Sofitel Ambassadors and Heartists, it is their passion to make your stay the most memorable possible. Please do not hesitate to approach us whenever you feel like, need or want to. We are at your service!

“Live the French way” with us and explore every corner of Sofitel Macau at Ponte 16, lots of culture but also “art de vivre” can be found in every corner of our property. Being located at the historic center you are surrounded by history and heritage, please enjoy your discoveries.

Once again, “Merci” for your trust staying with us and thank you in advance to reward us with loyalty and your return at your next trip to beautiful Macau.

Bon sejour au Sofitel Macau at Ponte 16,



VINZENZ ROSA DE PAULI
GENERAL MANAGER

SOMMAIRE CONTENT

1

VOTRE RESTAURATION BARS & RESTAURANTS

2

VOS SERVICES GUEST SERVICES & FACILITIES

3

VOTRE FORME ET BIEN-ÊTRE SPA & FITNESS CENTRE

4

VOS COMMUNICATIONS TELEPHONE & INTERNET ACCESS

5

VOTRE SÉCURITÉ EMERGENCY & SECURITY

6

PONTE 16 INSTALLATIONS PONTE 16 FACILITIES

1

BARS & RESTAURANTS

THE PHILOSOPHY OF GASTRONOMY

THE FRENCH AND CHINESE SHARE A UNIQUE PASSION AND SAVOIR-FAIRE GOURMET FOOD, THE TRUE LUXURY OF DAILY LIFE. THE CHEFS EXPLORE THE RICHNESS OF LOCAL CUISINES FOUND THROUGHOUT THE PROVINCES AND ADD A SUBTLE FRENCH TOUCH.

SOFITEL MACAU OFFERS THE BEST BREAD IN TOWN, DIVINE PATISSERIES AND AN UNPARALLELED WINE LIST.

WE WISH YOU AN UNFORGETTABLE CULINARY EXPERIENCE.



MISTRAL RESTAURANT

6TH FLOOR

BUFFET

Breakfast	7AM - 10:30AM (Monday - Friday)
	7AM - 11AM (Saturday - Sunday)
Lunch	12PM - 2:30PM (Monday - Sunday)
Dinner	6PM - 9:30PM (Monday - Sunday)

A LA CARTE

Breakfast	7AM - 11AM
All day à la carte	12PM - 10PM

Elegant yet relaxed, Mistral Restaurant offers impressive international buffets and à la carte dining throughout the day. For breakfast, try oven-baked pâtisserie and French press coffee along with a luxurious Sofitel breakfast selection. For lunch and dinner, explore a large variety of local and imported seafoods, daily carvings as well as Chinese, French and Middle Eastern cuisine stations. In summer, the adjoining terraces offer al fresco dining overlooking the pool and the beautiful Pearl River Delta.

Located in the heart of the historic centre of Macau, Mistral is a “must go” to regale families and couples with a worldwide selection of delicacies. Regular promotions and celebrations bring exciting surprises throughout the year.

LE CHINOIS CANTONESE RESTAURANT

18TH FLOOR

DIM SUM LUNCH 11AM - 3PM

A LA CARTE

Lunch	11AM - 3PM
Dinner	6PM - 10PM

At Le Chinois Cantonese Restaurant, culinary experts use fine seasonal ingredients to craft authentic Cantonese flavours served with a unique French flair. At breakfast and lunchtime, treat yourself with a selection of innovative dim sum and handcrafted Chinese noodles coveted by the local community and visitors. Be captivated by the aroma of Chinese tea while our tea sommelier pairs your meal with a healthy brew. Then, return for an exquisite seafood dinner and enjoy the stunning scenery of the Pearl River and sunset over the distant hills of Zhuhai. The beautiful views through the window contrast with the restaurant’s interior, which uses exposed brick walls and strong shades of red and black to set the mood for a perfect evening.

