

*All you
need to
know.*

Directory
of Services.



Holiday Inn

AN IHG® HOTEL

San José, La Sabana

Hello, from San José Costa Rica.

Hi there,

**Welcome to Holiday Inn San José, La Sabana
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 management.

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 Reception 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 Breakfast Buffet, available from 6:00 a.m. a 10:00 a.m.. We've got every appetite covered with delicious cooked breakfasts, and plenty of cereals to choose from. You can even see your food being cooked at the Chef Station.

Restaurant and room service 24/7

Enjoy the delicious menu for breakfast, lunch and dinner at Dennys. You can also order room service since it is open 24/7.

Bar

Fancy a drink? Chill out with a glass of wine, catch up with friends or put your feet up with coffee and a paper in our bar. With beers, wines, bar snacks and soft drinks, we've got everything you need for a big night in.

Connect

It's important to stay always connected. That's why we've got free Wi-Fi.

Our Services.

Travel Accessories

Forgot your toothbrush? Don't panic. You can buy a wide variety of travel essentials in our Reception shop. That's one less thing to worry about.

At the Reception

Got work to do? We've got office facilities ready to use when you need them. Ask at Reception to find out more.

El Patio Restaurant

In our El Patio restaurant there is plenty of space to enjoy or work. Plug in your laptop and you're ready to host informal meetings, or just relax. Hours: 6 a.m. to 10 a.m. and afternoon/night, 4 p.m. to 10 p.m.

Check-in/Check-out Time

Check-in time is from 2p.m. onwards and you must check-out by 12m.d. 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.

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 Reception on #0 and then head down to collect.

Electricity Supply & Adapters

The hotel's electricity supply is 110V.

If you need to borrow an adapter during your stay, please give Reception a call on #0.

Guest Services — Reception

Reception is open 24 hours and can be reached by dialling on #0 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 Reception.

Ice Machine/Ice

We have ice machines available to our guests on the second and fourth floors of the hotel.

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 Reception by dialing #0 if you need more information on how to connect.

Laundry & Dry Cleaning

Drop in your dry cleaning or laundry items from 7:00 a.m. to 9:00a.m. and we'll have them back to you after 6:00p.m, ready to wear.

Gold's Gym

Our gym is open monday to friday from 5:00 a.m. to 10:00 p.m. Saturday and sunday from 8:00 a.m. to 5:00p.m. for all hotel residents over 18 years of age.

Our Services.

IHG® Rewards Club

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

Reservations

For worldwide reservations please ask at Reception or call +0800 80 800 800 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 inside the closet.

Shuttle Service

We have transportation service from the airport to the hotel with a preferential cost (* consult the value of the service at the reception)

Swimming Pool

The swimming pool and outdoor hot tub are open from 8 a.m. to 8 p.m. Please make sure that all children under 12 years are accompanied by an adult at all times.

Wake-up Service

You can set a wake-up call by contacting Reception, dialling on #0.

Meetings

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

Extra Services.

Cot

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

Bank/ATM

Please ask at Reception for the directions to local banks and ATM machines. At the hotel we have an ATM at the entrance on the left.

Café Britt Store

At the entrance of our hotel, on the right hand side is the Café Britt store.

Travel & Local Area Information

Our Reception team will be happy to give you any information you need.

Currency Exchange

Need to change your money? Ask our Reception team for local currency exchange options.

Express Check-out

Express check-out is available – please ask Reception 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 Reception 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

Outside Line _____	Dial 9
Reception _____	Dial 0
To make calls to other rooms _____	Dial 2 + room #.
Local call _____	Dial 9 + phone #
Long distance call _____	Dial 9 + area code + phone number

Pricing Structure

Free of charge.

TV programmes

We offer a variety of local and international TV channels, as well as access to radio and paid in-room movies.

2	TV GUIDE	39	STU UNIVERSAL ^{SAP}
3	WARNER ^{SAP}	41	SPACE
4	CANAL 4	42	TCM ^{SAP}
5	SONY ^{SAP}	43	TNT ^{SAP}
6	CANAL 6	44	A&E ^{SAP}
7	TELETICA	45	AXN ^{SAP}
8	XPRTV 33	46	FX ^{SAP}
9	TELEMUNDO	47	E! ^{SAP}
10	LAS ESTRELLAS	49	LIFETIME ^{SAP}
11	CANAL 11	50	HOME & HEALTH ^{SAP}
12	MULTIMEDIOS	51	ID INVESTIG. ^{SAP}
13	CANAL 13	52	DISCOVERY ^{SAP}
14	EXTRA TV	53	ANIMAL PLANET
15	TD+	^{SAP}	
16	TD+ 2		
17	FUTV	54	NAT GEO ^{SAP}
18	ESPN4 ^{SAP}	55	HISTORY ^{SAP}
19	FOX SPORTS 2	56	TLC ^{SAP}
20	FOX SPORTS 3	57	AZMUNDO
21	ESPN ^{SAP}	58	TLNOVELAS
22	ESPN 2 ^{SAP}	59	CNN ESPAÑOL
23	ESPN 3	60	CNN USA
24	TUDN	61	UCR
25	DISCOVERY KIDS ^{SAP}	62	TVE
27	DISNEY JUNIOR ^{SAP}	63	CARACOL
28	CARTOON NETW ^{SAP}	64	TV CHILE
29	DISNEY CHNL ^{SAP}	65	DW
30	NICKELODEON ^{SAP}	66	TV5
32	CARTOONITO ^{SAP}	67	CCTV4
33	GOLDEN ^{SAP}	68	VM LATINO
34	CINECANAL ^{SAP}	96	MTV 00'S
35	HBO ^{SAP}	97	MTV
36	CINEMAX ^{SAP}	98	ENLACE TBN
37	STAR ^{SAP}	99	TELEFIDES
38	UNIVERSAL ^{SAP}	117	EWTN

***Looking
Out For
You.***

Health & Safety.

Emergency Services.

Emergency

Should you have or discover an emergency, dial #0 and please contact Reception immediately.

Emergency Evacuation

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

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

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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 Reception who will provide more information. Please advise Reception 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 the pool area..

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:

- **Juan Santamaría Airport**
- **Tobías Bolaños Airport**

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

Local Leisure Facilities

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

Post

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

Public Transport

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

Local Taxis

Need a cab? Ask at Reception.



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E holidayinn.com/lasabanacr