



## YOUR HOTEL SERVICES

We wish you  
a pleasant stay in our hotel



[mercure.com](https://www.mercure.com)



**MERCURE ST HELENS HOTEL**



## WELCOME

### WELCOME TO MERCURE ST HELENS HOTEL

We are delighted that you have chosen Mercure St Helens Hotel. Thank you! This directory should provide all of the information you will need to make the most of your stay. However, if you have any questions or concerns, please contact any member of staff who will be more than happy to help.



## RECEPTION

### TRAVEL AND TRANSPORT

For any travel services please contact reception and we will be happy to make the necessary arrangements.

### LUGGAGE FACILITY / PORTERAGE

Should you require luggage collection or storage, please contact reception.

### NEWSPAPER

If you would like a newspaper to be delivered to your room, please contact reception.

### POSTAL / COURIER SERVICE

Guest post can be handed to reception and will be collected daily Monday to Friday at around 5pm.

### PHOTOCOPYING AND FAXING

Available at 10p per A4 sheet. Please contact reception.



## FOOD AND DRINK

### RESTAURANT

Monday to Sunday, 5pm to 9pm

Enjoy fine English dining at our Ninety Two restaurant.

Our chefs are happy to cater for special dietary requirements: please contact the restaurant during opening hours to discuss your needs.

### ROOM SERVICE

Please see our Room Service menu. Room Service is available from 10am to 11pm. Selected items are served 24 hours a day.

### BAR

#### Ninety Two Bar & Lounge

Monday to Sunday, 11am to 1am.

Our beautiful and warm Ninety Two Bar & Lounge is the perfect place to relax, enjoy a lovely meal and drink or catch up with the latest sporting event on TV. A bar menu is served from 5pm to 11pm.

### BREAKFAST

Continental - 6am to 7am (Monday to Sunday)

Full English Breakfast - 7am to 10am (Monday to Sunday)

Alternatively we can serve breakfast in your room at supplement of £5 per breakfast. Please complete the breakfast form, which can be found behind your door or can be requested from reception and hand it over to the reception.

### FLAVOURS FROM THE CELLAR

Enjoy our collection of specially selected wines available to purchase by the glass or bottle at palatable prices. The wines you'll discover on our seasonal wine list have been hand-selected by our panel of experts during wine tastings with lot of varieties, and have been classified as per their taste and flavour.



## ROOM

### TELEPHONE

Reception	Dial 0
Calling another room	3 + room number
Emergency services	9 + 999
Local calls	9 + number (do not wait for dialling tone)
National calls	9 + area code + number
International calls	9 + 00 + country code + number

### Telephone charges

Below are the costs of a typical 5-minute call to the following destinations when dialling direct from your hotel telephone.

Local	£0.60
National	£0.85
UK mobile	£1.80
Europe	£2.75
North America	£3.50
Eastern Europe	£4.50

Please note that a local hotel surcharge of £2.50 applies to all other freephone numbers, including 0800, 0500, 0808 and 00800 Universal Freephone numbers. Local access calls (0845) are charged at £2.50 per minute, while 0870 numbers are charged at £4.25 per minute and 1-800 numbers are charged at £3.50 per minute.

International credit card calls can be connected with no hotel surcharges by dialling 123. Calls through other credit/calling card operators carry hotel surcharges.

For other telephone charges, please contact reception.

### WAKE-UP CALL

If you wish to place a wake-up call, simply call reception.

### INTERNET

Complimentary WiFi is available throughout the hotel.

### TELEVISION

Please refer to the TV channel list or your Welcome Screen for full channel options.



### EXTRA PILLOWS AND BLANKETS

Extra pillows are available in the room or on request from reception.

### LAUNDRY

48 hrs laundry service can be arranged through reception. Laundry bag and laundry list can be requested from reception

### OTHER AMENITIES

If you require a universal phone charger or adaptor, please contact reception (a deposit may be required). A hairdryer, iron and ironing board are located in your room. If you have forgotten an essential item, a range of toiletries are available at reception.

### CHECK-OUT

Check-out is at 12 noon.

Express check-out can be arranged: an information invoice will be placed under the guest door in the morning.

Late check-outs are also available and charged at the following:

Until 12 noon	Not chargeable
12 noon to 2pm	£20.00 per hour
After 2pm	Charged at full price

Please contact reception prior to departure to arrange a late check-out.

### PRIVILEGE ROOMS

Upgrade to a Mercure Privilege Room and make your next stay with us even more enjoyable. For just £20.00 more, you can relax in a distinctive room with a whole host of indulgent extras including a Nespresso machine, complimentary drinks, free broadband and daily newspaper, plus lots more.



## OTHER SERVICES

### FITNESS AND LEISURE

Monday to Friday 7am-9pm with last entry at 7.45pm

Saturday & Sunday 8am-6pm with last entry at 5pm

We offer a gym, sauna, steam room, jacuzzi and studio – the perfect relaxing zone.

**Call 01744 20201 to check availability.**

### MEETINGS AND EVENTS

Mercure St Helens Hotel offers three meeting rooms for all your meeting needs.

**For more information please telephone our events team on 01744 53444 or email [events@mercuresthelens.co.uk](mailto:events@mercuresthelens.co.uk)**



## LOCAL ATTRACTIONS

St Helens is a fascinating place, full of history and culture, and with a superb selection of shops and cinema. Within easy reach of the hotel you'll find the World of Glass Museum while Haydock and Aintree racecourses and Knowsley Safari Park are only a short drive from the hotel.



## REWARDS AND PROGRAMMES

### ALL ACCORHOTELS LOYALTY PROGRAMME

As a member of ALL AccorHotels, you can earn points every time you stay at any participating hotel within the AccorHotels group, including Sofitel, MGallery by Sofitel, Pullman, Novotel, Suite Novotel, Mercure, Adagio, ibis, ibis Styles and Thalassa – over 3,400 hotels worldwide. It's free to join and points can be exchanged for hotel reward vouchers, partner vouchers or converted into air miles.

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