PRIVÉ
6TH FLOOR

Dinner 6PM - 10PM (Friday-Sunday)

Discover Privé POP UP concepts where creativity meets “savoir faire”. The set menus are crafted with fresh seafood and served with an aesthetic pleasure. Endowed with an illuminated glass ceiling complemented by glittering views of Macau’s UNESCO heritage sites, Privé is the perfect restaurant to surprise our guests for special occasions.

RENDEZVOUS LOBBY BAR
1ST FLOOR HOTEL LOBBY

Operating Hours 12PM - 12AM

Located next to the hotel lobby, Rendez Vous Lobby Bar envelops you in the glamorous atmosphere of a retro French café in Macau, creating a perfect setting for romantic cocktails, social gatherings or parties. From daily happy hour to weekly ladies’ night, Rendez Vous’ large range of events and happenings offer relaxed and entertaining experiences to our guests.

2

GUEST SERVICE & FACILITIES

AT SOFITEL, COUSU MAIN PERSONALIZED SERVICE IS OUR MOTTO.

CONCIERGE: HOLDING THE KEYS TO MACAU

SHOULD YOU DESIRE TO EXPLORE THE CITY BEYOND THE HOTEL, SOFITEL MACAU AT PONTE 16 CONCIERGE IS EAGER TO ASSIST YOU.

THE CONCIERGE CAN PROVIDE DIRECTIONS TO FAMOUS CITY LANDMARKS, OR LITTLE-KNOWN REMOTE DESTINATIONS. THE CONCIERGE CAN HELP TO SECURE A RESERVATION AT ONE OF THE CITY'S FINEST RESTAURANTS, OR OBTAIN TICKETS FOR ONE OF THE EXCITING ATTRACTIONS MACAU HAS TO OFFER.

THE CONCIERGE WILL ALSO ASSIST WITH ARRANGING TRANSPORTATION, BOOKING TOURS AND ARRANGING FLIGHTS. PLEASE ASK FOR THE CONCIERGE THROUGH THE SERVICE CENTRE OR VISIT THE CONCIERGE DESK IN THE LOBBY.

“ONE TOUCH” SERVICE CENTRE: ONE BUTTON FOR ALL

WITH THE “ONE TOUCH” SERVICE CENTRE, ONE BUTTON CONNECTS YOU TO ANY OF THE HOTEL SERVICES YOU DESIRE.

WHATEVER YOU NEED, WE HAVE A DEDICATED TEAM WAITING TO ASSIST, ALL AT THE TOUCH OF THE BUTTON.

WOULD YOU LIKE TO CONTACT HOUSEKEEPING OR PLACE A WAKE-UP CALL? IS THERE A QUESTION YOU MAY HAVE ABOUT THE HOTEL FACILITIES? ARE YOU LOOKING FOR DIRECTIONS, REQUIRING A TAXI, OR SEEKING INFORMATION ABOUT LOCAL ENTERTAINMENT AND ATTRACTIONS? IF YOU HAVE A QUERY, SIMPLY PRESS THE “SERVICE CENTRE” BUTTON ON YOUR IN-ROOM TELEPHONE AND OUR “ONE TOUCH” AMBASSADOR WILL BE THERE TO HELP YOU IMMEDIATELY.



LOCAL ATTRACTIONS

Sofitel is situated in the heart of the “Old City” located in the easily accessible Heritage and Historical district.

The popular Senado Square is only a short walk from Sofitel, and is one of the most important meeting points in downtown Macau.

Some of the recommended Macau World Heritage sites include:

Ruins of St. Paul’s, Mount Fortress, A-Ma Temple, Na Tcha Temple, St. Antony’s Church, Guia Fortress, St. Augustine’s Square and many more.

Please refer to our Concierge Desk for more information about each attraction and activities in Macau.

CONCIERGE: COMPLIMENTARY SERVICES

Our Concierge has an unlimited number of complimentary services to ensure a most comfortable experience.

These services include: wheel chair, baby stroller, umbrella, daily newspaper, airline online check-in service, shopping bag, city map, taxi assistance and more. Please refer to our Concierge Desk for more information about the services available.

A

ADAPTOR AND CONVERTER

The standard voltage in Macau is 220 volts; frequency is 50 hertz. Should you require an adaptor or converter, please contact our “One Touch” Ambassador by pressing the “0” button.

AIR CONDITIONING

A control panel on the wall controls room temperature and fan speed. Please adjust room temperature as you desire, or contact our “One Touch” Ambassador for assistance by pressing the “0” button.

AIRLINES

Please visit our Concierge Ambassador for assistance with airline reservations and confirmations of existing tickets.

ASSISTANT MANAGER

The Assistant Manager is on duty 24 hours.

B

BABY-SITTING

A baby-sitting service is available. Please contact our “One Touch” Ambassador to enquire for applicable charges. We require four hours advanced notice to arrange baby-sitting services.

BAGGAGE SERVICE / STORAGE

Bell staff service is available 24 hours a day. Please contact our Concierge Ambassador for luggage pick up or storage.

BATHROBES

Sofitel bathrobes are attractively designed and are available for your personal use and comfort during your stay. A set of bathrobes is placed in your wardrobe. If you wish to purchase a bathrobe, kindly contact our “One Touch” Ambassador.

C

CATERING SERVICE

A range of versatile meeting rooms are designed to cater for all business and social occasions. The hotel meeting facilities include a multi-function room, Baccara, with a seating capacity of up to 400 guests; and two meeting rooms, Promenade is ideal for presentations or group meetings and the exclusive Sofitel Boardroom with a capacity for 12 people.

Unique outdoor terraces with spectacular views offer the opportunity to arrange cocktail parties and dinners in magnificent style.

Our convention facilities are equipped with the very latest audio and visual technology; please contact our Magnifique Meetings Planner for your next meeting and event at Sofitel Macau.

CAR RENTAL

Please contact our Concierge Ambassador for information and reservations.

CHECK-OUT

The check-out time is 11AM. If you wish to check-out at a later time, please contact our "One Touch" Ambassador to enquire for applicable charges and arrangement.

CLUB MILLÉSIME

All the Club rooms, Suites and Mansion guests have access to the privacy of Club Millésime located on the 17th floor which opens from 6AM to 11PM. From personalized express check-in to breakfast, Le Goûter, evening cocktail, WiFi and private meeting room facilities. Come and enjoy a taste of France with the spectacular view of Macau in the lounge.

CONCIERGE SERVICES

Please contact our Concierge Ambassador for your transportation needs, tour arrangements, travel tickets, courier services, mail and stamps, local points of interest, restaurants, shopping, theatre, sporting activities and other information on Macau.

COURIER/MAIL SERVICE

Our Concierge Ambassador will be happy to assist you with both courier and mail services. Local postage stamps are also available for sale at the Concierge Desk.

If you receive mail during your stay it will be held for you at the Concierge Desk and a notification message will be sent to you. The Concierge will be pleased to assist you to mail your letters and postcards.

CREDIT CARD

All major credit cards including American Express, Master, VISA, JCB are accepted.



CRIBS/ROLL-AWAY

Please contact our "One Touch" Ambassador for additional bedding requirements.

CURRENCY EXCHANGE

You may exchange foreign currency at the Front Desk. Renminbi (RMB) is not available for exchange.

D

DO NOT DISTURB

We respect the privacy of our guests and will not disturb if the "Do Not Disturb" sign is on. Please leave instructions for our "One Touch" Ambassador to screen your calls.

E

ELECTRONIC KEY CARD

Please take care of your key card. When you leave the room, bring along your room key card and ensure the door is properly closed and locked. Should you misplace your keycard, please contact our "One Touch" Ambassador immediately and we will program a new key card for you. Upon check-out, please return your room key card to the Front Desk.

EMERGENCY

In case of any emergency, please press the "Emergency" button on your in-room telephone for assistance. Please refer to the "Emergency & Security" section in this directory for instructions and information about safekeeping your valuables.

F

FACSIMILE

For fax facilities and services, please contact our "One Touch" Ambassador.

FLORIST

Flower bouquets can be arranged upon request. Please contact our "One Touch" Ambassador for assistance.

FRONT DESK

Located on the lobby floor, our Front Desk team will be happy to answer any question you may have regarding your room and reservation or send a message to another guest in the hotel. Our team would be happy to assist you in booking your next business trip, leisure stay with Sofitel Macau or any other Accor / Sofitel hotel when requested.

H

HOUSEKEEPING

For your comfort, we provide a 24-hour Housekeeping service. Turndown service is provided between 6PM and 9:30PM to selected rooms. Please contact our “One Touch” Ambassador if you have a preferred service time.

I

ICE

For ice delivery, please contact our “One Touch” Ambassador.

IDD SERVICE

For International Direct Dial calls, please refer to the “Telephone & Internet Access” section of the directory. For any assistance, please contact our “One Touch” Ambassador.

IN-HOUSE TV

Each guestroom is equipped with multi-language satellite TV programmes offering news, sports and entertainment. Please refer to your TV program guide in your room for choice of channels.

INTERNET CONNECTIONS

Complimentary WiFi service is available in this property.

IN-ROOM DINING

In-room dining service is available for 7:00 to 23:00 . Please refer to the in-room dining menu for the Food & Beverage in-room offering.

L

LAUNDRY / DRY CLEANING / PRESSING SERVICE

The Hotel offers professional laundry, dry cleaning and pressing services. Laundry and dry cleaning lists together with laundry bags are located inside your wardrobe. Same day service is offered if the articles are received before 10AM. Express Service is also available upon request.

LIMOUSINE SERVICE

Our Concierge Ambassador will be glad to arrange all your transportation requirements. Advance bookings are required.

LOST AND FOUND

In the event you misplace a personal item, please contact our "One Touch" Ambassador for assistance.

M

MEDICAL SERVICE

If you wish to consult a doctor or dentist, please contact our "One Touch" Ambassador.

MESSAGES / VOICEMAIL

If a voice mail is waiting for you, the room telephone light will be activated. You may retrieve the voice mail by pressing the "Message" button on your in-room telephone or you may contact our "One Touch" Ambassador to deliver handwritten messages to your room promptly.

MINI-BAR

Each guestroom is provided with a private bar for your convenience. A variety of beverage and refreshment are stocked and replenished daily. Each opened item will be considered sold and charged according to prices stated in the mini-bar menu placed in the room. The charge will be posted to your room account automatically. Please contact our "One Touch" Ambassador for assistance.

N

NEWSPAPERS

Local newspapers, both in English and Chinese, are available from 8:30AM. International newspapers are also available upon request. Charges may apply for some particular newspapers.

P

PET AND ANIMALS

The entry of pets and animals within the hotel property is prohibited.

S

SAFE DEPOSIT BOXES

An in-room safe is provided in your room for your convenience. The hotel is not responsible for articles placed in the room safe.

SECURITY

For your safety and security, we encourage guest to latch and double lock the guest room doors before turning in for the evening. Please contact our "One Touch" Ambassador for assistance.

SERVICE CENTRE

Your comfort and convenience are the first priority of the Service Centre team. Mini-Bar items, bathroom accessories and all other related items or services can be obtained through Service Centre.

SHIPPING

Please contact our "One Touch" Ambassador for assistance.

SHOESHINE SERVICE

Complimentary 24-hour shoeshine service is provided. Please place your shoes in the shoeshine tray located in the closet. The Housekeeping attendant will polish your shoes at turndown service. If you need immediate service, please contact our "One Touch" Ambassador.

SIGHTSEEING AND TOURS

Our Concierge Ambassador will be happy to suggest and arrange any sightseeing tours you may wish to do.



T

TRANSPORTATION AND TRANSFERS

Limousine, shuttle bus and taxis are available for transfer to and from the airport, ferry terminal and the downtown area. Our Concierge Ambassador will assist you in making all the necessary arrangements for any transportation requirements during your stay. Please note that during peak hours or special events transportation may take longer to obtain and advance notice is recommended.

TELEPHONE SERVICES

Please refer to the "Telephone & Internet Access" section in this directory for dialing instructions or contact our "One Touch" Ambassador for assistance.

TRANSLATION SERVICE / INTERPRETATION

Please contact our "One Touch" Ambassador for assistance.

W

WAKE-UP CALL

Please contact our "One Touch" Ambassador to place your personal wake-up call.

WHEELCHAIRS

Wheelchairs are available at the Concierge Desk upon request. Please contact our "One Touch" Ambassador for assistance.



3

SPA & FITNESS CENTRE

WHY NOT TAKE THE TIME TO EXPERIENCE SOME UNIQUE "INSTANTS MAGIQUES", IN THE NAME OF RELAXATION AND FITNESS?

WHEN IT COMES TO BEAUTY AND WELL-BEING, DISCOVER WHAT FRENCH KNOW-HOW HAS TO OFFER WHEN IT BLENDS WITH A MODERN APPROACH TO SERVICE AND STANDARDS.

WE WISH YOU TO ENJOY RELAXING AND LUXURIOUS MOMENTS AT SOFITEL MACAU.



OUTDOOR SWIMMING POOL

6TH FLOOR

Operating Hours 6AM - 10PM

The outdoor swimming pool is set against the panoramic river view of the Macau Inner Harbour. Showers, changing rooms and towels are available at Sofitel FITNESS.

The outdoor pool is not heated, hence its temperature may vary according to the weather. The pool may be closed during adverse weather conditions such as thunderstorms and typhoons.

SOFITEL FITNESS

6TH FLOOR

Operating Hours 24hours daily

The Fitness Centre provides comprehensive equipment for a complete workout and is complimentary for hotel guests. It also features a sauna and a steam room.

SOFITEL SPA

6TH FLOOR

Operating Hours 11AM - 9PM

This cocooning, feel-good space is dedicated to wellbeing and relaxation. Spend time in the innovative multi-sensory shower and flotation bath. Feel the benefits from traditional Asian treatments or wet and dry Hammam treatments from the Middle East.

4

TELEPHONE & INTERNET ACCESS

BECAUSE YOU NEED TO REMAIN CONNECTED, SOFITEL PROVIDES ALL THE FACILITIES STATE-OF-THE-ART COMMUNICATION CAN OFFER. PLEASE REFER TO THE FOLLOWING SERVICE LIST.



TELEPHONE SERVICES

ROOM TO ROOM

Dial 8 + the room number.

LOCAL CALLS

Dial 9 followed by the telephone number.

DOMESTIC CALLS

Dial 9 + 00 + country code + city code + telephone number.

VOICE MAIL

If the light signal on your in-room telephone is on, it indicates there is a voice mail for you. Please press the "message" button on your in-room telephone to retrieve your voice mail.

DIALING COLLECT CALLS, CREDIT CARDS & PRE-PAID PHONE CARD CALLS

Dial 9 + the access number of your service provider.

MOP5 per collect call, MOP5 per credit card/pre-paid phone card call.

TELEPHONE CHARGES

LOCAL CALLS

MOP4 per call

INTERNATIONAL - IDD CALLS

MOP10 per minute for Hong Kong

MOP10 per minute for majority area of China

MOP20 per minute for majority area of Asia

MOP30 per minute for majority area of America

MOP30 per minute for majority area of Europe

MOP20 per minute for majority area of Australia & Pacific Islands

MOP30 per minute for majority area of Africa



INTERNET ACCESS

WIFI SERVICE

Enjoy the complimentary WiFi service throughout the hotel. Whether you are in your room, in the Club Millésime or in the lobby you will be able to stay connected.



5

EMERGENCY & SECURITY

AT SOFITEL, THE SAFETY AND SECURITY OF OUR GUESTS AND STAFF ARE THE FIRST PRIORITY. THEREFORE, IT IS IMPORTANT FOR US THAT YOU TAKE A MOMENT TO READ THESE GUIDELINES, AND TAKE NOTE OF THEM AS A PRECAUTION FOR ANY EMERGENCY THAT MAY OCCUR.

WE WISH YOU A SAFE AND PEACEFUL STAY AT SOFITEL.





SECURITY SERVICES

- A fully equipped sprinkler system, fire emergency system and smoke detectors are installed in the hotel.
- Trained security personnel patrol the premises regularly.
- For the sake of your personal safety and well-being, please be security conscious at all times. Never leave your personal belongings unattended and beware of pickpockets.
- For your personal security, non-registered visitors are not permitted after 11PM.

UPON ARRIVAL IN YOUR ROOM

- Check that your luggage has been delivered and contact our “One Touch” Ambassador if there is anything missing.
- The Fire Escape Plan behind your door indicates the location of the nearest fire exits and hydrants on your floor. Please study the Emergency Exit Plan, familiarize yourself with the location of exits and all safety equipment.

WHEN IN YOUR ROOM

- We recommend that you use the safe deposit box in your room for any valuables. For your own security, do not share your code with anybody.
- If someone knocks on your door, please remember to look through the viewer behind your door to identify the person before you open it. Please be advised that all our Ambassadors wear name badges with hotel uniform.
- If you do not wish to be disturbed, simply press the “Do Not Disturb” button next to the door.

WHEN YOU LEAVE YOUR ROOM

- Ensure all electrical equipment is switched off and unplugged.
- Ensure your main door is securely locked.
- Do not entrust your room key card to anyone.

IN THE EVENT OF A FIRE EMERGENCY IN YOUR ROOM

- Please press the “Emergency” button on your in-room telephone for assistance.
- Leave your room and close the door to keep smoke and flames out of the corridor.
- Go to the nearest fire exit. Please refer to the “Fire Escape Plan” hanging behind your main door.
- Do not use elevators.

IN THE EVENT OF FIRE ALARM ACTIVATION

- Remain in your room. Keep calm and do not panic.
- Follow the instructions of the emergency broadcasting announcement.
- Feel the door handle for heat before opening the door.
- Open the door slowly.
- Cover your nose and mouth with a wet towel.
- Go to the nearest fire exit which is marked on the “Fire Escape Plan” hanging behind your main door.
- Do not use the elevators.
- If encounter smoke, crawl on the floor for fresh air and call for attention.
- Return to your room if your nearest fire exit is blocked.
- Please press the “Emergency” button on your in-room telephone for assistance.
- Cover the door gap and vents with wet towels.
- Fill the bathtub with water.
- Stay in your room and wait for assistance.

6

PONTE 16 FACILITIES

WORLD-CLASS CASINO

G/F to 3rd floor, Ponte 16 Resort Macau

Operating Hours 24 hours daily

Ponte 16 casino offers a variety of gaming entertainment, including table games and slot machines, as well as sports betting zone. High limit areas are available on the ground floor and 2nd floor. VIP halls are located on the 3rd floor.

Sixteen Eight Restaurant and St. Tropez Bar are located on the ground floor providing food and beverages, to cater a wide range of different tastes and preferences.

ANGRY BIRDS PLAY CENTER

3rd floor, Ponte 16 Resort Macau

Operating Hours: 10:30AM- 8:00PM

The “Angry Birds Play Center @ Ponte 16” is the first Angry Birds-themed kids’ play center in Macau, providing six themed facilities in over 6,000 square feet. Bringing the exciting scenes of the Angry Birds Movies to the real world, it offers a variety of adventures with the classic roles of Red, Chuck, Bomb and their feathered friends. Angry Birds fans will definitely enjoy the amazing games, including large maze, inflatable trampoline, ball pit, brick blaster and kids racetrack, adding fun to your family holiday for Macau locals and travelers.

MJ CAFÉ AT PONTE 16

1st floor, Ponte 16 Resort Macau

Operating Hours: 12:00PM - 3:00AM

MJ Café is themed with the red and black color as a salute to the legendary King of Pop. It offers casual dining choices like coffee and specialty drinks, as well as pizza, spaghetti and set meals. Free complimentary Wi-Fi service is available.

Wines, beers and diversified wine pairing snacks also served here. Surprise offers available from time to time. Here is a stylish meet up place for friends to unwind and chill.

